

# Starlink - Summary of Responses

- 1.1 Since April 2022, when a postcode is entered on the [Starlink website](#) that Starlink cannot currently serve, the following message is displayed. This message encouraged a number of users to reach out to the Spectrum Roadmap inbox.

## ORDER STARLINK

### 2 Southwark Bridge, London SE1, UK

Order now to reserve your Starlink. Starlink is currently limited in your area because Ofcom has delayed removing restrictions on the airwaves Starlink uses to provide service until December 2022. We are in contact with Ofcom but if you wish to express your interest in being able to be served sooner, you can send a comment to [spectrum.roadmap@ofcom.org.uk](mailto:spectrum.roadmap@ofcom.org.uk). You will receive a notification once your Starlink is ready to ship.

- 1.2 As a result, as of 10/06/22 we have received **15 responses** from prospective Starlink customers. The majority of these simply ask for Ofcom to enable Starlink as quickly as possible. However, other points were raised, including:
- a) Several respondents noted that they cannot get fast enough broadband to meet their needs, despite living in an urban area.
  - b) Two respondents were dissatisfied with the services offered by BT and Virgin and argued Starlink would provide greater competitive pressure.
- 1.3 Ofcom will respond to these comments in due course alongside other stakeholder submissions. However, we note that it is incorrect to say Ofcom has delayed removing restrictions. In December 2021, we shared our plans and a timeline for consulting on making available the frequencies needed for these services, which is currently on track. This is set out in our [Plan of Work](#).