

To: [Redacted]<[Redacted]@gov.scot>
Subject: Shetland Subsea cable

Hi [Redacted]

Good to speak to you. Please find attached the letter from Ivan McKee to Shetland MSP Beatrice Wishart which has been passed on by Beatrice Wishart's office. This was following an outage in Shetland on Thursday 20th of October which led to widespread loss of broadband and mobile phone coverage for people in Shetland. We have previously reported that the cable operator Faroese Telecom believed damage to the subsea cables was due to fishing vessels. They told me they had been in touch with the UK Coastguard.

In the letter Mr McKee states "The incident as then caused by the primary cable being hit by a fishing trawler, which impacted almost all services that utilised this cable, including broadband and mobile telephony." Towards the end of the letter he stated an incident debrief was held on the 9th of November.

I would like to know if it has definitely been established that a fishing trawler had hit the cable as we had reported it was believed by Faroese Telecom this was the case?

I would also like to know how this has been established?

If you're able to provide me with a response by 5pm today that would be great.

Thank you,

[Redacted]
Senior Journalist
BBC Shetland
[Redacted]

Document 2 - Email

From: [Redacted]@gov.scot>
Sent: 20 October 2022 16:08
To: [Redacted]@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; SGoRR02 <SGoRR02@gov.scot>; [Redacted]@gov.scot>
Cc: Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [Redacted]@gov.scot>
Subject: RE: Shetland Comms Event - Identity of Fishing Vessel

Thanks [Redacted].

[Redacted]

From: [Redacted]@gov.scot>
Sent: 20 October 2022 16:03
To: [Redacted]@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; SGoRR02 <SGoRR02@gov.scot>; [Redacted]@gov.scot>
Cc: Critical Infrastructure Resilience Unit <CIRU@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>
Subject: Shetland Comms Event - Identity of Fishing Vessel

[Redacted]

Just to tie off this issue, my colleague, [Redacted], was in a call with UKG within the last half an hour and UKG are also confident that it was an accident.

[Redacted]
Resilient Essential Services Team,
Performance, Delivery and Resilience Division
Scottish Government
5 Atlantic Quay : 150 Broomielaw : Glasgow : G2 8LU
E: [Redacted]@gov.scot

M: [Redacted]

**I AM A VOLUNTEER COASTGUARD RESCUE OFFICER
IF I AM NOT AVAILABLE, I MAY BE ON A CALL-OUT**

From: [Redacted]@gov.scot>
Sent: 20 October 2022 15:21
To: [Redacted]@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; SGoRR02 <SGoRR02@gov.scot>; [Redacted]@gov.scot>
Cc: Baird J (Jim) <jim.baird@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>
Subject: RE: Shetland Comms Event - Identity of Fishing Vessel

Bringing [Redacted] into the chain as I'm ooo Friday and Monday.

From: [Redacted] <[Redacted]@gov.scot>
Sent: 20 October 2022 15:18
To: SGoRR Information <SGoRRInformation@gov.scot>; SGoRR02 <SGoRR02@gov.scot>
Cc: Baird J (Jim) <jim.baird@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [Redacted]<[Redacted]@gov.scot>
Subject: Shetland Comms Event - Identity of Fishing Vessel

I have spoken to HMCG Stornaway (to avoid hassling Sumburgh) and asked them to look on their Global Incident Log.

The trawler involved in the fibre cable event is called the [Redacted]. It's MMSI (unique ID) is:[Redacted] **It is a UK Registered vessel**, Reg No. [Redacted]

[Redacted - out of scope]

It did not report the incident, but was identified by HMCG using AIS Marine Tracking video playback – it has been identified as being the only vessel in the area of the cable when it was cut.

[Redacted]
[Redacted]
Resilient Essential Services Team,
Performance, Delivery and Resilience Division
Scottish Government
5 Atlantic Quay : 150 Broomielaw : Glasgow : G2 8LU
E: [Redacted]@gov.scot
M: [Redacted]

**I AM A VOLUNTEER COASTGUARD RESCUE OFFICER
IF I AM NOT AVAILABLE, I MAY BE ON A CALL-OUT**

From: [Redacted]@gov.scot>
Sent: 20 October 2022 09:01
To: [Redacted]@gov.scot>; [Redacted]@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>
Cc: [Redacted]@gov.scot>
Subject: RE: Sub Sea Cable incident Lerwick Shetland Islands *initial*

Attempting to confirm cause just now with HMCG so will update asap, but early hours they reported trawler activity in the area and they suggested this was the cause. They knew about the incident before PS.

Regards

[Redacted]

[Redacted]

Senior Resilience Coordinator | North of Scotland Regional Resilience Partnership
Resilience Division | Performance, Delivery and Resilience Directorate | Scottish Government
Mobile: [Redacted] | [Redacted]@gov.scot

Document 3 - Email

From: [Redacted]@gov.scot>

Sent: 20 October 2022 09:13

To: [Redacted]@gov.scot>; [Redacted]@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>

Cc: [Redacted]@gov.scot>

Subject: RE: Sub Sea Cable incident Lerwick Shetland Islands *initial*

To confirm [Redacted]

[Redacted – out of scope]

Regards

[Redacted]

[Redacted]

Senior Resilience Coordinator | North of Scotland Regional Resilience Partnership
Resilience Division | Performance, Delivery and Resilience Directorate | Scottish Government
Mobile: [Redacted] | [Redacted]@gov.scot

I work Monday, Tuesday, Thursday & Friday.

[Redacted]

From: [Redacted]@gov.scot>

Sent: 20 October 2022 08:59

To: [Redacted]@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>

Cc: [Redacted]@gov.scot>

Subject: RE: Sub Sea Cable incident Lerwick Shetland Islands *initial*

Copying [Redacted]

One of [Redacted] priorities is establishing the cause. MCA reporting fishing vessel. I'm speculating but if gear snagged a cable it is very likely that vessel will have informed CG so that could be a good solid indicator that it is the cause and not HSA.

[Redacted]

(I am a volunteer RNLI Launch Authority and Crew Member. If I am not available then I may be out on a shout. #FloattoLive)

[Redacted] (He/Him) | Policy Analyst | Head of the Risk and Essential Services Unit | Resilience Division | The Scottish Government

From: [Redacted]@gov.scot> **On Behalf Of** Critical Infrastructure Resilience Unit

Sent: 20 October 2022 08:45

To: Rogers S (Shirley) <Shirley.Rogers@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>

Cc: [Redacted]@gov.scot>

Subject: FW: Sub Sea Cable incident Lerwick Shetland Islands *initial*

Shirley, all,
[Redacted out of scope]

04.03 HMCG aware and believe sub sea cable has been severed by fishing vessel – not sure how they knew this.

04.22 [Redacted] confirm line to mainline severed.

