

Reference: 1943569

Information Requests
information.requests@ofcom.org.uk

10 March 2025

Environmental information Regulations request: Right to know request

Thank you for your request for information about Upper Braes coverage.

We received this request on 22 January 2025 and we have considered it under the Environmental Information Regulations 2004 (“the EIR”).

We also understand that you have exchanged correspondence on this matter with our Scotland Director on 28 January and 10 February, respectively.

Your request

I have been dealing with enquiries from constituents in the rural Upper Braes area of my Falkirk East constituency relating to a lack of connectivity in the area. They have highlighted to me a lack of mobile phone coverage in the Slamannan, Standburn and Limerigg area.

I would appreciate if Ofcom could provide confirmation of the total number of mobile phone masts that serve these areas?

Additionally, if a breakdown can be provided of the total number of mobile phone masts that serve each of the mobile network providers and the age of this infrastructure?

Our response

Please find below a breakdown of the number of masts each Mobile Network Operator (MNO) uses in the Upper Braes ward area, as of July 2024. This is the most recent data we hold.

MNO	Total
EE	8
VMO2	8
Three	8
Vodafone	7
Grand Total	31

Please note that the grand total above does not necessarily indicate the number of physical masts in the area. This is because it could be possible that one or more MNOs may provide services from the same mast.

Additionally, given the nature of networks and the way data is submitted to Ofcom, it is difficult for us to know whether any particular mast is solely used to provide coverage in this area or whether other masts outside the Upper Braes area are used to provide mobile network coverage in the area.

We do not have information about the age of the infrastructure but note that there is a spread of mobile technologies deployed at these locations including 5G.

If you wish to get further information about the masts, you may wish to contact the MNOs directly to obtain information in relation to the masts. We provide some useful contacts below:

- [Mobile UK](mailto:info@mobileuk.org) at info@mobileuk.org
- [MBNL](mailto:info@mbnl.co.uk) (a network sharing joint venture between Three and EE) at info@mbnl.co.uk
- [Cornerstone](#) (a network sharing joint venture between Vodafone and O2).

We hope this information is helpful. 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

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