

Reference: 1-165241114

Date: 13 January 2011

By email:
request-57509-26d73b53@whatdotheyknow.com

Richard Neudegg
Information Requests

information.requests@ofcom.org.uk

Dear Mr Petters

Freedom of Information: Right to know request

Thank you for your request for information about complaints relating to the Comtrend 9020 series of PLT adaptors. You asked:

Please supply details of all complaints received or investigated by Ofcom which relate to interference caused by the recently introduced Comtrend 9020 series of powerline network adaptors (PLT). Please supply copies of all documents, including e-mails, redacted as necessary.

Your request was received 11 January 2011.

I am writing to advise you that the information you requested is not held by Ofcom. We refer cases of PLT interference to the equipment supplier (BT) who undertake to resolve the issue. Accordingly we do not have details of this specific model.

If you have any further queries, please let me know. Please quote the reference number above in any future correspondence.

Yours sincerely

A handwritten signature in black ink that reads "Richard Neudegg".

Richard Neudegg

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter.** There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exception cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Graham Howell
The Secretary to the Corporation

Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF