

Reference: 01770914

Information Requests
information.requests@ofcom.org.uk

21 February 2024

Freedom of Information request: Right to know request

Thank you for your request for information about the interruption of phone network CA9.

We received this request on 29 January 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“I am seeking information on the following.

** Over the period of*

** 01/01/2017 to 29/01/2024*

** And affecting the postcode area of CA9*

** How many times the Phone network was interrupted (I.E. No Service)*

** Please provide the information by*

** Date of event*

** Time event occurred (No Service available)*

** Time event was rectified (Service resumed)*

** Duration of event”*

You clarified on 7 February 2024 that you are interested in the interruption of both landline and mobile phone networks and would like the response to be split by this.

Our response

Please note that the following response is relevant to both mobile and landline phone network interruption:

Communication Providers (CPs) only have to report outages to Ofcom above certain thresholds, which means that the vast majority of outages do not get shared with Ofcom. For further details of which outages CPs should report to Ofcom, please see our [‘General statement of policy under Section 105Y of the Communications Act 2003’](#).

Where CPs do report outages to Ofcom, there are different requirements depending on the type of incident, on how the CPs report it. The 'location' of the outage is based on where the hardware fault has occurred and may be reported against a city / region, partial or full postcode – this means that the reports will not necessarily state all the areas where users may be affected.

Consequently, we do not hold the specific information that you are seeking.

You may wish to contact your CP about any network interruption as they may hold further information on this.

You may also wish to visit our webpages on '[Mobile phone service faults and problems](#)' and '[Broadband and landline faults and problems](#)' which give useful guidance on what to do if you experience faults with these services.

I 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](#).