

Reference: 01786409

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

22 March 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about the PSTN switch over.

We received this request on 27 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request & our response

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*1. The total number of households in the UK that were eligible for the switch to the new IP network as of December 2023.*

Ofcom collects data on the number of fixed voice connections at the end of each quarter, including PSTN lines and emulated PSTN lines, ISDN channels and managed VoIP connections. A summary of the number of fixed voice connections is published in our [Telecommunications Market Data Updates](#).<sup>1</sup> The latest data can be found in the [Q3 2023 Telecommunications Market Data Update](#).<sup>2</sup>

Table 7 in the fixed telecoms section includes a summary of residential fixed voice connections at the end of quarter and shows that there were 21.8 million UK residential fixed voice connections at the end of September 2023, which includes PSTN and emulated PSTN lines and managed VoIP connections.

Separately, the Connected Nations 2023 report found that in June 2023, PSTN lines account for 41% of all landlines (including business and residential lines), with managed VoIP lines and emulated PSTN connections representing 34% and 25% of the total respectively.<sup>3</sup>

*2. The number of households that had been transitioned to a fully working digital service by the end of December 2023. Please note, I am interested in active services and not planned ones.*

Ofcom’s latest data shows that there were 7.1 million UK residential managed VoIP connections at the end of September 2023. This excludes emulated PSTN lines, which cannot be distinguished from traditional PSTN lines in our data. Emulated PSTN lines will continue to work after PSTN networks have been closed.

*3. The number of households that had not yet been transitioned to a fully working digital service by the end of December 2023.*

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<sup>1</sup> [Ofcom telecoms data updates](#)

<sup>2</sup> [Telecommunications Market Data Update Q3 2023](#)

<sup>3</sup> [Connected Nations 2023 – UK report](#)

Ofcom's latest data shows that there were 14.6 million UK residential PSTN and emulated PSTN connections at the end of September 2023.

*4. The total number of businesses in the UK that were eligible for the switch to the new IP network as of December 2023.*

Table 12 in the fixed telecoms section of the [Telecommunications Market Data Updates](#) includes a summary of business fixed voice connections at the end of each quarter and shows that there were 5.9 million UK business fixed voice connections at the end of September 2023.

*5. The number of businesses that had been transitioned to a fully working digital service by the end of December 2023. Again, I am interested in active services and not planned ones.*

Ofcom's latest data shows that there were 3.4 million UK business managed VoIP connections at the end of September 2023. This excludes emulated PSTN lines, which cannot be distinguished from PSTN lines in our data. Emulated PSTN lines will continue to work after PSTN networks have been closed.

*6. The number of businesses that had not yet been transitioned to a fully working digital service by the end of December 2023.*

Ofcom's latest data shows that there were 1.9 million UK business PSTN and emulated PSTN connections at the end of September 2023.

*7. The number of households and businesses that were issued with a new telephone number when they were switched from the old analogue network to the new digital one.*

We do not hold this information.

*8. The date when OpenReach plans to stop switching services over.*

The decision to close the PSTN is a decision taken by industry therefore the closure timeline is also a matter for industry. BT have taken the decision to retire the PSTN by December 2025 and other providers using the same legacy technology as BT are following a broadly similar timescale.

In addition, as of September 2023, Openreach no longer sells new provisions that supports traditional landlines to providers.

*9. Clarification on the term 'most' as used in the statement "By 31 December 2025 service providers will need to migrate most analogue telephone lines to digital phone lines." What analogue lines will not need to migrate and why?*

We do not hold this information. How and when to migrate customers is a decision for telecoms providers and it will depend on a number of factors including business decisions made by the provider, what lines are used for, the technology used and available alternatives.

*10. Information on what will happen to the households and businesses that have not been migrated once OpenReach stops performing these migrations.*

We do not hold this information. How and when services migrate is a decision for individual providers and their customers.

*I understand that you may not have the numbers up until the end of December or that you may have more recent data. Please provide the most up-to-date information you have for each of the points above.*

We have provided any relevant data up until the latest date we have records for, which is September 2023. We will publish Quarter 4 (2023) data [here](#) after 25 April 2024. However, please note that we do not publish the split of line numbers by technology.

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](#).