

## Request for Information

Thank you for your request for information dated 26 July asking how many telephone exchanges have properties that are directly connected to the local exchange and how many properties are unable to gain fibre broadband as a result. This has been considered under the Freedom of Information Act 2000.

We do not hold information on how many telephone exchanges have properties (i.e. premises) that are directly connected, i.e. without a cabinet, and similarly, we don't hold information on how many properties are unable to gain fibre broadband as a result of this.

However, our expectation is that every exchange may have some properties directly connected.

You could try contacting BT who may be able to provide more helpful information.

Kind regards  
Julia Snape

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

