



23 March 2017

Dear ,

ATISN 11136

I wrote to you on 2 March regarding your request for information. You asked for:

- How much of the funding for the rural superfast broadband Wales has been spent in Denbighshire in the last 2 years?
- How many properties in the Denbighshire rural areas are now receiving superfast broadband and how many of these were on the original programme?
- What is the timescale for completion;
- How many of the original properties in the Denbighshire area in your programme will not now receive superfast broadband?
- How much has been paid to Openreach during the past 2 years for the implementation of superfast broadband?
- How many complaints have been received regarding the superfast broadband programme in the last 2 years?

In my letter, I explained that in order for me to process your request, you would need to clarify the following points:

- By 'rural superfast broadband Wales' do you mean Superfast Cymru.
- We do not have a contract with BT Openreach, therefore can I confirm you are asking for payment to BT?
- On the final point, can I confirm whether you require the number of formal complaints as defined under our complaints process or whether you mean any correspondence or other contact that is complaining in nature?

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Parc Cathays • Cathays Park
Caerdydd • Cardiff
CF10 3NQ

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

EconomyandInfrastructureGovernmentBusiness@cymru.gsi.gov.uk
EconomyandInfrastructureGovernmentBusiness@wales.gsi.gov.uk

As I have not heard any further from you, I am unable to process your request on this occasion.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ
or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely