

Reference: 1814740

Information Requests
information.requests@ofcom.org.uk

28 May 2024

Freedom of Information request: Right to know request

Thank you for your further enquiry regarding Connect Fibre and Fibre Asset Ltd.

We received this on 29 April 2024 and as you requested, we have treated part of your enquiry (i.e the questions below) as a request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I would like to know whether you have contacted Connect Fibre or Fibre Asset Ltd regarding this matter. I would also appreciate confirmation of whether you have received similar concerns for connect fibre generally, and what steps you have taken.

Our response

We have not contacted Connect Fibre or Fibre Asset Ltd regarding your matter and we understand that the team have explained our remit in this area in previous correspondence to you.

We are unable to confirm whether or not we have received similar concerns for Connect Fibre generally, or what steps we might have taken because as previously explained, we are subject to a disclosure prohibition in section 393 of the Communications Act 2003. Section 393 prohibits us from disclosing information about a business unless we have that business's consent or one of the reasons for disclosure listed in section 393(2) of the Communications Act 2003 apply (which they do not here). Section 44 of the FOI Act provides that information is to be withheld if its disclosure is prohibited by or under any enactment, which it is here.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).