

Reference: 02292491

Information Requests
information.requests@ofcom.org.uk

6 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information about an Openreach telephone number.

We received this request on 30 September 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

Under Freedom of Information. Please provide a telephone number for Open Reach:Our Maps on Demand service. Please can you provide a number for openreach complaints.

Our response

Openreach are not customer-facing so may not have a publicly available phone number. Openreach has a virtual assistant called "EiVA" – Please click on the icon in the bottom right hand corner of their complaints [webpage](#). Through this you can find a button for 'Contacting us'.

There is also a specific complaints page for Maps on Demand here: [MapsOnDemand](#).

The decision on whether to publish a telephone number is a commercial matter for Openreach and not something Ofcom has any regulatory control over.

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](#).