

Reference: 110843

Information Requests
information.requests@ofcom.org.uk

18 December 2025

Freedom of Information request: Right to know request

Thank you for your request for information about resilience incidents and broadband outage in Shetland.

We received a letter from you on 20 November 2025 and this contained a request for information among other queries. This response relates to the particular request for information in this letter (which we set out below), which we have considered under the Freedom of Information Act 2000 ("the FOI Act").

The relevant team will be in touch with you in due course regarding your wider queries.

Your request and our response

We formally request that Ofcom provide details of all providers who notified you of these resilience incidents - and those who failed to do so.

We hold information on which providers notified Ofcom of these incidents, however we are unable to disclose this as we consider it is exempt from disclosure under section 44 of the FOI Act. Section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited by or under any enactment. Section 393 of the Communications Act 2003 (the Act) prohibits the disclosure of information about a particular business which has been obtained in exercise of a power conferred by, among other legislation, the Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to a public interest test.

While we hold information on the providers that notified us we do not hold information on those who did not because their impact is unknown to us. Providers are only required to report to us in certain circumstances – see section 5 of this [General statement of policy under section 105Y of the Communications Act 2003](#).

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](#).