

Reference: 01953469

Information Requests
information.requests@ofcom.org.uk

25 February 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information about phone interruptions.

We received this request on 6 February 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

- 1. A breakdown of the areas in the UK that have experienced the highest number of phone network disruptions in the past 12 months.*
- 2. A breakdown of these interruptions by mobile network provider (e.g. EE, Vodafone, O2, Three etc.).*
- 3. The total number of reported network outages or significant service disruptions per provider during this period.*
- 4. If available, the average duration of these interruptions per provider and affected area.*
- 5. Any data indicating the primary causes of these disruptions (e.g. technical failures, maintenance, weather related issues etc.)*

Our response

Communication Providers (CPs) are obliged to report to Ofcom outages above certain thresholds, which means that the vast majority of outages are not reported to Ofcom. Therefore we do not hold the breakdown information you have requested. For further details of which outages CP’s shall 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 and 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. You may wish to contact the CPs directly about any network interruptions as they may hold further information on this.

For a commentary on the incidents that are reported, please see our Connected Nations report [Connected nations 2024 report 2024](#) on our website within the Security and Resilience sections.

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](#).