

Reference: 02000295

Information Requests
information.requests@ofcom.org.uk

23 June 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning O2 mobile network service degradation in London.

We received this request on 23 May 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

I am writing under the Freedom of Information Act 2000 to request data relating to the performance and service quality of the O2 (Telefónica UK Ltd) mobile network in London, with a specific focus on South East areas including Catford (SE6), Sidcup (DA14/DA15), and New Cross (SE14).

Specifically, I am requesting the following information:

1. Any records, reports, or data showing the 4G and 5G signal strength, coverage, and service reliability for O2 in the wider London area, and in particular the Catford, Sidcup, and New Cross (Bawtree Road area) zones, for the period from 1 January 2024 to present.

Mobile coverage in your area can be found using our [Mobile Coverage Checker](#). This provides details of coverage predictions from all mobile network operators. Please note that this checker is soon to be updated.

Details of coverage at the Local Authority level can be found in our Connected Nations Open Data files, the latest of which can be found here: [Connected Nations update: Spring 2025 - Ofcom](#).

We do not collect specific service reliability data from mobile network operators at a geographic level.

2. Any complaints or reports received by Ofcom from consumers regarding degraded service, signal loss, or 5G connectivity issues with O2 in these areas during the same period.

We are unable to disclose this information as we consider it is exempt under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. We are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business (in this case the telecoms company named in your request) which we have obtained in exercise of our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

3. Any known network outages, service degradation notices, or maintenance activity affecting these areas that were reported to Ofcom by O2 during the same timeframe.

Ofcom has received no reports from O2 concerning these issues during the timeframe specified.

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](#).