

Reference: 02081259

Information Requests
information.requests@ofcom.org.uk

21 October 2025

Freedom of Information request: Right to know request

Thank you for your request concerning new Openreach works.

We received this request on 23 September 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

I wanted to query about openreach works being conducted in my area.

I have seen new poles go up on a street next to me ([REDACTED] NG3 [REDACTED]) and want to know whether my road and address ([REDACTED] NG3 [REDACTED]) would also receive the works and upgrades.

I wanted to also ask if there is an estimated time of completion and if this is full fibre to the premises (FTTP) upgrade going on.

We do not hold this information. There are regulations that may support the deployment of infrastructure for networks in certain situations such as under the Electronic Communications Code (ECC) in Schedule 3A of the Communications Act 2003 – see these pages for further information: [Electronic Communications Code: rights and obligations](#).

You may wish to contact [Openreach](#) directly.

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](#).