

Reference: 01727461

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

15 December 2023

### Freedom of Information request: Right to know request

Thank you for your request for information concerning historical and forecast data pertaining to the PSTN/ISDN switch off in the UK. This request was received on 30 November 2023 and we have considered it under the Freedom of Information Act 2000.

### Your request

*I am reaching out to request historical and forecast data pertaining to the PSTN/ISDN switch off in the UK, particularly focusing on connections among Small and Medium-sized Enterprises (SMEs). Ideally, I am seeking information covering the period between 2017 and 2025, encompassing data on the number of active PSTN/ISDN lines among SMEs. However, any available data, including statistics on traditional and VoIP connections or trends related to the switch off, would be greatly appreciated.*

### Our response

We do not hold information regarding the number of active SME PSTN lines/ISDN channels, however, we do have data on the number across all business types. It should be noted that this information is based on data collected from c35 UK fixed telecoms providers and, although it is supplemented with Ofcom estimates to take into account providers that do not submit information, the figures should be treated with caution.

Ofcom only started to collect separate managed VoIP connection numbers in 2019 - prior to this some managed VoIP connections were included in the 'other lines' category.

### Business lines by type (millions, end of period)

	Total	PSTN lines	ISDN channels	Managed VoIP connections	Other lines
<b>2017</b>	6.6	3.2	2.2	No data	1.1
<b>2018</b>	6.0	3.0	1.9	No data	1.1
<b>2019</b>	7.1	3.0	1.6	1.8	0.7
<b>2020</b>	6.9	2.7	1.1	2.2	0.8
<b>2021</b>	6.3	2.5	1.0	2.3	0.6
<b>2022</b>	6.1	2.2	0.6	3.2	0.1
<b>H1 2023</b>	6.0	2.1	0.5	3.3	0.1

We do not have any forecasts for future line numbers.

You may also find it useful to read our [Connected Nations](#) reports which are based on mobile coverage and broadband availability across the UK, primarily with respect to residential and small and medium sized enterprises. For example, in 2022 we stated: “Analysis of provider data shows that around 27% of landline services are now delivered over broadband, up from 15% last year. Increasingly, customers have their landline service moved to VoBB when they change provider or upgrade their phone and broadband package. Last year, BT and Virgin Media also began migrating some of their existing customers, known as managed or provider-led migrations. In the year to August 2022, around 1.6m customers migrated to a VoBB service, with just over half resulting from a managed migration.”

We will continue to report on this subject in future reports.

I hope that this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely

## Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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