

Reference: 01875214

Information Requests
information.requests@ofcom.org.uk

30 August 2024

Freedom of Information request: Right to know request

Thank you for your follow-up request for information about emergency service per section A3.2 Dunfermline and Inverkeithing.

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

Your request

“There was power outage in West Fife 7th June... did the mobile providers in the Dunfermline area maintain an emergency service during the power outage as per section A3.2 of General Conditions of Entitlement. My specific operator is EE/BT, however, I want like know how well all the mobile operators coped with the above issue.”

Our response

As noted in our previous [response](#) to you, we do not hold information within the scope of your request. You may find it useful to contact your mobile provider directly.

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](#).