[Redacted – out of scope]

[Redacted]

[Redacted]

Resilient Essential Services Team,
Performance, Delivery and Resilience Division
Scottish Government
5 Atlantic Quay : 150 Broomielaw : Glasgow : G2 8LU
E: [Redacted]@gov.scot
M: [Redacted]

[Redacted]

Document 4 - Email

From: [Redacted]@gov.scot> **On Behalf Of** Critical Infrastructure Resilience Unit

Sent: 24 October 2022 08:49

To: First Minister <firstminister@gov.scot>; Deputy First Minister and Cabinet Secretary for Covid Recovery <DFMCSCR@gov.scot>; Cabinet Secretary for Justice and Veterans <CabSecJV@gov.scot>; Cabinet Secretary for Transport, Infrastructure and Connectivity <CabSecTIC@gov.scot>; Cabinet Secretary for Rural Affairs and Islands <CabSecRAI@gov.scot>; Cabinet Secretary for Health and Social Care <CabSecHSC@gov.scot>

Cc: DG Net Zero <DGNetZero@gov.scot>; DG Strategy and External Affairs <DGSEA@gov.scot>; Permanent Secretary <PermanentSecretary@gov.scot>; Critical Infrastructure Resilience Unit < CIRU@gov.scot>; Health EPRR <Health.EPRR@gov.scot>; Police Division Hub Mailbox <police_division_hub_mailbox@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>

Subject: [redacted] Outage Shetland Isles - Repair complete

First Minister, Deputy First Minister, Cabinet Secretaries, Colleagues,

Please be advised that following the temporary fix restoring telephony and internet services to the Shetland Isles, the permanent repair of the damaged subsea cable is also now complete. The repair works were complete on Saturday 22 October in line with the assurances received from [Redacted] and the other companies involved.

Many thanks,
[Redacted]

[Redacted]

Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government
5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E: [Redacted]@gov.scot | T: [Redacted] | M: [Redacted]

Document 5 - Email

From: [Redacted]@gov.scot>

Sent: 24 October 2022 17:03

To: Critical Infrastructure Resilience Unit <CIRU@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; [Redacted]@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [Redacted]@gov.scot[Redacted]@gov.scot>; Communications Major Events <communicationsmajorevents@gov.scot>; News Desk <Newsdesk@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot[Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Finance & Economy <CommunicationsFinance&Economy@gov.scot>; [Redacted]@gov.scot>; NoS RRP <NoSRRP@gov.scot> [Redacted]@gov.scot>

Cc: Communications Net Zero & Rural Affairs <CommunicationsNetZero&RuralAffairs@gov.scot>; MS Communications <MS.Communications@gov.scot>; Communications Finance & Economy <CommunicationsFinance&Economy@gov.scot>; [Redacted]@gov.scot>

Subject: RE: BBC query: Subsea cable Shetland

Thanks [Redacted]. Would it be possible to bring relevant Marine Scotland colleagues into this chain?

[Redacted] **Senior Media Manager**

Communications: News (Net Zero & Energy)
Scottish Government, St Andrew's House

e: [Redacted]@gov.scot

m: [Redacted]

From: Critical Infrastructure Resilience Unit <CIRU@gov.scot>

Sent: 24 October 2022 16:54

To: [Redacted]@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; [Redacted]@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Major Events <communicationsmajorevents@gov.scot>; News Desk <Newsdesk@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Finance & Economy <CommunicationsFinance&Economy@gov.scot>; [Redacted]@gov.scot>; NoS RRP <NoSRRP@gov.scot>; [Redacted]@gov.scot>

Cc: Communications Net Zero & Rural Affairs <CommunicationsNetZero&RuralAffairs@gov.scot>; MS Communications <MS.Communications@gov.scot>; Communications Finance & Economy <CommunicationsFinance&Economy@gov.scot>; [Redacted]@gov.scot>

Subject: RE: BBC query: Subsea cable Shetland

Hi [Redacted],

Trying to get hold of my Marine Scot contact now. Will let you know anything asap.

Thanks

[Redacted]

[Redacted]

Resilient Essential Services Team
Scottish Government
Atlantic Quay
150 Broomielaw
Glasgow G2 8LU

M. [Redacted]

E. [Redacted]@scotland.gsi.gov.uk

From: [Redacted]@gov.scot>

Sent: 24 October 2022 16:44

To: Critical Infrastructure Resilience Unit <CIRU@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; [Redacted]@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Major Events <communicationsmajorevents@gov.scot>; News Desk <Newsdesk@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Finance & Economy <CommunicationsFinance&Economy@gov.scot>; [Redacted]@gov.scot>; NoS RRP <NoSRRP@gov.scot>; [Redacted]@gov.scot>
Cc: Communications Net Zero & Rural Affairs <CommunicationsNetZero&RuralAffairs@gov.scot>; MS Communications <MS.Communications@gov.scot>; Communications Finance & Economy <CommunicationsFinance&Economy@gov.scot>; [Redacted]@gov.scot>
Subject: RE: BBC query: Subsea cable Shetland

Many thanks [Redacted], that would be helpful. BBC has asked for an update by 5:30 this evening, so if it isn't possible by then to confirm the further detail on Marine Scotland's involvement, I will go back to the journalist and refer him to MCA.

[Redacted]
[Redacted] **Senior Media Manager**
Communications: News (Net Zero & Energy)
Scottish Government, St Andrew's House
e: [Redacted]@gov.scot
m: [Redacted]

From: Critical Infrastructure Resilience Unit <CIRU@gov.scot>

Sent: 24 October 2022 16:23

To: SGoRR Information <SGoRRInformation@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Major Events <communicationsmajorevents@gov.scot>; News Desk <Newsdesk@gov.scot>; [Redacted]@gov.scot [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Finance & Economy <CommunicationsFinance&Economy@gov.scot>; [Redacted]@gov.scot>; NoS RRP <NoSRRP@gov.scot>; [Redacted]@gov.scot>
Cc: Communications Net Zero & Rural Affairs <CommunicationsNetZero&RuralAffairs@gov.scot>; MS Communications <MS.Communications@gov.scot>
Subject: RE: BBC query: Subsea cable Shetland

Hi [Redacted]

Telecoms is reserved and as such I concur with [Redacted] and also believe the MCA is the reporting Agency in instances where subsea cables have been damaged by fishing vessels. I also understand that Marine Scotland would potentially contribute to investigations both from the perspective of licencing and permissions to lay the cables in the first instance but also vessel tracking information which could support a potential prosecution if for example the vessel was trawling in a protected area.

It would be worth linking in directly with Marine Scotland to confirm what I've said above.

