

Reference: 02007125

Information Requests
information.requests@ofcom.org.uk

25 June 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning network resilience in Devon, Cornwall and Isles of Scilly.

We received this request on 4 June 2025 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

I'm working with Devon County Council to monitor adaptation to climate change in Devon Cornwall and Isles of Scilly. I'm looking to do this in a similar style to the progress report to government by the CCC and wondered if you could provide me the data for those indicators on Devon, Cornwall and the Isles of Scilly individually?

I'd like to request:

-Number of resilience incidents on fixed network

Fixed and mobile operators do not report all outages to Ofcom – only those deemed “significant”, which means that if they haven’t reached a certain threshold, they will not be reported. A summary of our incident reporting is included in the Network security and resilience chapter of our [Connected Nations UK report 2024](#). We do not hold data. A summary of our incident reporting is included in the Network security and resilience chapter of our [Connected Nations UK report 2024](#). We do not hold a figure for Devon, Cornwall and Isles of Scilly.

-Number of resilience incidents on fixed network due to weather

-Number of resilience incidents on fixed network due to power outages and the customer hours lost

-Number of resilience incidents on the mobile network

-Number of resilience incidents on the mobile network due to weather

-Number of resilience incidents on the mobile network due to power outages and the customer hours lost

We do not hold full data covering all postcodes for Devon, Cornwall and Isles of Scilly.

- % of mobile radio sites that have power back up to run for more than 15 mins

We do not hold a breakdown for the area of Devon, Cornwall and Isles of Scilly. It may be helpful to know we recently published a report that sets out the results of our modelling and analysis of the resilience of mobile networks in the event of a sustained UK—wide power outage, in particular the resilience of the masts and the associated radio access network (RAN): [Mobile RAN power resilience: Technical report and CFI update](#).

- % of mobile radio sites that could withstand six hour power loss

See response above.

We 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](#).