

Reference: 1779799

Information Requests
information.requests@ofcom.org.uk

13 March 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Connect Fibre and telegraph poles.

We received this request on 14 February 2024, and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

1. How many investigations have occurred by Ofcom regarding concerns about telegraph pole installations each calendar year 2020 / 2021 / 2023 and 2024 so far

We do not hold this information.

2. Have you provided any recommendations to telecommunication companies regarding telegraph pole installations generally?

We do not hold this information because it is not Ofcom's role nor within our remit to provide recommendations. You may wish to refer to the Cabinet Siting and Pole Siting Code of Practice, Issue 2, 2016 <https://www.gov.uk/government/publications/cabinet-siting-and-pole-siting-code-of-practice-issue-2-2016>

3. Have you received any complaints about Connect Fibre installing telegraph poles?

Ofcom has not received complaints about Connect Fibre installing telegraph poles.

4. How much resource doe Ofcom allocate for monitoring that telecommunication companies follow industry guidance and legal requirements?

Ofcom have a team of 5 persons working on the Electronic Communications Code. It is within the remit of planning, and not regulatory, authorities to ensure Code holders comply with the various legislation and rules in place regarding putting up infrastructure in any given local area.

5. How many audits have occurred for work undertaken by telecommunication companies for the installation of telegraph poles?

We do not hold this information.

6. How many formal warnings have you issued to telecommunication companies for the installation of telegraph poles?

No formal warnings have been issued. It is within the remit of planning authorities to ensure operators comply with relevant rules regarding the installation of apparatus.

7. How many prosecutions have you taken against telecommunication companies regarding the installation of telegraph poles?

We do not hold this information.

8. Have you written to Connect Fibre generally to confirm breaches of legal requirements in connection with the installation of telegraph poles

We do not hold this information. Please note that Connect Fibre is not their registered name under Companies House and therefore not listed on the register of Code Operators. Their official registered name under Companies House is Fibre Assets Limited which you can find listed as a Code Operator in the following link: <https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/policy/electronic-comm-code/register#D>

9. Whether any board member or workers at Ofcom have a commercial interest in Connect fibre or other companies installing telegraph poles?

We do not hold information. You may be interested in

[Register of persons with powers under the Electronic Communications Code](https://www.ofcom.org.uk/register-of-persons-with-powers-under-the-electronic-communications-code)[www.ofcom.org.uk Register of disclosable interests - Ofcom](https://www.ofcom.org.uk/register-of-disclosable-interests)

10. What is the process by Ofcom for companies that don't follow industry guidance regarding the installation of telegraph poles in relation to enforcement?

Our role in enforcement is limited to enforcement of The Electronic Communications Code (Conditions and Restrictions) Regulations 2003.

11. What is the process for companies that breach legal requirement regarding the installation of telegraph poles in relation to enforcement?

Please see response at question 10.

I hope this information is helpful. 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](#).