

Reference: 01891987

Information Requests
information.requests@ofcom.org.uk

20 September 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning licence requirements for Starlink resellers.

Your request was received on 5 September 2024. We sought clarification of your request on 5 September 2024 and you responded the same day. We have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

I would like to find out if Starlink reseller are allowed to obtain a licence from OFCOM to provide services to customers.

If the answer is yes, what licence is issued to them?

Clarified as.....

Starlink has packages where a company can purchase its services at a discount and then resell the services to customers under its own brand name and not the Starlink name.

So my question is whether or not the reseller is required to get a licence to provide these services to end users. If they do, which licence do they require?

Our response

The Satellite (Earth Station network) licence (or ESN) authorises the use of land, air and maritime terminals in the territory* of the UK and Crown Dependencies (Channels Islands and Isle of Man). Whether a reseller needs a licence depends on whether it’s a geostationary satellite orbit (GSO) or non-geostationary satellite orbit (NGSO) satellite service. There are additional conditions placed on NGSO satellite services given the more dynamic nature of the satellite system and the increased risk of interference between two NGSO services.

For NGSO systems, the information is provided in our [NGSO licensing guidance](#) (see from paragraph 1.9). NGSO ESN licences are required for the satellite operator who controls the whole NGSO satellite system. The list of NGSO satellite operators authorised to provide services in the UK can be found [here](#). In this case Starlink Internet Services Ltd does hold an ESN licence and is therefore authorised to operate in the UK.

A reseller of NGSO satellite system does not need an additional licence but can only provide services from user terminals in the UK if they are connecting to a licenced NGSO system.

**Here we define “territory” as the land, territorial seas (out to 12 km from the coastline) and airspace above the UK*

In addition, the reseller must work with the relevant NGSO ESN licensee (whose satellite system they connect to) so that that NGSO ESN licensee continues to comply with the terms of its licence, including not causing harmful interference to other users of the spectrum. The licence for each NGSO operator licensed in the UK is on our [website](#). NGSO specific licensing enquiries can be directed to NGSO.licensing@ofcom.org.uk.

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,

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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) 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](#).