Reference: 02332389

Information Requests
information.requests@ofcom.org.uk

10 November 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning geographically aggregated Starlink take-up data. This request was received by the Data Team on 23 October 2026 and passed to the Information Requests team. We have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

Would it be possible to obtain anonymized aggregate counts of active Starlink connections by local authority and reporting date, ideally for 2019-2025, distinguishing residential and business connections where available?

It would also be particularly valuable to have counts cross-tabulated by the terrestrial broadband technologies available at those premises. If sufficiently reliable and permissible, finer MSOA-level aggregates would be useful, subject to appropriate disclosure controls.

Could you please advise whether such aggregates are already held, could be made available, or might be accessible through a formal academic research arrangement?

We are unable to provide you with the data requested.

We do not hold the data at local authority level and nor is it available from 2019-2025, as we began our reporting on Starlink take up in 2022. There have been changes to the methodology on how we collect and report on take up of Starlink connections and therefore this data is not suitable for comparison over time.

However, in relation to the data which we do hold (although not in the granularity which you have requested), as this data is limited to one operator and was collected and reported under conditions specific to our Connected Nations requirements, any additional data disclosures to third parties (such as here) would require explicit agreements with Starlink and multiple operators that provide terrestrial broadband technologies.

Therefore, we are unable to disclose the requested information as we consider it is exempt under Section 44 of the FOI Act which exempts the disclosure of information which is prohibited from disclosure by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 from disclosing information that relates to a business which we have obtained in exercising our functions, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Communications Act 2003 is met. Neither of these exceptions apply here. Section 44 of the FOI Act is an absolute exemption and does not require a public interest test.

You may wish to contact Starlink directly for the data you are looking for.

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) 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 Commission.