

Reference: 619922

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

15 October 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about the availability of fibre broadband in Nailsworth, Gloucestershire.

This was received by Ofcom on 25 September and it has been considered under the Freedom of Information Act 2000.

You asked:

Please give me the expected date of availability of fibre broadband to my home. The Open Reach Website says "You can't order a fibre service today but typically it'll be available to your premises within the next four months." and has said so for the last 10 months. The Fibre Box is right outside our house. When I requested to be given an approximate date, they say that this is a complex project and so they can't give me an expected date. However I work as a project engineer and therefore know that complex projects have project plans with expected dates within them. I would just like to know when we will be able to have fibre broadband. The internet speeds in our area are very low. The Government pays for the installation of fibre and so I should be allowed to be given the expected date of availability of fibre to my home location.

Ofcom does not hold the information you requested as this is a matter for Openreach or other network providers to decide whether to install fibre broadband to the premises ("FTTP").

However, you may find it helpful to visit the Fastershire¹ website, a partnership between Herefordshire Council and Gloucestershire County Council, and enter your postcode and address to search for information regarding the availability, delivery timescale(s) of the FTTP network and the relevant network provider serving the postcode area.

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,

¹ <http://www.fastershire.com/>

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:

Jacqui Gregory
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