

Reference: 02208199

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

16 June 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about regions with the worst phone signal.

We received this request on 9 June 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*Hoping to get a breakdown of UK Regions with the worst phone signal - any accompanying information to evidence the poor signal would be great - thank you!*

### Our response

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We publish mobile coverage statistics for the United Kingdom, the Nations (including Wales, Northern Ireland and Scotland) and local authorities as part of our [Connected Nations Reports](#). These can be accessed in downloadable csv files.

We have assumed "UK Regions" refers to the official nine English regions and the devolved nations. Please note, we do not publish mobile coverage data for the English regions, but local authority data could be aggregated up to regions.

The [Connected Nations methodology annex](#) (pages 11-13) provides information on the data we collect from mobile network operators (MNOs) and how we calculate mobile coverage.

Regarding the request for accompanying evidence, while we do hold information in scope of this, we are unable to disclose it as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

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](#).