

Reference: 02199439

Information Requests
information.requests@ofcom.org.uk

11 June 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning Betchton Broadband, Mobile Coverage and Telecoms Infrastructure Records. We received this request on 13 May 2026 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

Date range:

1 January 2015 to present, plus current and forward-looking coverage or infrastructure data where held.

Information requested:

- Ofcom-held broadband and mobile coverage data for Betchton Parish at the most granular level lawfully disclosable

We have APIs that allow access to the latest Connected Nations address-level mobile and fixed broadband data (available per address, not in bulk), subject to certain restrictions on the extent to which data can be accessed and the purpose(s) of use. Information about our mobile and broadband coverage checkers and the APIs are available via our [website](#). Users will have to sign up on the API portal, or register with the API team (cnapisupport@ofcom.org.uk), to access the data, and accept the associated terms and conditions of use on application.

We also provide downloadable CSV files with postcode-level information about fixed broadband coverage as part of each Connected Nations update. These files are available from [our Connected Nations website](#) (2020 to present) or from the [Connected Nations National Archives website](#) (2015 to 2019).

Please note that our data retention period is 10 years which means we do not hold anything related to 2015, other than what is available from the [Connected Nations National Archives website](#).

We do not hold mobile coverage data at postcode level.

Where we hold grid-square level mobile coverage data, we consider that disclosure of this information is exempt under section 44 of the FOI Act. Section 44 of the FOI Act exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business, or businesses, which we have obtained in exercising our powers, unless we have the consent of that business, or businesses, or one of the statutory gateways for disclosure under

section 393(2) is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

- records identifying fixed broadband, mobile voice/data, 4G/5G, mast, small-cell, telecoms coverage or not-spot issues affecting Betchton

We have interpreted this question as relating to complaints and any records that are created as a result. We do not hold this information.

- complaint, coverage, Connected Nations, provider-return or infrastructure records that specifically identify Betchton or the surrounding rural area where held

We do not hold the requested data in the granularity of specific areas such as Betchton, rather our complaints are categorised by postcode (if provided by the complainant) which cover multiple areas.

- current and forward-looking records of planned coverage improvements or infrastructure constraints affecting Betchton where held

Where we hold data on planned network deployment, we consider that disclosure of this information is exempt under section 44 of the FOI Act. Please see page 1 of this response for further information.

- GIS, CSV, postcode-level or grid-level data suitable for local evidence mapping where disclosable.

Please refer to the answer to question 1. We do not hold GIS data.

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](#).