

Reference: 01483353

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Freedom of Information: Right to know request

Thank you for your request for information asking about Ofcom's powers to investigate interference. We received this request on 19 July 2022 and have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

You asked:

In request number 00950104 and following an internal review number 00966456, Ofcom wrote:

The Wireless Telegraphy Act 2006 only gives Ofcom powers in relation to interference to wireless telegraphy caused by apparatus, meaning we cannot investigate interference to fixed telephone exchanges and broadband services, or interference caused by wires and cables. Whilst we are aware that wires and cables can produce electromagnetic disturbance that interferes with radio receivers, we do not have the powers to undertake investigations into this kind of interference.

Who has powers to investigate this, if Ofcom does not have the powers, please??

Is there a gap in powers of investigation into telecommunication systems?

Our response

Who has powers to investigate this, if Ofcom does not have the powers, please??

We consider this to be a request for advice and not a valid request for 'held' information under the FOI Act. As such we are not required to provide a response.

If you are experiencing issues with your telephone and broadband services, you may find it useful to consider the information provided on our website that helps consumers to identify the reasons they

may be having issues and provides further advice and details of organisations who may be able to assist¹.

Is there a gap in powers of investigation into telecommunication systems?

This is not a valid request under the FOI Act as we are not required to provide a view.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Katherine Childs

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 information.requests@ofcom.org.uk.

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF

¹ [Broadband and landline faults and problems - Ofcom](#)