All best

[Redacted]
[Redacted]
Resilient Essential Services Team
Scottish Government
Atlantic Quay
150 Broomielaw
Glasgow G2 8LU

M. [Redacted]
E. [Redacted]@scotland.gsi.gov.uk

[Redacted – out of scope]

From: [Redacted]@gov.scot>

Sent: 24 October 2022 15:55

To: [Redacted]@gov.scot>; [Redacted]@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Major Events <communicationsmajorevents@gov.scot>; News Desk <Newsdesk@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [Redacted]@gov.scot>; [Redacted]@gov.scot>; Communications Finance & Economy <CommunicationsFinance&Economy@gov.scot>; [Redacted]@gov.scot>

Cc: Communications Net Zero & Rural Affairs <CommunicationsNetZero&RuralAffairs@gov.scot>; MS Communications <MS.Communications@gov.scot>

Subject: BBC query: Subsea cable Shetland

Hello all,

We've had a query from BBC Shetland asking us for an update on the damaged subsea cables. The cable operator says it believes fishing vessels are responsible, and the journalist wants to know if Marine Scotland is investigating.

I appreciate this is no longer a major incident but I'd be grateful for any steer you can give me – is Marine Scotland looking into this?

Many thanks,

[Redacted]

[Redacted] **Senior Media Manager**

Communications: News (Net Zero & Energy)
Scottish Government, St Andrew's House

e: [Redacted]@gov.scot

m: [Redacted]

From: [Redacted]@bbc.co.uk>

Sent: 24 October 2022 15:17

To: [Redacted]@gov.scot>

Subject: Subsea cable Shetland

Hi [Redacted]

Good to speak to you. I am doing a story today to provide an update after there was an outage of phone and broadband signals in Shetland last Thursday. This was due to two subsea cables being damaged - one between Faroe and Shetland which has been repaired and a second between Shetland and mainland Scotland - which is due to be repaired. The cable operator Faroese Telecom says its contacted Marine Scotland and Shetland Coastguard. It believes fishing vessels are responsible. I wanted to know if there is a statement from Marine Scotland to explain if they are investigating this further and if so, how the investigation is going. If it's possible to have something by 5pm today that would be great.

Thank you,

[Redacted]

Senior Journalist

BBC Shetland

[Redacted]

Document 6 - Email

From: [Redacted]@gov.scot>

Sent: 21 October 2022 15:07

To: [Redacted]@gov.scot>
Cc: Critical Infrastructure Resilience Unit <CIRU@gov.scot>
Subject: RE: Shetland Internet Outage 20/10/2022

This is perfect – thank you [Redacted].
Have a lovely weekend.
[Redacted]

[Redacted]

Head of Digital Connectivity Policy

Digital Directorate, Scottish Government

Location: Scottish Government, 4 Atlantic Quay, 70 York Street, Glasgow, G2 8JX

Postal Address: Scottish Government, 5 Atlantic Quay, 150 Broomielaw, Glasgow, G2 8LU

phone: [Redacted]

mobile: [Redacted]

email: [Redacted]@gov.scot

twitter: @DigConnectScot

website: www.scotlandsuperfast.com

From: [Redacted]@gov.scot>

Sent: 21 October 2022 15:05

To: [Redacted]@gov.scot>

Cc: Critical Infrastructure Resilience Unit <CIRU@gov.scot>

Subject: RE: Shetland Internet Outage 20/10/2022

Hi [Redacted]

[Redacted – out of scope]

- The root of the cause: Two undersea cables (a primary cable & a resilient cable) are providing services to Shetland island, these cables are owned by Faroese telecom. The resilient cable has had intermittent issues since the 14th October, Faroese telecom were dispatched and working on the cable. The primary cable was hit by a fishing trawler, impacting almost all services on that cable. (It has since been confirmed that the damage was caused by a fishing vessel as first reported. It is called [Redacted].

[Redacted – out of scope]

- [redacted] released the following news statement this morning (21 October 2022):

“Following the damage to the Faroese Telecom cables linking Shetland with the Scottish Mainland (via Orkney and the Faroe Islands), engineers have been working flat out to find solutions to restore broadband and mobile services to Shetland. While both cable links are being repaired by subsea engineers, engineers were able to reconnect all services via a temporary solution on Thursday afternoon. Further testing and monitoring overnight has shown that broadband services have remained stable, we will continue to monitor this.

“As a precaution, we have specialist teams in Shetland with satellite backup links should either of the subsea cables fail while they are being repaired. Faroese Telecom expect to complete the permanent repair to the first damaged cable by this weekend. The second damaged cable will then be examined by Faroese Telecom’s specialist subsea engineers.”

I hope this is helpful, and let me know if you need anything else.

Thanks

[Redacted]

[Redacted] Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government
5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU

E: [Redacted]@gov.scot | T: [Redacted] | M: [Redacted]



Document 7 - Email

From: SGoRR Information <SGoRRInformation@gov.scot>

Sent: 20 October 2022 17:22

To: First Minister <firstminister@gov.scot>; Deputy First Minister and Cabinet Secretary for Covid Recovery <DFMCSCR@gov.scot>; Cabinet Secretary for Justice and Veterans <CabSecJV@gov.scot>; Cabinet Secretary for Rural Affairs and Islands <CabSecRAI@gov.scot>; Permanent Secretary <PermanentSecretary@gov.scot>; DG Strategy and External Affairs <DGSEA@gov.scot>; DG Health & Social Care <DGHSC@gov.scot>; DG Corporate <dgcorporate@gov.scot>; DG Communities <DGCommunities@gov.scot>; DG Economy <DGEconomy@gov.scot>; DG Net Zero <DGNetZero@gov.scot>; DG Education & Justice <dgej@gov.scot>

