

Reference: 1960115

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

13 March 2025

## Freedom of Information request: Right to know request

Thank you for your request for information about Openreach maintenance objectives.

We received this request on 14 February 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*Please provide a statement of guidance, policy, mission or objectives for the quality of maintenance of existing infrastructure such as cable ducts by Openreach or a link to such information*

### Our response

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We have found some information in our [Statement: Promoting investment and competition in fibre networks – Wholesale Fixed Telecoms Market Review 2021-26](#) that seems relevant to your request – in particular see Chapter 4 of [Volume 3: Non-pricing remedies statement](#).

In brief, following our market review we looked at Openreach and its significant market power (SMP) in various markets, including the physical infrastructure access (PIA) market. Ofcom has imposed conditions on Openreach to remedy competition concerns. We have imposed general and specific access conditions for the provision of PIA to third parties to support fibre network build activities across the UK. We recognise that some parts of the Openreach network of physical infrastructure may be faulty or be unusable because of capacity issues.

We have imposed requirements for the provision of "network adjustments" by Openreach, which means Openreach is required to adjust the physical infrastructure network to make it available for use in certain circumstances. (See Volume 3, paragraphs 4.32 to 4.44.)

We do not impose quality of service measures for maintenance of the physical infrastructure network; however, Ofcom monitors relevant metrics measuring Openreach's performance when providing PIA services, including mean time to provide (MTTP) network adjustments. (See [Volume 5](#), chapter 2 for our approach to quality of service (QoS) and chapter 5 for details relating to the PIA, including reference to network adjustments at Volume 5, paragraph 5.4.)

Our published guidance to communication providers about service resilience [Network and Service Resilience Guidance for Communication Providers](#) may also be helpful.

We hope this information is helpful. 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](#).