

Reference: 1720139

Information Rights  
Information.requests@ofcom.org.uk

18 December 2023

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

Thank you for your request for information about landline and broadband coverage data.

We received this request on 21 November 2023 and have considered it under the Freedom of Information Act 2000.

#### Your request and Our response

*Please provide me with the following data:*

1. *Number of non-urban i.e., rural homes with a landline only.*

3% of rural households have a landline and no mobile phone.

2. *Number of rural home with landline & broadband only.*

1% of rural households have a landline and broadband, but no mobile phone.

3. *Number of UK home with 'adequate' mobile broadband coverage.*

[Connected Nations Summer 2023 update: Interactive report - Ofcom](#) (page 11 – 'Data' or '4G' may apply).

4. *Number of UK home with 'adequate' mobile voice only coverage.*

[Connected Nations Summer 2023 update: Interactive report - Ofcom](#) (Page 11 – 'Voice')

5. *Number of UK home solely reliant on landline.*

3% of UK households have a landline and no mobile phone. Below is a full table of the different services adults have access to at home, for the UK as a whole and compared to rural areas. The most common combination of services that UK adults have is mobile, landline and home broadband (no mobile broadband).

<b>Services adults have access to at home</b>	<b>Total UK</b>	<b>Rural</b>
Mobile (voice), landline, home broadband	35%	46%
Mobile (voice), home broadband	27%	18%
Mobile (voice), landline, mobile broadband, home broadband	12%	16%
Mobile (voice), Home broadband, Mobile broadband	10%	7%
Mobile (voice), landline	4%	4%
Mobile (voice)	4%	2%
Mobile broadband, mobile (voice)	3%	2%
<b>Landline</b>	<b>2%</b>	<b>2%</b>
Mobile (voice), Landline, Mobile broadband	1%	1%
<b>Landline, home broadband</b>	<b>1%</b>	<b>1%</b>
None	1%	0%

*Please note green = significantly higher than total UK, red = significantly lower than UK (95% confidence level)*

I hope 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