

Reference: 01416001

Zach Westbrook
Information Rights Advisor
information.requests@ofcom.org.uk

1 March 2022

Freedom of Information request: Right to know request

Thank you for your request for information concerning 3G & 2G network closure. Your request was received on 3 February 2022 and we have considered it under the Freedom of Information Act 2000.

Your request

We would like to find out if Ofcom has precise information about 2G and 3G networks official closure Date in the UK, from 4 x biggest network providers: EE, O2, Vodafone and Three.

At the moment we only managed to find out some information as per link provided below, which we have to double check and confirm with Ofcom: [What's happening with 2G network closure - Hyphabit](#)

Our response

I can confirm that we do not know the specific dates the UK mobile network operators (MNOs) plan to shut down their 2G & 3G networks. Timelines for any 2G or 3G network switch off are primarily a commercial decision made by the MNOs.

Our expectation is that the 3G networks will be switched-off ahead of 2G networks. 2G is likely to remain important, particularly for making voice calls, until more customers upgrade to 4G handsets. Some MNOs are starting to announce 3G switch off plans:

- BT announced that all customers will be migrated off EE's 3G network by 2023 ([here](#))
- Vodafone announced that their 3G network will be retired in 2023 ([here](#))
- Virgin Media O2 have not formally announced their 3G network switch-off timeline
- Three have not formally announced their 3G switch-off timeline

The UK Government also announced on 8 December 2021 that mobile operators have confirmed that they do not intend to offer 2G and 3G mobile networks past 2033 at the latest. Some operators will switch off their networks earlier than this date, and will announce their own plans in due course, as BT and Vodafone have done for their 3G networks.

Given that plans for switch off will be mobile operator-specific, we would encourage you to speak to the relevant operator directly about any switch off plans in future years.

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

Zach Westbrook

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