

Reference: 01774494

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 mobile data by UPRN or LSOA.

We received this request on 5 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

---

*I would like the data behind this tool, in an appropriate file format, such as CSV:*

<https://checker.ofcom.org.uk/en-gb/mobile-coverage>

*Specifically, the mobile phone coverage (indoor and outdoor) for each property (UPRN).*

*If this is not possible, the next best thing would be the mobile phone data published publicly as part of the Connected Nations 2023 report here:*

<https://www.ofcom.org.uk/research-and-data/multi-sector-research/infrastructure-research/connected-nations-2023/data-downloads>

*But broken down by "Lower Super Output Area" as at present the areas published are too large to be meaningful.*

### Our response

---

Coverage data has been provided to us using our statutory information gathering powers and hence we are only able to publish data on an aggregated basis. Although we do hold individual property information, we consider that disclosure of this information is exempt under section 44 of the FOI Act. Section 44 of the FOI Act exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business, or businesses, which we have obtained in exercising our powers, unless we have the consent of that business, or businesses, or one of the statutory gateways for disclosure under section 393(2) is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

We do have an API that allows access to Connected Nations address-level broadband and mobile data (available per address, not in bulk), subject to certain restrictions on the extent to which data can be accessed and the purpose(s) of use. Information about our broadband and mobile coverage checker and the API is available on our [website](#). Users will have to sign up on our [API portal](#), or register with the API team ([cnapisupport@ofcom.org.uk](mailto:cnapisupport@ofcom.org.uk)), to access the mobile and fixed broadband data, and accept the associated terms and conditions of use on application.

We have made much of the information which underpins our Connected Nations infrastructure reports available to download on our [website](#); this includes mobile phone and fixed broadband coverage by postcode.

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

### **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](#).