

Reference: 01957422

Information Requests
information.requests@ofcom.org.uk

10 March 2025

Freedom of Information request: Right to know request

Thank you for your request for email addresses for EE, BT and Openreach. Your request was received on 12 February 2025, and we have considered it under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

Email addresses for EE, BT and Openreach

Wish to submit FOI to the above for data on how many householders were given free fibre installation when distance to connector box is between 100m and 150 m and how many were free installation over 150m.

Our response

We have interpreted your request to mean that you would like the email addresses for EE, BT and Openreach, as you wish to contact them directly regarding free fibre installation.

Publicly available email addresses for EE and BT are as follows:

EE: customer.complaints@ee.co.uk

BT: consumer-resolutions@bt.com

BT can also be contacted by clicking on the purple “Message now” button on their [website](#).

Openreach are not customer-facing so might not have a publicly available email address. Openreach have a virtual assistant called “EiVA” – Please click on the icon in the bottom right hand corner of their complaints [webpage](#). Through this you can find a button for ‘Contacting us’.

Ofcom are provided with other email addresses for these companies, that we use to undertake our functions. However, we consider that these are exempt from disclosure under section 44 of the FOI Act. This exemption provides that information is to be withheld if its disclosure is prohibited under other legislation – in this case section 393(1) of the Communications Act 2003 (the Act). Section 393(1) of the Act prevents us from disclosing information about a particular business which we have obtained in the course of exercising a power conferred by, among other legislation, the Act, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which apply here. Section 44 is an absolute exemption under the FOI Act and does not require a public interest test.

Please note only public bodies have obligations under the FOI Act - see this [ICO guidance](#) for more information on who is subject to FOI Act obligations. However, you are of course free to make general enquiries, with EE, BT and Openreach.

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,

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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

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