

Reference: 01886550

Information Requests
information.requests@ofcom.org.uk

5 September 2024

Freedom of Information request: Right to know request

Thank you for your request for information about the number of people with no broadband access or poor internet.

We received this request on 20 August 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“latest statistics for numbers of people in the UK without any broadband access and those whose internet is too poor for streaming eg iPlayer and the reasons for both these instances.”

Our response

The number of properties in the UK that cannot get decent broadband and therefore may be eligible for Broadband Universal Service Obligation (‘USO’), as published in our [Connected Nations Spring Update](#), was 57,000. Note that streaming may be possible on broadband connections below the thresholds set for decent Broadband. The technical characteristics (e.g. broadband speed) for Broadband USO can be found [here](#). We do not hold specific data on why broadband is unavailable or is unsuitable for streaming services at individual properties.

For more granular geographic information please see the associated Open Data files for fixed broadband coverage in the UK at the postcode level. Postcodes that have one or more properties that may be eligible for the Broadband USO can be determined from the relevant files.

If you wish to establish the broadband speeds at specific properties, you can use our [broadband and mobile coverage checker](#).

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](#).