

Reference: 1886579

Information Requests
information.requests@ofcom.org.uk

18 September 2024

Freedom of Information request: Right to know request

Thank you for your request for information about 4G Service on EE Network.

We received this request on 21 August 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

Please provide your measurements for the average download speed on the 4g and 5g EE MOBILE network over the last 4 years

Our response

We do not hold measurements of download speeds for EE or any of the mobile network operators (‘MNOs’).

You may find it helpful to know that we do measure signal strength, and we use the data to validate predictions of coverage area provided to us by the MNOs. We release our collected MNO signal strength measurements annually as open data. These measurements can be downloaded in a raw CSV text file format from this link: <https://www.ofcom.org.uk/phones-and-broadband/coverage-and-speeds/mobile-signal-strength-measurement-data>. The webpage also includes additional documentation on the measurement collection methodology and potential uses for the data.

We 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

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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](#).