

References: 01993229

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

3 June 2025

## Freedom of Information request: Right to know request

Thank you for your requests for information about connection issues with Virgin Media broadband.

We received these requests on 2 May 2025 and we have considered your requests under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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*“Connection issues with Virgin Media broadband*

*I would like a breakdown off all of the broadband access outages since March 06th 2025 for L30 [REDACTED] [REDACTED].”*

### Our response

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We have no records of broadband access outages in the postcode area specified. However, it is worth noting that operators would only report access outages to Ofcom if it breaches the Ofcom thresholds. Information, including thresholds, can be found under section 5 of [this document](#).

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](#).