

Reference: 02245699

Information Requests
information.requests@ofcom.org.uk

11 August 2026

Freedom of Information request: Right to know request

Thank you for your request for information about the shutdown of analogue networks.

We received this request on 20 July 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

From any measurements or surveys that OFCOM have taken, can you please provide the following information.

In respect to the ISDN and PSTN (analogue) networks permanently shutting down by January 31, 2027, can you answer the following:

1. *How many businesses in the UK are estimated to be directly affected by the switch-off*

Ofcom does not hold this information. While we monitor the migration to digital landlines carefully, we only hold information about the numbers of lines/channels from network providers.

2. *What is the known (or estimated) total number of businesses still using ISDN-30*

As we state above, we collect information on the numbers of lines/channels, not the number of businesses. We have published the number of lines/channels for ISDN-30 on the [Communications Market Report page of our website](#). You will find this information under “Telecoms and networks” - “Fixed Telecoms” - “landline by connection type (millions of lines/ channels)”.

This information relates to 2025 and was published at the end of June this year. We aim to update this webpage with last year’s figures every summer on an annual basis.

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3. *What is the known (or estimated) total number of businesses still using more than 10 analogue trunk lines*

Ofcom does not hold this information.

4. *What are the main PABX's affected by this change in the UK*

Ofcom does not hold this information.

5. *Is there a dedicated government team or department dealing with Public Sector organisations*

We are aware that the Department of Culture and Media and Sport (DCMS) has some involvement with the analogue switch off more generally. You may wish to contact them directly for further information.

6. *Which areas of the UK are most affected by this change*

Ofcom does not hold this information.

Please note, the following documents may be of use to you:

[Telecommunications Market Data Update Q4 2025](#)

[Connected Nations UK Report 2025](#)

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](#).