Reference: 02331829

Information Requests
information.requests@ofcom.org.uk

6 November 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning grey and green street cabinets. We received this request on 28 October 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

Who is required by law for the responsibility of gray and green utility cabinets

A wide range of utilities and public authorities have rights to install apparatus, including cabinets in streets. These include telecoms operators (BT, Virgin Media and a host of others). Cabinets are also deployed by gas, water and electricity utilities, highways authorities (for traffic lights, traffic monitoring) and local authorities (CCTV etc.). Maintenance is the responsibility of the organisation that owns the cabinet. BT's cabinets are usually marked but other owners don't always put their name on their cabinet. If you are concerned, for example, about a safety issue and can't identify the owner, you may wish to report it to the highways authority who should endeavour to identify the owner and pass on your concerns.

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 Commission.