Cc: NoS RRP <NoSRRP@gov.scot>; TS Resilience Mailbox <tsresilience@transport.gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; DG Health & Social Care <DGHSC@gov.scot>; DG Net Zero <DGNetZero@gov.scot>; DG Strategy and External Affairs <DGSEA@gov.scot>; Thomson KAL (Ken) (Director-General) <Ken.Thomson@gov.scot>; Health EPRR <Health.EPRR@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [Redacted]@gov.scot;; [Redacted]@gov.scot;; [Redacted]@gov.scot;; Police Division Hub Mailbox <police_division_hub_mailbox@gov.scot>; [Redacted]@gov.scot;; [Redacted]@gov.scot;; [Redacted]@gov.scot;; [Redacted]@gov.scot;; [Redacted]@gov.scot;; [Redacted]@gov.scot;; ACC Operational Support <ACCOperationalSupport@scotland.police.uk>; [Redacted]@nhs.scot;; [Redacted]@scotland.police.uk; [Redacted]@gov.scot;; Fraser L (Lesley) <Lesley.Fraser@gov.scot>; DG Corporate <dgcorporate@gov.scot>; [Redacted]@scotland.police.uk; [Redacted]@firescotland.gov.uk; [Redacted]@firescotland.gov.uk; [Redacted]@gov.scot;; [Redacted]@scotland.police.uk; Deputy First Minister and Cabinet Secretary for Covid Recovery <DFMCSCR@gov.scot>; Cabinet Secretary for Justice and Veterans <CabSecJV@gov.scot>; [Redacted]@gov.scot;; [Redacted]@shetland.gov.uk; [Redacted]@transport.gov.scot;; [Redacted]@gov.scot;; [Redacted]@gov.scot;; [Redacted]@gov.scot;; [Redacted]@firescotland.gov.uk; [Redacted]@gov.scot;; [Redacted]@nhs.scot;; [Redacted]@gov.scot;; [Redacted]@nhs.scot;; [Redacted]@scotland.police.uk; [Redacted]@Scotland.police.uk; [Redacted]@scotland.police.uk; [Redacted]@transport.gov.scot;; [Redacted]@transport.gov.scot;; [Redacted]@transport.gov.scot;; [Redacted]@gov.scot;; Animal Health <Animal.Health@gov.scot>; [Redacted]@ [redacted].com; [Redacted]@ [redacted].com

Subject: Shetland [redacted] outage - Situation report 20 October 2022

First Minister,
Deputy First Minister,
Cabinet Secretary Justice,
Cabinet Secretary Transport, Infrastructure Connectivity,
Cabinet Secretary Rural Affairs and Islands,
Colleagues,

Please find attached the situation report for the [redacted] outage in Shetland.

Kind regards,

[Redacted].

Scottish Government Resilience Room (SGoRR)
St Andrews House
Regent Road
EDINBURGH
EH1 3DG

T: [Redacted]

F: [Redacted]

E: sgorinformation@gov.scot

Duty Officer Pager (Emergency Contact): [Redacted]

Attached Word Document

First Minister,
Deputy First Minister,
Cabinet Secretary Justice,
Cabinet Secretary Transport, Infrastructure Connectivity,
Cabinet Secretary Rural Affairs and Islands,
Perm Sec,
DGs,
Directors,

Situation

Reports from Shetland internet connections has been restored in the last 15 minutes further updates will be provided.

Shortly after midnight 20th October 2022 subsea comms cable to Shetland was damaged accidentally by a UK registers fishing vessel fishing in the area. UKG confirm there are no current suspicions that this was anything other than accidental. The damage to the cable has resulted in an outage of most landline services, all internet services and all mobile services. Engineers are currently working to restore services. The Faroes cable was under planned repair due to be reinstated on Saturday morning. This will provide reinstatement of all services albeit with slower internet connectivity

[Redacted – out of scope]

Document 8 - Email

From: [Redacted]@gov.scot>

Sent: 26 October 2022 10:56

To: [Redacted]@gov.scot>; First Minister FMQs <FirstMinisterFMQs@gov.scot>

Cc: [Redacted]@gov.scot>; [Redacted]@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>

Subject: FMQ - Shetland Cable Incident

Morning [Redacted],

Please see the attached FMQ on the Shetland cable incident.

Grateful if you could copy myself and CIRU@gov.scot to any future requests on this as our team are now leading on this.

Thanks,
[Redacted]

[Redacted]
Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government

5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E[Redacted]@gov.scot | T[Redacted] | M: [Redacted]



FMQ Note

20 Oct: Shortly after midnight 20th October 2022, a subsea communications cable to Shetland was damaged accidentally by a UK registered fishing vessel.

TOP LINES

[Redacted – out of scope]

- It has been confirmed that the damage was caused by a fishing vessel and there are no suspicious circumstances.
- Over the course of Thursday 20th October, the damage to the fibre cable impacted digital services including digital landlines, internet services and mobile services at a large proportion of Shetland.

[Redacted – out of scope]

Document 9 - Email

From: [redacted]@bbc.co.uk>
Sent: 22 November 2022 12:26
To: [redacted]@gov.scot>
Subject: Shetland Subsea cable

Hi [redacted]

Good to speak to you. Please find attached the letter from Ivan McKee to Shetland MSP Beatrice Wishart which has been passed on by Beatrice Wishart's office. This was following an outage in Shetland on Thursday 20th of October which led to widespread loss of broadband and mobile phone coverage for people in Shetland. We have previously reported that the cable operator Faroese Telecom believed damage to the subsea cables was due to fishing vessels. They told me they had been in touch with the UK Coastguard.

In the letter Mr McKee states "The incident as then caused by the primary cable being hit by a fishing trawler, which impacted almost all services that utilised this cable, including broadband and mobile telephony." Towards the end of the letter he stated an incident debrief was held on the 9th of November.

I would like to know if it has definitely been established that a fishing trawler had hit the cable as we had reported it was believed by Faroese Telecom this was the case?

I would also like to know how this has been established?

If you're able to provide me with a response by 5pm today that would be great.

Thank you,

[redacted]
Senior Journalist
BBC Shetland
[redacted]

Document 10 - Email

From: SGoRR Information <SGoRRInformation@gov.scot>
Sent: 20 October 2022 09:45
To: First Minister <firstminister@gov.scot>; Deputy First Minister and Cabinet Secretary for Covid Recovery <DFMCSCR@gov.scot>; Cabinet Secretary for Justice and Veterans <CabSecJV@gov.scot>; Cabinet Secretary for Transport, Infrastructure and Connectivity <CabSecTIC@gov.scot>; Cabinet Secretary for Rural Affairs and Islands <CabSecRAI@gov.scot>; Cabinet Secretary for Health and Social Care <CabSecHSC@gov.scot>

Cc: [redacted] <[redacted]@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; DG Net Zero <DGNetZero@gov.scot>; DG Strategy and External Affairs <DGSEA@gov.scot>; Permanent Secretary <PermanentSecretary@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; Health EPRR <Health.EPRR@gov.scot>; Police Division Hub Mailbox <police_division_hub_mailbox@gov.scot>; [redacted] <[redacted]@gov.scot>

Subject: [redacted] Outage Shetland Isles 20th October

First Minister, Deputy First Minister, Cabinet Secretaries, Colleagues,

Please be advised that [redacted] is currently managing an incident impacting multiple services in Lerwick on the Shetland Islands, with the following impact: 1661 Broadband customers 6117 Fibre Broadband customers.

Key points are as follows:

- [redacted] alerted of this incident at 08.41 this morning, Thursday 20th October 2022.
- The incident is due to subsea cable damage - [redacted] have confirmed this to be accidental damage.
- [redacted – out of scope]

If you require any further information please get in touch.

Kind regards,

[redacted].

Briefing Manager
Scottish Government Resilience Room (SGoRR)
St Andrews House
Regent Road
EDINBURGH
EH1 3DG

E: [redacted]

Duty Officer Pager (Emergency Contact): [redacted]

Document 11 – Word Document

SITREP Report to Scottish Ministers issued at 1700 on 20 October 2022

First Minister,
Deputy First Minister,
Cabinet Secretary Justice,
Cabinet Secretary Transport, Infrastructure Connectivity,
Cabinet Secretary Rural Affairs and Islands,
Perm Sec,
DGs,
Directors,

Situation

Reports from Shetland internet connections has been restored in the last 15 minutes further updates will be provided.

Shortly after midnight 20th October 2022 subsea comms cable to Shetland was damaged accidentally by a UK registers fishing vessel fishing in the area. UKG confirm there are no current suspicions that this was anything other than accidental. The damage to the cable has resulted in an outage of most landline services, all internet services and all mobile services. Engineers are currently working to restore services.

[redacted – out of scope]

Document 12 - Email

From: [redacted] <[redacted]@scotland.police.uk>
Sent: 20 October 2022 15:25
To: [redacted]< [redacted]@gov.scot>
Subject: FW: SGoRR (O) [redacted] Outage - Shetland islands [OFFICIAL]

Pretty good summary for any briefing you have to do..

From: [redacted]
Sent: 20 October 2022 15:14
To: ACC Operational Support <ACCOperationalSupport@scotland.police.uk>; [redacted] <[redacted]@scotland.police.uk>; [redacted]<[redacted]@scotland.police.uk>; [redacted]<[redacted]@scotland.police.uk>; OSD Divisional Commander EERP <OSDDivisionalCommanderEERP@scotland.police.uk>
Cc: [redacted] <[redacted]@Scotland.police.uk>; [redacted]< [redacted]@scotland.police.uk>
Subject: RE: SGoRR (O) [redacted] Outage - Shetland islands [OFFICIAL]

OFFICIAL

Good Afternoon, from the SGoRR(O), main points:

- **Situation**
- High degree of confidence that the damage has been caused by a fishing vessel (nationality unknown but TBC), appears to be accidental at this time but still requires full confirmation.
- [redacted – out of scope]

Thanks

[redacted]**Superintendent**
National Resource Deployment Unit
Emergency, Events and Resilience Planning
Police Scotland
Clyde Gateway
2 French Street
Dalmarnock
G40 4EH
Mobile: [redacted]
Email: [redacted]@scotland.police.uk

From: ACC Operational Support
Sent: 20 October 2022 13:47
To: ACC Local Policing North <ACCLocalPolicingNorth@scotland.police.uk>; [redacted]<[redacted]@scotland.police.uk>; [redacted]< [redacted]@scotland.police.uk>
Subject: FW: SGoRR (O) [redacted] Outage - Shetland islands [OFFICIAL]

OFFICIAL

From: SGoRRInformation@gov.scot [mailto:SGoRRInformation@gov.scot]
Sent: 20 October 2022 13:39
To: NoSRRP@gov.scot; tsresilience@transport.gov.scot; CIRU@gov.scot; DGHSC@gov.scot; DGNetZero@gov.scot; DGSEA@gov.scot; Ken.Thomson@gov.scot; Health.EPRR@gov.scot; Shirley.Rogers@gov.scot; jim.baird@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; police_division_hub_mailbox@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; ACC Operational Support <ACCOperationalSupport@scotland.police.uk>; [redacted]@nhs.scot; [redacted]< [redacted]@scotland.police.uk>; [redacted]@gov.scot; [redacted]@gov.scot; dgcorporate@gov.scot; [redacted]< [redacted]@scotland.police.uk>; [redacted]@firescotland.gov.uk; [redacted]@firescotland.gov.uk; [redacted]@gov.scot; [redacted]<[redacted]@scotland.police.uk>; DFMCSCR@gov.scot; CabSecJV@gov.scot; [redacted]@gov.scot; [redacted]@shetland.gov.uk;

[redacted]@transport.gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot;
[redacted]@firescotland.gov.uk

Subject: SGoRR (O) [redacted] Outage - Shetland islands

[redacted] **Outage – Shetland Islands, please note these are updated call in details from the original scheduled meeting sent earlier to assist with connectivity issues experienced by some.**

SGoRR is convening a SGoR (Officials) at Thursday 20 October at 1400.

Date and time: Thursday 20 October at 14:00.

Location: MS Teams

Agenda and joining details below

[No access to SGoRR is available.]

CAN ALL THOSE DIALLING IN PLEASE ENSURE THEY ARE ON LINE WELL IN ADVANCE OF THE MEETING START TO AVOID DISRUPTION

Important:

Please confirm by return email whether your organisation and/or Scottish Government policy area will be attending. If so, please also confirm name of the person attending. **Those attending should arrive at least 10 minutes before the meeting is due to begin.**

Teleconference protocol:

For those dialling in please ensure you are on the line **at least 10 minutes before the conference begins.** At the start of the meeting the Chair will confirm speakers have joined the call.

Key etiquette:

- Introduce yourself when speaking so everyone knows who it is
- Please mute your microphone and turn your camera off when you are not speaking.
- Any contributions to the meeting should be succinct and kept strategic in nature (unless otherwise requested).

AGENDA

1. Welcome
2. Situation Overview
3. Sector Updates:
4. Comms
5. AoB

Microsoft Teams meeting

Join on your computer, mobile app or room device

Click here to join the meeting

Meeting ID: [redacted]

Passcode: [redacted]

Download Teams | Join on the web

Or call in (audio only)

[redacted] United Kingdom, Edinburgh

Phone Conference ID: [redacted]

Find a local number | Reset PIN

SCOTS Connect

Document 13 - Email

From: [redacted] <[redacted]@scotland.police.uk>

Sent: 20 October 2022 13:39

To: [redacted] <[redacted]@gov.scot>

Subject: FW: Shetland [OFFICIAL]

FYI

From: [redacted]
Sent: 20 October 2022 13:34
To: [redacted]<[redacted]@scotland.police.uk>; [redacted]<[redacted]@scotland.police.uk>; [redacted]<[redacted]@scotland.police.uk>
Subject: FW: Shetland [OFFICIAL]

OFFICIAL
Folks

Some of this is background ie Cause but the impacts are really helpful and perhaps adds wider context.

[redacted]

[redacted]
Superintendent (Operations)
Highlands & Islands Division
Old Perth Road, Inverness, IV2 3SY.

