

Request for Information

Thank you for your request for information about BT boxes in Wye which has been considered under the Freedom of Information Act 2000 ('the Act).

You asked:

1. Can you confirm that Wye, Ashford, Kent is now connected with fibreoptic cable and capable of receiving fast broadband.
2. Can you tell me if all the telephone junction boxes in Wye are supplied with fibreoptic cable.
3. If not all the junction boxes are supplied with fibreoptic cable, can you please tell me which boxes are supplied with fibreoptic cable and which boxes are not.
4. Can you please tell me the location of the junction boxes in Wye.

We are unable to disclose the information you have requested as it is exempt from disclosure under Section 44 of the Act. Under this section, information which we hold on this subject is exempt from disclosure since it was shared with us under our regulatory power and disclosure is prohibited under section 393(1) of the Communications Act 2003, unless the business consents to its release. In this case the information was provided on a confidential basis. Section 44 is an absolute exemption under the Act and does not require a public interest test.

However, I am pleased to say that Ofcom publishes a fixed broadband checker on our website so consumers can check whether superfast broadband is available at specific postcodes. You can find this at: <http://maps.ofcom.org.uk/check-coverage>.

I hope this checker proves useful.

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