

Reference: 01821585

Information Requests
information.requests@ofcom.org.uk

30 May 2024

Freedom of Information request: Right to know request

Thank you for your request for information about a fault on a telecoms cable network that affected Bowness-on-Windermere.

We received this request on 15 May 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“Please can you disclose, preferably by PDF, any information Ofcom has relating to the fault on the telecoms cable network that affected Bowness-on-Windermere in late February this year (28 February or 28 February possibly into 29 February).”

Our response

Ofcom does not hold any information in relation to a telecoms cable fault affecting Bowness-on-Windermere in late February this year. Under S105K of the Communications Act 2003, telecoms providers are obligated to report incidents that breach a baseline threshold and Ofcom does not investigate individual complaints.

If you have any further queries, then please send them to 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) to request an internal review.

Taking it further

Ofcom, Riverside House, 2a Southwark Bridge Road, London SE1 9HA
Switchboard: 0300 123 3000 or 020 7981 3000
www.ofcom.org.uk

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