

Reference: 01767081

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

14 February 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about SMEs and communication services over time.

We received this request on 17 January 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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*“... we came across your survey from 2022: SME consumer experience in the communications market (published in October 2022). The report and specifically the data tables had a lot of very insightful information. We wanted to ask whether it would be possible to access similar previous surveys as well? From the website (<https://www.ofcom.org.uk/research-and-data/multi-sector-research/sme-research>), it seems that there was some research published in 2018, but with no data table included alongside the publication? Therefore, is it possible to get the data behind the report as well as any other historical data points that you may have published but have since taken them off the website?”*

### Our response

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From 2014 to 2022 you may find the following webpages useful:

- [Communications services and SMEs report 2014](#)
- Residential Consumer and SME experiences of quality of service in fixed line, broadband and mobile telecoms 2016 – link to report: [Quality of service in telecoms](#)
- Various research documents and data tables published as part of the [Narrowband Market Review 2017](#)
- [SMEs' Communications Needs 2018](#). Please note that the research was qualitative so no data tables are available.
- [SMEs and communications services 2022](#)

Regarding the 2018 SME you referred to in your request, the data tables were not published. However there are links to the 2016 report that does have the tables and also reports and some further information from 2014/15 on this [webpage](#) via The National Archives.

There are some research reports from Ofcom available via the following links:

[Ofcom - Publications archive from 1995 - 1998](#)

[Ofcom - Publications archive from 1999](#)

[Ofcom - Research & Initiatives from 2000 - 2003](#)

You may also wish to browse Ofcom's [Web Archive](#).

Please note that we hold a number of data files containing survey responses from SME and other businesses collected as part of studies that focused on telecoms topics. The topics covered by these surveys are narrower (in that they focus only on specific telecoms or data services) than the example you have cited in your request. These topics include information collected about business use of services and suppliers to inform reviews of the markets for narrowband, business connectivity, wholesale broadband access, wholesale local access, between 2009 and 2017.

Should you wish to obtain information on the studies above, you may make a request and we shall consider it under the FOI Act.

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

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### **Request an internal review**

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### **Taking it further**

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).