

Reference: 02173274

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

13 April 2026

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

Thank you for your request for information concerning Openreach - SEGEA connection.

We received this request on 12 March 2026 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

#### Your request & our response

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*Can you list the number of homes that openreach are denying SEGEA connection to despite there being an existing copper phone line whilst at the same time also unable to install fibre to these properties. Thereby rendering it completely cut off?*

*Of that group, how many do not have 5G mobile internet coverage?*

We have interpreted your request to be referring to Single Order GEA (SOGEA). By SOGEA, we mean a fixed broadband connectivity service which Openreach only offers over its Fibre to the cabinet (FTTC) network. Openreach can only offer SOGEA to premises where FTTC is available.

We do not hold the information requested. You would need to contact [Openreach](#) directly to receive this information.

Information about how to contact Openreach can be found at: <https://www.openreach.com/help-and-support/when-to-get-in-touch-with-openreach/complaints-policy>

It is possible that other fixed telecoms companies are building in your area. You can examine which providers may be available in your area by entering your postcode into Ofcom's [broadband and mobile coverage checker](#).

With regards to your query about 5G coverage, Ofcom publishes regular [Connected Nations](#) reports on nationwide broadband and mobile coverage which you may find helpful to see.

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](#).