

Reference: 01420045

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10 March 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to ISDN alternative uptakes. We received this request on 14 February and have considered it under the Freedom of Information Act 2000.

You asked:

I'm getting in touch to enquire about information you may possibly have regarding alternatives to ISDN and their uptake.

To be more specific:

ISDN phone lines are being phased out over the next few years and businesses are given a period to switch to alternatives, which are VoIP and SIP trunks.

What I'm requesting:

Do you keep data on the uptake of these alternatives, and is it paired with geographical data.

Something broadly similar to: "Derbyshire: 70% ISDN, 25% VoIP, 5% SIP"

If you don't keep the data in the format I'm requesting above, I'd like to know what sort of data you keep regarding the types of phone lines people & businesses use.

Background

Ofcom collects quarterly revenue, volumes and lines data from around 30 fixed telecommunications providers. Together these providers represent the vast majority of the residential market, but there are small providers in the business market that we cannot collect data from. This is because there is no licensing regime for such companies, and they must reach a certain scale before Ofcom's formal data request can be deemed proportionate. When publishing our quarterly data tables online ([Telecommunications Market Data Update Q3 2021 - Ofcom](#)), we include estimates for these providers to ensure our data represents the whole market as accurately as possible.

Our response

We do not hold any geographical splits, but we do hold UK-level data which is outlined below. This is accurate as of September 2021.

Please note, the figures below relate to total UK fixed voice lines split by technology and include our estimates for smaller companies who do not provide data.

UK fixed voice lines split by technology	2021 Q3
PSTN / emulated PSTN lines	80.6%
ISDN (ISDN2 and ISDN30)	3.4%
Managed VoIP	15.6%
Other	0.3%
	100.0%

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Eleanor Scott

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