

Reference: 01650900

Information Requests
information.requests@ofcom.org.uk

23 August 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning the size of the UK B2B broadband and connectivity market. Your request was received on 26 July 2023 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

Your request & our response

1. The total amount that UK businesses spend on broadband and other forms of connectivity?

The data held by Ofcom indicates that the total spent by UK businesses on ADSL, fibre and cable fixed broadband services (which will typically be used by SMEs) was £772m in 2022.

Total business fixed voice revenues can be found in Ofcom’s [Telecommunications Market Data Updates](#), and amounted to £1,166m in 2022.

2. The total amount that UK businesses spend on fibre broadband,

The data held by Ofcom indicates that the total spent by UK businesses on fibre broadband was £520m in 2022. This is a subset of the total revenue figure given in answer to question 1 above and predominantly relates to spend by UK SMEs.

3. The total amount that UK businesses spend on non-fibre broadband,

The data held by Ofcom indicates that the total spent by UK businesses on non-fibre broadband was £252m in 2022. Again, this is a subset of the total revenue figure given in answer to question 1 above and predominantly relates to spend by UK SMEs.

4. The share of the UK B2B broadband market by provider (e.g. BT, Sky).

We are unable to provide the share of the UK B2B broadband market by provider as we consider that disclosure of this information is exempt under section 44 of the FOI Act. Section 44 of the FOI Act exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business (such as BT, SKY), which we have obtained in exercising our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section

393(2) is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

Other exemptions may also apply, such as Section 43 which relates to the disclosure of commercially sensitive information, if its disclosure would, or would be likely to, prejudice the commercial interests of any person.

The broadband revenue figures provided above are based on data submitted to Ofcom by circa 35 fixed telecoms providers, supplemented with Ofcom estimates for those providers that do not submit data. They relate to spend on ADSL, fibre and cable broadband connections which will typically be used by small and medium enterprises (SMEs). Ofcom does not collect information regarding corporate data service revenues, including those generated by Ethernet and leased line connectivity (which many larger businesses will use for data connectivity). All of the revenue figures provided exclude VAT.

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