

Reference: 01782920

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

29 February 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about Connected Nations data for no access to broadband via fixed line.

We received this request on 21 February 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*"We have noticed that in your latest Connected Nations update (dated Dec 17th 2023), you have stopped reporting on a highly important metric, namely the number of UK properties that cannot access what you have defined as "decent broadband" (> 10Mbps) down a fixed line.*

*Instead, you now solely report on the number of UK properties that cannot access decent broadband down either a fixed line or FWA (in which you include 4G and 5G transmission methodology). This number is unsurprisingly considerably lower.*

*Here are two copy n paste screenshots showing this omission:-*

*From page 4 of your Connected Nations Summer 2023 Update (dated 7th Sep 2023):-*

*From page 4 of your Connected Nations 2023 Annual Report (dated 17th Dec 2023):-*

*This is a material omission, in that by not giving the same detail, it effectively compares apples with oranges in a highly misleading way.*

*It is crucial for Ofcom to continue to highlight the number of properties with no access to decent broadband via a fixed line only, not least because the cost of any property to get set up with a 4G broadband service is significantly higher than getting connected via a fixed line service - especially if an external antenna is needed to be professionally installed in order to provide fast and stable broadband (as it is in well over 50% of cases).*

*Could you please supply this information to us? We would also urge Ofcom in the strongest possible terms to re-include this specific data in your future Connected Nation reports and updates, since it is so material for the reasons given above."*

## Our response

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This information can be found on page 6 of our [interactive](#) reports that provide information on fixed line services including 'decent' broadband at various granularities including for the UK as well as individual devolved Nations.

I hope this information is helpful. 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

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### 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](#).