

Reference: 02271738

Information Requests
information.requests@ofcom.org.uk

21 September 2026

Freedom of Information request: Right to know request

Thank you for your request for information about anonymised telecoms and mobile outage data (2021–2026).

We received this request on 21 August 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request & our response

I am writing to make a request under the Freedom of Information Act 2000 for information held by Ofcom regarding major service disruptions and network outages.

Specifically, I am requesting a list of all major incident notifications reported to Ofcom by Broadband and mobile providers over the past 5 years (from January 2021 to the present date) across fixed broadband, mobile internet, and mobile voice services.

I am not requesting the names of the specific providers, nor am I requesting specific hardware locations. For each recorded major incident within this 5-year period, please provide a list or spreadsheet containing the following details where available:

- *Date / Time: The date (and start time/duration, if held) of the reported incident.*
- *Service Type: Whether the disruption primarily affected fixed broadband, mobile internet (data), mobile voice, or a combination.*
- *Impact / Scale: The number of affected end-users, or the estimated "user-hours" lost, or the severity category assigned to the incident.*
- *Primary Cause: If possible, the categorised root cause of the incident (e.g. power failure, hardware fault, software glitch, third-party cable cut, cyber incident).*

We hold this information. Providers are required to report significant security compromises to Ofcom which could be where an incident impacts the availability, performance or functionality of the network or service (referred to as a resilience incident) or where there is an impact on the confidentiality and/or integrity of the network or service (referred to as a cyber security incident). We do publish some of this data in our yearly Connected Nations reports for example please see - [Connected Nations UK Report 2025](#) (pages 56 – 60), [Connected Nations UK report 2024](#) (page 49) and [Connected Nations UK report 2023](#) (page 61).

We are however unable to provide further information as we consider it is exempt from disclosure under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. We are prohibited under section 393 of the Communications Act 2003 (the Act) from disclosing information which relates to a business, or businesses, which we have

obtained in exercise of our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

Other exemptions under the FOI Act, such as section 31, which deals with law enforcement, and section 43, which deals with commercial interests, may also apply here.

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](#).