

Reference: 1937539

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

28 January 2025

## Freedom of Information request: Right to know request

Thank you for your request for information about communications infrastructure.

We received this request on 30 December 2024 and we have considered your request under the Freedom of Information Act 2000.

### Your request

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*BT Openreach provides infrastructure support for telcos in the UK.*

*Which other companies currently maintain communication infrastructure?*

*Are infrastructure companies permitted to select service "providers"?*

*Are there areas that BT still has a monopoly?*

*Are there still dead areas now that copper phone lines are not supported? Can you provide data on this, preferably a map? In the public interest, is this already published on a dot gov website?*

### Our response

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1. *Which other companies currently maintain communication infrastructure?*

Ofcom maintains a [register of telecom operators that have been granted powers under the Electronic Communications Code](#). This is a set of rights that are available to operators to facilitate network deployment. Most operators that deploy communications infrastructure at scale have obtained these powers. Ofcom does not have a record of operators that maintain communications infrastructure without these rights.

2. *Are infrastructure companies permitted to select service "providers"?*

Companies with telecoms infrastructure, who have not been found to hold a position of significant market power ('SMP') in a fixed telecoms market are under no obligation to serve service providers and it is a commercial decision for them as to which service providers they support on their networks. The only exception is if a telecoms infrastructure company receives state funding from national governments, in which case under the contract for funding they may need to support access to any service providers requesting it. We review certain key telecoms infrastructure markets periodically (at least every 5 years) to assess whether any provider has SMP.

3. *Are there areas that BT still has a monopoly?*

We do not understand this question and would be grateful for clarification. Do you mean whether there are areas in the UK where BT operates the only local access network?

4. *Are there still dead areas now that copper phone lines are not supported? Can you provide data on this, preferably a map? In the public interest, is this already published on a dot gov website?*

We have taken this question to mean migration to digital voice. Migration from traditional copper landlines to digital landlines is generally taking place on a customer-by-customer basis, rather than on a geographic basis. Therefore, we do not hold maps of areas.

We hope this information is helpful. 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](#).