



Date
21 October 2025

Post Office
100 Wood Street
London EC2V 7ER

Your Ref: WE27538

Classification:
Public

Dear [REDACTED]

Freedom of Information Request – FOI2025/00723

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 6 October 2025, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

In your email, you have requested the information shown verbatim in bold below:

"* Please can you confirm the number of Post Office branches (including mobile services) in Fife that have reported connectivity issues affecting their online systems in each month from August 2024 to August 2025.

*** If you are able to, please can you confirm the measures being taken, or planned by, Post Office Ltd to address connectivity problems at rural or mobile branches."**

We can confirm that Post Office does hold the information you have requested.

From 1 August 2024 to 31 August 2025, 27 branches in the Fife region, including mobile services, reported connectivity issues totalling 29 incidents.

Relating to the measures being taken to address connectivity issues, our incident management team address network issues when reported through a call or proactive alerting. For branches dependent solely on cellular connectivity, support is limited due to lack of control over third-party infrastructure. Temporary booster aerials may be deployed to maintain trading capability until primary connections are restored where appropriate. Long-term solutions, such as fitting booster aerials to

mobile vans, are being progressed. The Copper Stop Sell initiative run by BT aims to transition branches to fibre connections where feasible, though mobile and outreach setups may remain reliant on cellular service as masts and the infrastructure that support the UK mobile network fall outside our remit.

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113
www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team
information.rights@postoffice.co.uk
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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