

## Request for Information

Thank you for your request for information dated 11 April asking if, for the O2 (Telefónica) network, the signal for 2G in Berkeley, Gloucestershire has been disconnected. This has been considered under the Freedom of Information Act 2000.

We are unable to answer this question precisely as Ofcom does not hold information about which frequencies or technologies are employed by mobile network operators (MNOs) in specific locations. Only the MNO concerned, in this instance O2, would be able to confirm if GSM is (or previously was) being delivered to a particular location. However, from data supplied by operators, our coverage indicator map suggests that in that general area the O2 network is likely to provide outdoor coverage for 2G, 3G and 4G technologies although patchy for predicted indoor coverage.

By way of background, Wireless Telegraphy (WT) Act licences issued to MNOs by Ofcom authorise the use of blocks of radio spectrum anywhere within the UK. While the WT Act licences set the technical conditions for how such apparatus must be constructed and operated, Ofcom has no involvement in the detailed planning or management of frequencies.

We have produced reference information on [Cellular Coverage](#) and in 2015 a [Voice Coverage Obligation](#) was introduced, for licences in the 900 and 1800 MHz bands, which is required to be met by the end of 2017. However, that requirement may be met by any technology available to the MNO (i.e. not specifically GSM) and, as a statistical term, does not require that coverage to be delivered in any specific location.

MNO licences are liberalised in terms of technology in order to allow operators freedom to optimise their use of spectrum – they do not require the MNO to deliver or maintain a service via any specific technology. It would be a commercial decision for the MNO whether or when to introduce a newer technology to serve any area, including managing the possible effects of such a change for its customers.

You mention that you have contacted both O2 and the Ombudsman regarding this enquiry. We have set out a [guide](#) to the complaints process that you may find helpful for reference. If your problem cannot be resolved by your provider, then the Ombudsman service is the appropriate route to follow.

I hope this information is helpful.

Kind regards

Julia

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

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 undertaking 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:

Steve Gettings  
The Secretary to the Corporation  
Ofcom

Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

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. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF