

Reference: 01816555

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

3 June 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about Moel Famau Car Park telegraph pole information.

We received this request on 1 May 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request & our response

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*“may we request information on a BT/Open reach telegraph pole which was installed at the below address 22/11/2021. I have been told the telegraph pole was installed under WCPR7F9Z.*

*Moel Famau Lower Car Park  
Bwlch Pen Barras  
Mold  
Denbighshire  
CH7 5SH*

*Can I request the following:*

- 1. Date of works carried out*
- 2. Contractor who carried out the works*
- 3. Job sheets, risk assessments and method statements of the works*
- 4. Photos of the works*
- 5. Any other information relating to the installation of the telegraph pole in this location”*

We do not hold this information. You would need to contact the owner of the pole. There should be contact information on the pole’s displayed notification.

If the pole can be identified as belonging to Openreach then you may use their virtual assistant (“Eiva”), accessible when clicking on various links from the [Help & Support](#) webpage. Eiva has various buttons including ‘Objecting to poles’ and ‘Contacting us’.

Alternatively, you may wish to contact your local authority’s planning department, with whom communications providers would liaise regarding pole siting matters, and who may be able to assist with your enquiry.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### **Request an internal review**

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### **Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).