

Reference: 2212005

Information Requests

information.requests@ofcom.org.uk

7 July 2026

Freedom of Information request: Right to know request

Thank you for your request for information about contact details for Openreach.

We received this request on 15 June 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request and our response

We have pole problems outside our home, getting direct email or phone contact to Openreach is impossible, so under the freedom of information act, provide both contacts, we live Hove Bn3 5Ft.

Please see the following links for contacting Openreach.

If the pole is damaged or unsafe, the details on how to report this to Openreach – with a phone number – is at <https://www.openreach.com/help-and-support/damage-health-and-safety>.

If the pole is in the way and you want to request that Openreach moves the pole etc, then there is an online form to contact Openreach with the details at <https://www.openreach.com/building-developers-and-projects/altering-our-network>.

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](#).