

Reference: 01705238

Information Requests
information.requests@ofcom.org.uk

6 November 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning Openreach information on [REDACTED] Road. Your request was received on 23 October 2023 and we have considered it under the Freedom of Information Act 2000.

Your request

I would like to request a Freedom of Information request against Openreach. The purpose of this request is to use the information in a complaint regarding the poor state of infrastructure in my local area and also as a reason for the accelerated installation of full fibre.

My address is:

[REDACTED]
[REDACTED] Road
Sevenoaks
Kent
TN [REDACTED]

And my FOI requests are:

- 1. How many times has Openreach attended a fault at this address since January 2021?*
- 2. How many times has Openreach attended a fault in [REDACTED] Road (all postcodes for road) since January 2021?*
- 3. When is [REDACTED] Road currently due for full fibre in its current plan?*

Please could the data be provided periodically, so I can see the trends and also, could this be provided against the national average?

Our response

We do not hold this information.

In answer to questions 1 and 2, we do not hold data on faults affecting individual premises.

In answer to question 3, we do not hold this data at an address level. We published more high level information in our recent [planned network deployments publication](#) which you may find helpful and it includes aggregated UK full fibre rollout plans.

You may wish to contact Openreach directly. You may also wish to use their virtual assistant (“Eiva”) <https://www.openreach.com/help-and-support/when-to-get-in-touch-with-openreach>, which has a button for ‘Contacting us’.

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