Tel No: [redacted]
Mob No: [redacted]
@ [redacted]@scotland.police.uk
Website: <http://www.scotland.police.uk/>
Twitter: @policescotland

From: [redacted]
Sent: 20 October 2022 13:23
To: [redacted]<[redacted]@scotland.police.uk>
Subject: FW: Shetland [OFFICIAL]

OFFICIAL
FYI

best
[redacted]Corporate Communications Officer
Police Scotland
Tel: [redacted]
E: [redacted]@scotland.pnn.police.uk
Website: www.scotland.police.uk
Twitter: @policescotland
Facebook: www.facebook.com/policescotland

From: [redacted]
Sent: 20 October 2022 13:18
To: [redacted]<[redacted]@scotland.police.uk>
Subject: FW: Shetland [OFFICIAL]

OFFICIAL

From: [redacted]@[redacted].com [mailto:[redacted]@[redacted].com]
Sent: 20 October 2022 13:17
To: [redacted]<[redacted]@scotland.police.uk>; [redacted]@ [redacted].com
Subject: RE: Shetland [OFFICIAL]

Hi [redacted], thanks for your note. Some background from me and [redacted] will comment on what needs to be changed from your side, minor changes:

Background for your team only:

What happened: Faroese Telecom were working to restore a link between Shetland and a trawler cut through the other link, creating a perfect storm and isolating Shetland in terms of the fibre lines (we lease part of the cables, rather uniquely). Not for external use please but see attached graphic. We may yet share this with media but as the network isn't ours, it's harder. Faroese Telecom has no press office. No damage caused by Russian or other malicious intent. The trawler who they think caused the damage has been reported to the coastguard by FT.

Diagram for internal use: [redacted]

Telecoms is complex of course as are the networks and technologies, especially to remote places like Shetland, so I'm simplifying. It's not the case that one place will be off for everything it varies by technology and which product customers have, to some extent.

Most landlines are ok in Shetland and will continue to work, including for 999 calls. This is because they mainly route wirelessly for the most part, some customers will be affected but a much smaller number who make calls through their broadband, typically not elderly or vulnerable.

Mobile, we are only responsible and can only comment on EE, which is largely impacted but not all sites as some use wireless links rather than the subsea network. But, 999 calls can be made from any available network of which there are three other networks present and we know that most or some of these use satellite links which are less reliable and have less capacity but for this purpose mean they are unaffected due to the loss of both links from Shetland by Faroese Telecom.

Fixed broadband is largely off across most of Shetland but not all parts, it depends on which products (technologies) customers have so better to say some – but that's for us to say, Police Scotland has no resilience role in broadband, only 999 so no comment required hence the removal.

[redacted], can you make the corrections to the Police Scotland lines? E.g. remove internet and update to landline.

Hope all that helps as background.

Cheers, [redacted].

From: [redacted]<[redacted]@scotland.police.uk>
Sent: 20 October 2022 12:47
To: [redacted], CRN1 R <[redacted]@[redacted].com>
Cc: [redacted], CRN1 R <[redacted]@[redacted].com>
Subject: RE: Shetland [OFFICIAL]

OFFICIAL

Hi [redacted],

Sorry, also – are you and [redacted] saying that the internet is fine for all of Shetland? Since you're asking us to remove mention of it.

Many thanks,
[redacted]

From: [redacted]
Sent: 20 October 2022 12:44
To: [redacted]@[redacted].com
Cc: [redacted]@[redacted].com' <[redacted]@[redacted].com>
Subject: RE: Shetland [OFFICIAL]

OFFICIAL

Hi [redacted],

Thanks for taking my call there. I have passed your edit request on to [redacted],, who will make it.

In terms of information we're looking for, for an update. Can you confirm –

- What areas are out in Shetland? On the ground officers are being told north is okay, central (including Lerwick) is sporadic and south is completely out.

- Similar to above, do you have info on which exchanges are out?

- Also, can you can confirm that older non-fibre optic lines okay?

Many thanks,
[redacted],

From: [redacted],@[redacted].com [mailto:[redacted],@[redacted].com]
Sent: 20 October 2022 09:24
To: [redacted],<[redacted],@scotland.police.uk>
Cc: [redacted],@[redacted].com
Subject: RE: Shetland [OFFICIAL]

Updated line:

A [redacted] spokesperson said:

“Due to a break in a third-party subsea cable connecting Shetland with the Scottish mainland, some phone, broadband and mobile services are affected. Engineers are working to divert services via other routes as soon as possible and we'll provide further updates. Our external subsea provider is also looking to restore their link quickly. Anyone who needs to call 999 should try their landline or their mobile, even if they don't have signal from their own mobile provider. We're sorry for any inconvenience.”

From: [redacted],<[redacted],@scotland.police.uk>
Sent: 20 October 2022 09:20
To: [redacted],,CRN1 R <[redacted],@[redacted].com>
Cc: [redacted],,CRN1 R <[redacted],@[redacted].com>
Subject: RE: Shetland [OFFICIAL]

OFFICIAL
Hi [redacted],,

Thanks. Will you be sharing this messaging on social media?

Many thanks,
[redacted],

From: [redacted]@[redacted].com [mailto:[redacted]@[redacted].com]
Sent: 20 October 2022 09:07
To: [redacted] <[redacted]@scotland.police.uk>
Cc: [redacted]@[redacted].com
Subject: RE: Shetland [OFFICIAL]

Thanks, key is people to use their mobile to make calls, even if they don't have signal from their own provider 999 will find signal from another network. Landlines are actually largely unaffected, only customers moved to the newer broadband network which goes via this route are affected.

So, messaging now agreed, we will send proactively to media.

A [REDACTED] Group spokesperson said:

“Due to a break in a third-party subsea cable connecting Shetland with the Scottish mainland, some phone, broadband and mobile services are affected. Engineers are working to restore services or divert services via other routes as soon as possible and we'll provide further updates. Anyone who needs to call 999, they should try their landline or their mobile, even if they don't have signal from their own mobile provider.”

Background:

This is not due to the strike action today by workers from the CWU, this relates to a third-party supplied subsea link.

From: [redacted] <[redacted]@scotland.police.uk>
Sent: 20 October 2022 08:51
To: F R <[redacted]@[redacted].com>
Subject: RE: Shetland [OFFICIAL]

You don't often get email from [redacted]@scotland.police.uk. Learn why this is important

OFFICIAL

Hi [redacted],

Thanks.

Our social media posts earlier this morning were put out directly by officers. Are you putting out any social media messaging, which we can then share? That way, we ensure it's all accurate information.

For your info, [redacted] is also currently getting one of our Chief Inspectors to be interviewed by BBC and STV to get things out that way.

Many thanks,
[redacted]

From: [redacted]@[redacted].com [mailto:[redacted]@[redacted].com]
Sent: 20 October 2022 08:34
To: [redacted] <[redacted]@scotland.police.uk>
Subject: Re: Shetland [OFFICIAL]

Thanks will give you a call soon. I'm short the Faroese Telecom have a subsea link which was being repaired during planned works and we think a trawler has taken the back up link out. I'll know more soon and on the impact but it will be a large part but not all of Shetland and of course subsea is (usually) more resilient so we use much. More to come. But, anyone calling 999 should use their mobile as normal.

