

Reference: 02030898

Information Requests
information.requests@ofcom.org.uk

25 July 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Fault statistics CB11.

We received this request on 3 July 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

"Broadband connectivity for my house and immediate neighbours is extremely unreliable and we regularly need to book openreach callouts.

Can I please request details of the number of faults that have been reported and rectified for my property (per supplied address) and the following others which are connected to the same telegraph pole and affected by the same street-level issues. The address and postcode is the same, only the house names are different:

- CB11
- CB11
- CB11
- CB11
- CB11

If possible I would like to obtain the last five years of history, otherwise whatever period is practical."

Our response

While we hold some information on the number of faults reported for the provided postcode we consider it is exempt from disclosure under Section 44 of the FOI Act. Section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business (such as telecoms companies) that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and is not subject to the public interest test.

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](#).