

Reference: 01252194

Alexander Mapletoft  
Information Rights Advisor  
[Information.requests@ofcom.org.uk](mailto:Information.requests@ofcom.org.uk)

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### Freedom of Information: Right to know request

Thank you for your request for information in relation to a VDSL Broadband Interference to Amateur Radio. We received this request on 4 May 2021 and have considered it under the Freedom of Information Act 2000 (the "Act"). We note that this request was submitted following guidance on the scope of your former request under the Act submitted on 16 March 2021 (reference 1215038).

### Your request and our response

You asked several revised questions relating to VDSL interference. Where possible we have provided a response below to each question. Where we do not hold the information requested or are unable to share such information we have explained why.

*1) For the period from 1st April 2020 to 31st December 2020, how many complaints have Ofcom received about interference from VDSL systems?*

We received 101 complaints related to interference from VDSL systems.

*2) During the same period, how many other complaints have Ofcom received that concerned radio interference caused by factors other than VDSL?*

We received 1419 interference complaints not related to VDSL.

*3) Separately for the complaints in questions 1 and 2 above, how many of the complaints are still open and how many have been closed?*

- In response to question 1: 101 closed, 0 open.
- In response to question 2: 1368 closed, 33 open.

*4) Separately for the complaints in questions 1 and 2 above which have been closed:*

*4a) How many were resolved to the satisfaction of the complainant?*

We do not hold such information - we track satisfaction by survey feedback responses submitted upon case closure and very few surveys are completed.

*4b) how many were closed because you determined the interference was not "harmful"?*

No cases were closed due to the interference not being 'harmful'. We provide advice to the complainant regardless of determined interference cause.

*4c) how many were closed because you determined that you were unable to act?*

We do not hold this information - this is not a category that we measure.

*4d) how many were closed because you determined that acting against the interference was not in the public interest or was not justified in the fulfilment of your statutory functions or duties?*

We do not hold this information - this is not a category that we measure.

*4e) how many were closed because you determined that you could not act on weak signal communications?*

None were closed on this basis.

*4f) how many were closed for reasons other than those in questions 4a to 4e above, and what were those reasons?*

We are unable to respond to this question as the information is not readily accessible as a considerable amount of time would be needed to locate, retrieve, identify and extract any relevant information. There are over 1400 cases and we would need to manually review each case individually to search for this information. Section 12 of the Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the "appropriate limit".<sup>1</sup> We estimate that it would take over 18 hours to identify and extract the information you requested, therefore the cost of complying with this question will exceed the appropriate limit. We are therefore not able to provide any information in relation to this question.

*5) For the complaints in question 1 above, how many were passed to Openreach for further investigation?*

24 complaints were passed to Openreach for further investigation.

*6) For the complaints in question 1 above, did Ofcom or Openreach carry out investigations into the cause of the reported interference, and if so how many cases were successful in reducing the level of Interference observed and by how much was the level reduced?*

Once Ofcom have accepted the report of harmful interference is due to VDSL, the case is passed to Openreach, Ofcom does not then carry out any further investigation. We do not hold information on: whether Openreach carried out investigations, how many cases were successful in reducing the level of interference and how much the interference reduced by.

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<sup>1</sup> The "appropriate limit" is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. For Ofcom, the appropriate limit is £450 and is calculated at a rate of £25 per person per hour; this equates to 18 hours of time

I hope this information is helpful. If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Alexander Mapletoft