

Request for information

Thank you for your request for information dated 20 November about exchange only lines which has been considered under the Freedom of Information Act 2000 (the Act).

You asked:

Please supply the following:

The number of BT exchange only lines in use

(a) Nationally

(b) In Greater London

(c) In the parliamentary constituency of Dulwich and West Norwood

and in each case please state how many of these lines have access to high speed broadband through BT/Openreach Infinity.

Ofcom is unable to disclose the information you have requested as it is exempt under section 44 of the Act. [Section 44 of the Act](#) prevents organisations releasing information if another act has said that it should not. [Section 393 of the Communications Act](#) prevents Ofcom releasing information if it is about a particular business, unless we have the consent of that business or releasing that information helps Ofcom to carry out its duties, neither of which apply here.

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 exception 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