

Reference: 2015339

Information Requests
information.requests@ofcom.org.uk

14 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information about broadband data for xx xxxxxx Street, Reading, Berkshire, RG30 xxx.

We received this request by post on 16 June 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

I am writing to request information under the Freedom of Information Act 2000 regarding broadband service availability at a specific residential address. Background: This request relates to a business contract dispute where BT marketed "Full Fibre 900Mbps" services to this residential property in 2021, claiming availability was imminent. I require independent verification of when such services actually became available to challenge false advertising claims.

Specific Data Required: - Date when Full Fibre 900Mbps+ first became available from BT/Openreach - Any earlier dates when lower-speed Full Fibre services became available

Information Requested: The exact dates when Full Fibre broadband services with download speeds of 900Mbps or higher first became available from each provider at the following residential address: xx xxxxxx Street, Reading, Berkshire, RG30 xxx.

Specifically:

1. BT/Openreach Full Fibre 900Mbps+ availability date

It was available between Jul-24 and Jan-25 (due to the way that we collect coverage information more precise information is not available).

2. CityFibre gigabit services availability date

It was available between Sep-21 and Jan-22 (due to the way that we collect coverage information more precise information is not available).

3 Giganet gigabit services availability date

We do not have precise information on the historic availability of Giganet's gigabit services at this address.

4. Any other providers offering 900Mbps+ services

Our data shows that Virgin Media services at the above address that could offer such speeds have been available from between Sep-19 and Jan-20 (due to the way that we collect coverage information more precise information is not available).

5. Confirmation of broadband technology type available during 2021-2024 period. I understand this information should be available from your Connected Nations reporting database and coverage monitoring systems.

Our data shows that copper broadband services such as ADSL and VDSL are available at the property as well as Fixed Wireless Access (FWA) services.

As we indicate as part of our coverage checker ([Mobile and Broadband checker - Ofcom](#)), broadband services may not be available at specific locations and/or at specific times for operational reasons. For example, access to a property to provide a new line may require permission from a landlord or the equipment required to provide service may need maintenance or upgrading. So information regarding coverage may not mean that broadband services are necessarily available at a property at a given moment in time.

Please also note that many communications providers offer broadband services using infrastructure from other providers. We do not collect or hold information from all retail broadband providers – we recommend that you refer to the websites/details on our checker for the relevant property to understand which retailers may be offering services at an address.

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](#).