This tweet probably needs removed as it's not quite right. Not sure what main line means etc.

I would say something like you have previously, something like

Engineers are working to restore a subsea link which is affecting parts of Shetland affecting some landlines. Calls to 999 can be made from a mobile phone.

More to come. Thanks, [redacted].

From: [redacted] <[redacted]@scotland.police.uk>
Sent: Thursday, October 20, 2022 8:27:56 AM
To: [redacted], CRN1 R <[redacted]@[redacted].com>
Subject: Shetland [OFFICIAL]

You don't often get email from [redacted]@scotland.police.uk. Learn why this is important

OFFICIAL

Hi [redacted],

I understand you've spoken with my colleague [redacted] about the outage in Shetland this morning. I'm working hand-in-hand with her on this one, given the scale of the outage, so am linking in with yourself.

Can you clarify what the issues are from [REDACTED]'s perspective? Are all phone lines down, as things stand?

Feel free to give me a call on my mobile below, if need be.

Many thanks,

[redacted]

[redacted]

Communications Officer - News

Corporate Communications

Police Scotland

Email: [redacted]@scotland.police.uk

News Desk: newsdesk@scotland.police.uk

News desk: [redacted]

Work Mobile: [redacted]

Document 14 - Email

From: [redacted] <[redacted]@scotland.police.uk>

Sent: 20 October 2022 19:07

To: [redacted] <[redacted]@scotland.police.uk>; [redacted] <[redacted]@scotland.police.uk>; [redacted] <[redacted]@scotland.police.uk>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@scotland.police.uk>; [redacted] <[redacted]@scotland.police.uk>

Cc: [redacted] <[redacted]@scotland.police.uk>; [redacted] <[redacted]@scotland.police.uk>

Subject: FW: Shetland [REDACTED] outage - Situation report 20 October 2022 [OFFICIAL]

Good evening,

Following on from email trail below, I contacted [REDACTED] in last 15 minutes. They confirm a temporary fix, or "work around" was established about 1650 this afternoon.

This has led to a resumption of normal communications on Shetland.

A more permanent solution will not be possible until Saturday or thereafter and they will monitor systems accordingly until this is achieved.

There is a local arrangement in place to meet again at 0945 as a local partnership to confirm everyone continues to enjoy a return to full services.

Equally, there continues to be measures in place on the island agreed earlier by partners to ensure working strategies were met during the outage and these will be maintained until there is a confidence that systems are all back and operating normally and reliably.

Regards

[redacted]

Inspector

Emergency, Events & Resilience Planning, Operational Support Division

Police Scotland, Baluniefield, Balunie Drive, Dundee, DD4 8UT

Telephone: [redacted]

Mobile: [redacted]

E Mail: [redacted]@scotland.police.uk

From: [redacted]

Sent: 20 October 2022 18:45

To: [redacted] <[redacted]@scotland.police.uk>

Cc: '[redacted]@gov.scot' <[redacted]@gov.scot>

Subject: FW: Shetland [REDACTED] outage - Situation report 20 October 2022 [OFFICIAL]

FYI

From: [redacted]
Sent: 20 October 2022 18:42
To: [redacted] <[redacted]@scotland.police.uk>
Cc: [redacted] <[redacted]@scotland.police.uk>; [redacted] <[redacted]@scotland.police.uk>
Subject: RE: Shetland [REDACTED] outage - Situation report 20 October 2022 [OFFICIAL]

Sir,

Not sure re this..I am in local meeting at present, I think temporary improvement may be in place but not quite sure we are at end of this yet !!

I think this message is a bit simplistic and not reflecting the on going concerns on the Islands. I haven't seen confirmation from [REDACTED] of a fix but apparently there is a temporary fix in place so perhaps the matter is resolved for now.

However, local position amongst ELG is to maintain arrangements overnight with a view to next meeting tomorrow at 0945 where situation will be assessed.

[redacted]

From: [redacted]
Sent: 20 October 2022 18:19
To: [redacted] <[redacted]@scotland.police.uk>
Subject: FW: Shetland [REDACTED] outage - Situation report 20 October 2022 [OFFICIAL]

OFFICIAL

Sent with BlackBerry Work (www.blackberry.com)

From: SGoRRInformation@gov.scot
Sent: 20 Oct 2022 17:34
To: firstminister@gov.scot; DFMCSR@gov.scot; CabSecJV@gov.scot; CabSecRAI@gov.scot; PermanentSecretary@gov.scot; DGSEA@gov.scot; DGHSC@gov.scot; dgcorporate@gov.scot; DGCommunities@gov.scot; DGEconomy@gov.scot; DGNetZero@gov.scot; dgej@gov.scot
Cc: NoSRRP@gov.scot; tsresilience@transport.gov.scot; CIRU@gov.scot; DGHSC@gov.scot; DGNetZero@gov.scot; DGSEA@gov.scot; Ken.Thomson@gov.scot; Health.EPRR@gov.scot; Shirley.Rogers@gov.scot; jim.baird@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; police_division_hub_mailbox@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; ACC Operational Support <ACCOperationalSupport@scotland.police.uk>; [redacted]@nhs.scot; "[redacted]" <[redacted]@scotland.police.uk>; [redacted]@gov.scot; Lesley.Fraser@gov.scot; dgcorporate@gov.scot; "[redacted]" <[redacted]@scotland.police.uk>; [redacted]@firescotland.gov.uk; [redacted]@firescotland.gov.uk; [redacted]@gov.scot; "[redacted]" <[redacted]@scotland.police.uk>; DFMCSR@gov.scot; CabSecJV@gov.scot; [redacted]@gov.scot; [redacted]@shetland.gov.uk; [redacted]@transport.gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@firescotland.gov.uk; [redacted]@gov.scot; [redacted]@nhs.scot; [redacted]@gov.scot; [redacted]@nhs.scot; "[redacted]" <[redacted]@scotland.police.uk>; "[redacted]" <[redacted]@Scotland.police.uk>; "[redacted]" <[redacted]@scotland.police.uk>; [redacted]@transport.gov.scot; [redacted]@transport.gov.scot; [redacted]@transport.gov.scot; [redacted]@gov.scot; Animal.Health@gov.scot; [redacted]@[redacted].com; [redacted]@[redacted].com
Subject: RE: Shetland [REDACTED] outage - Situation report 20 October 2022

All,

Confirmation has been received from Shetland Islands Chief Executive that Shetland are now reconnected for both mobile and internet connections.

SGoRR will continue to actively monitor the situation and would appreciate any early notification should this situation change.

Kind regards,

[redacted].

