

Freedom of Information: Right to know request

Thank you for your email to Ofcom, asking for details of areas with low mobile coverage, so that you can relocate to an area that is as free from mobile phone signals as possible.

I note that you are aware of the coverage tools on Ofcom's website, which, as you point out, are designed to show areas of better coverage, to enable people to find the provider that will offer them the best signal. These are produced using information given to Ofcom by providers for the specific reason of creating the tools – the information is not owned by Ofcom, but by the providers themselves. Generally, remote rural areas have lower coverage and it is less cost-effective for providers to invest in providing coverage there, as noted in

There is a trade association called Mobile UK, which connects the mobile providers and I would suggest in the first instance contacting them. I have provided their email address and website below:

Email: info@mobileuk.org

Website: <http://www.mobileuk.org>

This is the Mobile UK page on health and safety regulations that mobile operators must comply with - it also leads to information from the World Health Organisation, in case it is of interest:

<http://www.mobileuk.org/health-and-safety.html>

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

Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

Switchboard: +44 (0)20 7981 3000
or +44 (0)300 123 3000

www.ofcom.org.uk

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