

Request for Information

Thank you for your request for information dated 11 March which has been considered under the Environmental Information Regulations.

You asked for mobile 3G and 4G coverage broken down by postcode level (where we have provided this at local authority level in our Connected Nations 2015 report).

We do not hold the information you have requested, as the mobile coverage data in the Connected Nations Report was not processed at postcode level. In order to produce postcode level information we would need to develop a specific methodology and then re-process the data. (For further detail as to how we collected and processed mobile data for the purposes of the Connected Nations Report, you may find it helpful to refer to paragraph A.1.16 - <http://stakeholders.ofcom.org.uk/market-data-research/market-data/infrastructure/connected-nations-2015/downloads/>)

Looking ahead, we hope to make more data available alongside the 2016 Connected Nations Report.

Should you require any further information, please feel free to contact me, quoting the above reference in any future communication.

Kind regards

Julia Snape

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:

Graham Howell
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