



Department for  
Digital, Culture,  
Media & Sport

**Matt Warman MP**  
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Dame Melanie Dawes  
CEO  
Ofcom

[ChiefExecutiveOffice@ofcom.org.uk](mailto:ChiefExecutiveOffice@ofcom.org.uk)

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Dear Dame Melanie

I am writing to consult Ofcom on our proposal to modify the Electronic Communications (Universal Service) Order 2003 to remove the fax universal service obligation. Under Section 65(4) of the Communications Act 2003, the Secretary of State is required to consult OFCOM and such other persons as he considers appropriate before making a statutory instrument to effect this change.

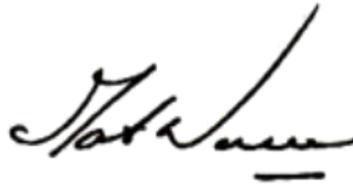
The Electronic Communications (Universal Service) Order 2003 requires the two universal service providers (USPs), BT and KCOM, to provide publicly available telephone services capable of allowing end-users to send and receive facsimile.

Following my department's engagement with BT and Openreach, we understand that as a consequence of the planned switch-off of the PSTN and the move to All-IP networks, the delivery and receiving of messages sent by facsimile can no longer be guaranteed.

In this context my department is considering whether removal of the fax universal service obligation may be appropriate. We understand it will no longer be feasible for USPs to meet this obligation following the withdrawal of the PSTN, due to the nature of the older, analogue technology. My department is exploring policy options to determine whether the fax obligation in the Electronic Communications (Universal Service) Order 2003 should be removed.

I understand Ofcom will shortly be consulting on the USO for phone boxes. Should you wish to use this consultation to invite views to inform OFCOM's response to this letter, that would be helpful and we will be happy to wait until that consultation has finished before receiving your views.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Matt Warman', with a horizontal line underneath the name.

**Matt Warman MP**  
Minister for Digital Infrastructure