



Science, Innovation
and Technology
Committee

Baroness Lloyd of Effra CBE
Minister for Digital Economy
Department for Science, Innovation and Technology

By email only

8 June 2026

Subject: Digital inclusion and telecoms modernisation

Dear Liz,

Thank you for your letters of 24 March, regarding the Digital Inclusion Action Plan and telecoms modernisation, respectively.

We are greatly concerned about the possible impact of telecoms modernisation, including the 2G switch-off, on vulnerable users. As you know, Ofcom [found](#) that thousands of vulnerable telecare customers were placed at risk during the migration to digital landlines.

When I [raised](#) this with the incoming chair of Ofcom, he was unable to assure me that all lessons had been learned from the failure to protect vulnerable people during the switch-off of the PSTN. He expressed his concerns about the 2G switch-off process, and said that Ofcom would intervene where needed to ensure that no one was left behind.

To assist this committee's assessment of preparations for the forthcoming transition, I would appreciate your responses to the following questions:

- What assessment has the government made of the categories and numbers of people at highest risk of being left behind in the 2G switch-off, and of the possible impact on them, including risks to health?
- What steps is the government taking to monitor telecoms companies' compliance with the processes for managing this switch-off, and to monitor the outcomes, in particular the implementation of the Final Engagement Protocols?
- More broadly, the government has set out the ambition to ensure that everyone "should be able to get online, safely and with confidence." What steps are you taking to measure how far people are digitally included in practice, in terms of actually using online services, as opposed to just having the ability to do so?



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I would be grateful if you could reply by 24 June. I intend to place this letter, and your response, in the public domain.

With best wishes,

A handwritten signature in purple ink that reads "Chi Onwurah".

Dame Chi Onwurah MP

Chair – Science, Innovation and Technology Committee