| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2380  Responded to: 04 October 2023 |
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Your recent request for information is replicated below, together with our response.

## 1. Was an investigation launched into 999 going down due to a technical fault on June 25, and if so, could you supply the results of this investigation?

In response, I can advise you that the matter is being investigated by OFCOM as it was a BT issue - [Investigation into BT following 999 emergency call service outage on 25 June 2023 - Ofcom](https://www.ofcom.org.uk/about-ofcom/bulletins/enforcement-bulletin/open-cases/bt-999-outage-june-23).

As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information you seek is not held by Police Scotland.

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.