

Reference: 02065651

Information Requests
information.requests@ofcom.org.uk

4 September 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Mobile Coverage (O2) in

We received this request on 18 August 2024 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

Specifically, I would like to request any information held by Ofcom relating to:

1. Current mobile coverage assessments for O2 (Telefonica UK) in

Ofcom do not hold mobile coverage assessments. We only hold mobile coverage predictions submitted by the mobile network operators ('MNOs'). We use this data to create the predictions on our Map Your Mobile tool available here - [Map Your Mobile](#).

2. Any planned or proposed improvements to O2 coverage in this area, including new masts, upgrades, or infrastructure changes, and the expected timescales.

We do not hold this information.

3. Correspondence between Ofcom and O2 (Telefonica UK) regarding mobile coverage improvements in this area in the last [12/24] months.

We do not hold this information.

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](#).