

Reference: 02023754

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

17 July 2025

Dear,

### Freedom of Information request: Right to know request

Thank you for your request for information concerning Mobile & Broadband Coverage — .....,  
Newport NP20 .....

We received this request on 19 June 2025 and we have considered your request under the Freedom of Information Act 2000.

#### Your request & our response

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*Please provide;*

*1. The current mobile network signal coverage for all major operators (EE, O2, Vodafone, Three) at ....., Newport NP20 .....*

Mobile signal performance from all Mobile Network Operators at this address (and every address in the UK) can be found using our updated Mobile checker: [Mobile Checker - Ofcom](#)

*2. Any known recorded signal strength issues, capacity complaints, or mast capacity constraints logged in this area.*

We have searched for any issue reported in NP20 area in the last 2 years and we do not hold any relevant complaints for that timeframe.

*3. Any broadband service availability assessments Ofcom holds for this location.*

Broadband availability, including Fixed Wireless Access (FWA) availability for a given address can be found using our [broadband checker](#).

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).