

Reference: 507567

Jerin John
Information Rights Adviser
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Freedom of Information: Right to know request

Thank you for your request for information where you asked about broadband speeds for North Norfolk.

This was received by Ofcom on 4 January 2018 and it has been considered under the Freedom of Information Act 2000.

You asked:

- *of the 1.1 million homes in the UK that do not receive the minimum of 10Mbit/s download speed and 1Mbit/s upload speed required for decent broadband service and are therefore recognised by DCMS as qualifying for the proposed Broadband Universal Service Obligation, how many were in the local authority of North Norfolk?*
- *how many Small & Medium-sized Enterprises in North Norfolk were estimated as not being able to receive decent broadband speeds of 10Mbit/s, thereby qualifying them for USO?*

Please note, we have published information on the percentage availability of at least 10Mbit/s services, which can be viewed at: <https://www.ofcom.org.uk/research-and-data/multi-sector-research/infrastructure-research/connected-nations-2017/interactive>. This is also available through our data downloads at a local authority and postcode level here: <https://www.ofcom.org.uk/research-and-data/multi-sector-research/infrastructure-research/connected-nations-2017/data-downloads>.

We do not have the information specific to the USO scenario at Local Authority level on a per home or a SME basis at this time, however, if possible we intend to publish such information alongside our next broadband coverage update in the Spring.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

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