

Reference: 1903101

Information Requests
information.requests@ofcom.org.uk

15 October 2024

Freedom of Information request: Right to know request

Thank you for your request for information about ultrafast broadband. We received this request on 5 October 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“Open reach is building in my town from december 2023 for ultra fast broadband and i would like to know when it complete as there plans, because i only have standard broadband in my area and i have been waiting from 2021, still no ultra fast broadband , post code is EX15 [xxx], thank you”

Our response

We do hold planned network deployment information from Openreach for your area. However, we are unable to disclose this information as it is exempt from disclosure under S44 of the FOI Act. Under this section, information which we hold on this subject is exempt from disclosure since it was shared with us under our regulatory power and disclosure is prohibited under Section 393(1) of the Communications Act 2003. Section 44 is an absolute exemption under the FOI Act and does not require a public interest test.

We note that Ultrafast broadband is already available to a number of properties in your postcode area from Airband. However, if you wish to get a broadband service from an Internet Service Provider (‘ISP’) using Openreach infrastructure, you may wish to contact your broadband ISP to see if they can provide a date for ultrafast broadband availability, as they may have more up to date information from Openreach. We note that Openreach’s own [checker](#) indicates that ultrafast broadband is planned in your postcode area and will be available before December 2026.

We 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

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](#).