

Reference: 02085654

Information Requests
information.requests@ofcom.org.uk

24 October 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning NIS regulations reports.

We received this request on 3 October 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"Under the Network and Information Systems Regulations 2018 (NIS Regulations), Ofcom is the designated competent authority for operators of essential services in the UK telecommunications sector and receives notifications of security incidents.

For the past year and ten months (so beginning January 2024) I request aggregated information relating to incidents reported to Ofcom under the NIS Regulations by UK telecoms operators. In particular, I would like:

- 1. The total number of reportable security incidents received by Ofcom each year;*
- 2. A breakdown of those incidents by cause, distinguishing between:*
 - **Cyber-related incidents** (e.g. malicious external attack, hacking, malware, unauthorised access, or other cyber intrusion);*
 - **Non-cyber incidents** (e.g. physical damage, power outages, internal system failures, or human error);*
- 3. Where recorded, any indication of whether the incidents were categorised by Ofcom (or the reporting operator) as internally or externally initiated;*
- 4. Any aggregated information on impact or severity (e.g. service disruption, data compromise, financial loss), provided in categorical form."*

Our response

The UK telecom operators are not in the scope of the Network and Information Systems Regulations 2018 (NIS Regulations) and therefore have no resulting obligation to report any incidents under the above mentioned regulations.

All incidents that are reported to Ofcom by the Telecoms operators are reported under the Communications Act 2003 and these figures are included in the Connected Nations report Ofcom

publishes annually. The Connected Nations reports have aggregated totals and information with high-level categories.

2024 – published: [Connected Nations UK report 2024](#)

2025 – will be published in November

Please note that only operators of essential services (“OESs”) have a duty under regulation 11 of the NIS Regulations, as amended, to notify us in writing of “any incident which has a significant impact on the continuity of the essential service which that OES provides”. If you wish to request information on these services, feel free to submit a request and we shall consider this under the FOI Act. However, please note that we may not be able to disclose such information under the FOI Act due to statutory disclosure constraints.

You may find this report useful: [telecoms-security-report-oct-2022-to-2024-to-dsit_Redacted.pdf](#).

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](#).