

Reference: 01848693

Information Requests
information.requests@ofcom.org.uk

1 August 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Power outage Dunfermline and Inverkeithing.

We received this request on 5 July 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“There was a major power outage in the Dunfermline and Inverkeithing area on 7th June 2024 which lasted roughly an hour. During this period all mobile signals were lost. Is there information on what level of service was maintained by mobile providers in the Dunfermline area during the power cut and did it meet regulatory requirements for emergency contingency ?”

Our response

We have searched for the information requested and we can confirm that, unfortunately, we do not hold information within the scope of your request. You may find it useful to contact your mobile provider directly.

For your information, you may be aware that all communication providers including mobile operators are required to comply with General Conditions set by Ofcom if they want to provide services in the UK, including a specific condition relating to emergency planning which is General Condition A4. The General Conditions can be found [here](#). We have not opened any investigations relating to the incident you mentioned and whether mobile providers complied with General Condition A4.

We hope this information is helpful. 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,

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 Commissioner's Office](#).