

Reference: 1697907

Information Rights
Information.requests@ofcom.org.uk

10 November 2023

Freedom of Information: Right to know request.

Thank you for your request for information about the technical process for transferring customers between copper service and digital voice.

We received this request on 13 October 2023 and have considered it under the Freedom of Information Act 2000 (“the Act”).

Your request and Our response

This is an request relating to the transfer from copper telephone lines to the Digital Voice.

Please can you provide the following:

- 1. Details of the technical process used to transfer a customer from the old copper service to Digital Voice.*
- 2. Details of the technical process used to transfer a customer from Digital Voice back to the old copper service.*

We do not hold information on the specific technical details and each process is likely to be different for each communications provider. We suggest that you contact your communications provider who would hold more detailed information on this process and may be able to help you.

I hope this information is helpful. If you have any further queries, then please send them to 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.

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