

Reference: 01934465

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

15 January 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning the number of UK users of 2G, 3G, 4G & 5G.

We received this request on 16 December 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

---

*I would like to have time series data about the number of active mobile users in UK for 2G, 3G, 4G and 5G technologies during the years.*

### Our response

---

Ofcom collects data on the total number of UK mobile subscriptions along with separate 4G and 5G subscription figures, however, we do not always receive 5G subscription figures from all providers, and the 5G data subscription data we hold is incomplete.

The information you have requested can be found on our website. The subscription data is published as an estimated combined total share of 4G and 5G connections in the [Telecoms and Networks section](#) of our Communications Market Report interactive reports. The [latest report](#) includes data going back to 2013. We do not publish figures for 2G and 3G subscriptions, however, the remaining percentage which is not 4G or 5G in the interactive report will be a mixture of 2G and 3G, for example in 2023, 2G and 3G subscriptions accounted for around 3% of UK mobile connections.

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

### 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](#).