

Reference: 01716747

Information Requests
information.requests@ofcom.org.uk

1 December 2023

Freedom of Information request: Right to know request

Thank you for your request concerning fibre broadband. Your request was received on 14 November 2023 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

Your request & our response

I live at 56 Sewell Lane, Carlisle, England, CA1 3UA. I have lived there since May 2019, and on buying the new build property, we were informed that fibre would be fitted once the next phase of the builds happen, as they will do them all at once. Now in 2023, the new houses are built, lived in, and have fibre. Yet me and 5 neighbours, from the original plot, still do not have fibre.

We have had your Openreach engineers out who have confirmed the lines are there and just need made live, yet Openreach have confirmed they won't make them live as they are now onto the newer fibre broadband project.

I would please like to know:

1. The engineers who attended our properties have offered to do make the lines live for us, yet Openreach aren't allowing them. Why is that?

We do not hold this information. You may wish to contact Openreach directly.

2. When will 56 Sewell Lane get the super fibre, if regular fibre won't be installed before then?

We do not hold this information. You may wish to contact Openreach directly.

3. In the CA1 post code, how many houses don't have access to fibre broadband due to lines not being made active?.

We do not hold this information at postcode level. The most detailed information we have is published in our recent [Planned Network Deployments report](#) which includes aggregated UK full fibre rollout plans.

I 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

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF