



Date
7 April 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00161

We are writing in response to your two emails received by Post Office Limited (“**Post Office**”) on 8 March, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email of 8 March, you have requested the information shown verbatim in bold below:

“Under the Freedom of Information Act 2000, I am requesting the following information:

1. The total annual expenditure by Post Office Ltd on 4G connectivity services specifically for the operation of a single mobile Post Office branch for the most recent complete financial year (e.g., 2023-2024 or 2024-2025, depending on available data).

We can confirm the Annual Charge per site is £32.40.

2. A breakdown of this expenditure, if available, including costs related to data plans, hardware (e.g., 4G routers or SIM cards), and any associated maintenance or service fees for that mobile branch.

We can confirm there are no 4G routers, this is integrated into the single router at each branch.

3. If data is not available for a single specific branch, please provide the average annual cost of 4G connectivity per mobile Post Office branch, calculated across all mobile branches operated by Post Office Ltd in the most recent financial year.

Not applicable.

In your second email of 8 March, you have requested the information shown verbatim in bold below:

Under the Freedom of Information Act 2000, I am requesting the following information:

1. The total cost incurred by Post Office Ltd to transition a single fixed-line location (e.g., a Post Office branch) from copper-based broadband to fibre-optic broadband, based on the most recent instance where such a transition was completed. Please include all associated costs, such as installation fees, equipment (e.g., routers or cabling), and labour, for that specific transition.

We can confirm we do not hold this information.

2. The annual cost to use and maintain fibre-optic broadband at a single Post Office branch location for the most recent complete financial year (e.g., 2023-2024 or 2024-2025), including line rental, service fees, and routine maintenance expenses.

We can confirm we do not hold this information.

3. If data for a single specific branch is not available, please provide the average cost of transitioning a branch from copper to fibre and the average annual cost to use and maintain fibre-optic broadband, calculated across all relevant branches where such transitions have occurred.

We can confirm the Annual Average cost per site is £3,825.34 and the Annual Average to use and maintain fibre-optic broadband is between £1109.40 to £1,263.72.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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