

Reference: 02093893

Information Requests
information.requests@ofcom.org.uk

17 November 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning a pole near houses located around

We received this request on 21 October 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request

"I would like to have a copy of or any information relating to the erection of a pole/mast used to supply Internet/phoneline cables to the houses located on and around including permission to carry out this work.

I have already contacted Council and they have no records of this nature."

Our response

We do not hold the requested information.

However, to be helpful please find below some information that may be of assistance.

Street works associated with network installation is subject to a separate regulatory regime, namely the [New Roads and Street Works Act 1991 \(NRSWA\)](#) and the [Traffic Management Act 2004 \(TMA\)](#), which along with their associated Codes of Practice, provide a framework for managing street and road works in the UK. The main goal is to balance the needs of those carrying out the works with the safety and convenience of the public. The [Department for Transport](#) publishes a [Code of Practice for the Coordination of Street and Road Works](#), which provides practical guidance on how to achieve this balance. While some disruption is unavoidable, telecoms operators must do everything possible to complete works as quickly as possible and to minimise any obstruction caused. Highways authorities have powers to prosecute and impose fines if these rules are not followed. Highways authorities also have a coordinating role and specify the notice periods required for installation works and communications with local communities.

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](#).