Scottish Government Resilience Room (SGoRR)
St Andrews House
Regent Road
EDINBURGH
EH1 3DG

T: [redacted]
F: [redacted]
E: sgorrinformation@gov.scot
Duty Officer Pager (Emergency Contact): [redacted]

From: SGoRR Information

Sent: 20 October 2022 17:22

To: First Minister <firstminister@gov.scot>; 'Deputy First Minister and Cabinet Secretary for Covid Recovery (DFMCSCR@gov.scot)' <DFMCSCR@gov.scot>; Cabinet Secretary for Justice and Veterans <CabSecJV@gov.scot>; Cabinet Secretary for Rural Affairs and Islands <CabSecRAI@gov.scot>; Permanent Secretary <PermanentSecretary@gov.scot>; DG Strategy and External Affairs <DGSEA@gov.scot>; DG Health & Social Care <DGHSC@gov.scot>; DG Corporate <dgcorporate@gov.scot>; DG Communities <DGCommunities@gov.scot>; DG Economy <DGEconomy@gov.scot>; DG Net Zero <DGNetZero@gov.scot>; DG Education & Justice <dgej@gov.scot>

Cc: NoS RRP <NoSRRP@gov.scot>; TS Resilience Mailbox <tsresilience@transport.gov.scot>; Critical Infrastructure Resilience Unit <CI RU@gov.scot>; DG Health & Social Care <DGHSC@gov.scot>; DG Net Zero <DGNetZero@gov.scot>; DG Strategy and External Affairs <DGSEA@gov.scot>; Thomson KAL (Ken) (Director-General) <Ken.Thomson@gov.scot>; Health EPRR <Health.EPRR@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] ([redacted]) <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; Police Division Hub Mailbox <police_division_hub_mailbox@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; 'ACC Operational Support' <ACCOperationalSupport@scotland.police.uk>; [redacted] <[redacted]@nhs.scot>; [redacted] @scotland.police.uk' <[redacted]@scotland.police.uk>; [redacted] <[redacted]@gov.scot>; Fraser L (Lesley) <[redacted]@gov.scot>; DG Corporate <dgcorporate@gov.scot>; <[redacted]@scotland.police.uk' <<[redacted]@scotland.police.uk>; <[redacted] <[redacted]@firescotland.gov.uk>; <[redacted]@firescotland.gov.uk' <<[redacted]@firescotland.gov.uk>; [redacted] <[redacted]@gov.scot>; <[redacted]@scotland.police.uk' <<[redacted]@scotland.police.uk>; Deputy First Minister and Cabinet Secretary for Covid Recovery <DFMCSCR@gov.scot>; Cabinet Secretary for Justice and Veterans <CabSecJV@gov.scot><[redacted] <<[redacted]@gov.scot>; <[redacted]@shetland.gov.uk' <<[redacted]@shetland.gov.uk>; <[redacted] <<[redacted]@transport.gov.scot>; <[redacted] <[redacted]@gov.scot>; <[redacted] <[redacted] <<[redacted] >>>; [redacted] <<[redacted]@gov.scot>; [redacted]@firescotland.gov.uk' <[redacted]@firescotland.gov.uk>; [redacted] <[redacted]@gov.scot>; [redacted] (SAS)' <[redacted]@nhs.scot>; [redacted] <[redacted]@gov.scot>; [redacted] (SAS)' <[redacted]@nhs.scot>; [redacted] <[redacted]@scotland.police.uk>; [redacted]@Scotland.police.uk' <[redacted]@Scotland.police.uk>; '[redacted]@scotland.police.uk' <[redacted]@scotland.police.uk>; [redacted] <[redacted]@transport.gov.scot>; [redacted] <[redacted]@transport.gov.scot>; [redacted] <[redacted]@transport.gov.scot>; [redacted] <[redacted]@gov.scot>; Animal Health <Animal.Health@gov.scot>; [redacted]@[redacted].com' <[redacted]@[redacted].com>; [redacted]@[redacted].com' <[redacted]@[redacted].com>

Subject: Shetland [REDACTED] outage - Situation report 20 October 2022

First Minister,

Deputy First Minister,
Cabinet Secretary Justice,
Cabinet Secretary Transport, Infrastructure Connectivity,
Cabinet Secretary Rural Affairs and Islands,
Colleagues,

Please find attached the situation report for the [REDACTED] outage in Shetland.

Kind regards,

[redacted].

Scottish Government Resilience Room (SGoRR)
St Andrews House
Regent Road
EDINBURGH
EH1 3DG

T: [redacted]
F: [redacted]
E: sgorrinformation@gov.scot
Duty Officer Pager (Emergency Contact): [redacted]

Document 15 - Email

From: [redacted] <[redacted]@gov.scot>
Sent: 20 October 2022 13:36
To: SGoRR Information <SGoRRInformation@gov.scot>
Cc: Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [redacted] <[redacted]@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: FW: Sub Sea Cable incident Lerwick Shetland Islands *update 1*

SGoRR,

Please see update below just in from [redacted].

[redacted], please note that this answers the two questions asked by FM. I have copied these below for ease.

1. Is there a high degree of confidence/certainty that the damage is accidental?

Yes. Two undersea cables (a primary cable & a resilient cable) are providing services to Shetland island, these cables are owned by Faroese telecom. The resilient cable has had intermittent issues since the 14th October, Faroese telecom were dispatched and working on the cable. Last night the primary cable was hit by a fishing trawler, impacting almost all services on that cable. Faroese Telecom have confirmed they are aware of the fishing trawler that caused the damage and were able to track & locate the damage.

2. [redacted - out of scope]

Thanks
[redacted]
[redacted]
Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government

5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

From: Critical Infrastructure Resilience Unit <CIRU@gov.scot>

Thanks

[redacted]

Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government

5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU

E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

From: [redacted] [redacted].com <[redacted] [redacted].com>

Sent: 21 October 2022 11:42

To: [redacted]@ofcom.org.uk; [redacted] <[redacted]@gov.scot>; [redacted]@dcms.gov.uk;

[redacted]@ofcom.org.uk; [redacted]@dcms.gov.uk; [redacted]@dcms.gov.uk;

[redacted]@levellingup.gov.uk; [redacted]@dcms.gov.uk

Cc: [redacted] [redacted].com

Subject: Vessel Confirmation

Good morning all,

[redacted]

*** This is information is not for sharing externally ***

[redacted]

T: [redacted]

M: [redacted]

Document 17 - Email

From: Rogers S (Shirley) <Shirley.Rogers@gov.scot>

Sent: 20 October 2022 18:16

To: [redacted] <[redacted]@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>

Cc: Baird J (Jim) <jim.baird@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted]

<[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; Critical Infrastructure Resilience Unit

<CIRU@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>

Subject: RE: Comms to Shetland Islands - Temporary fix

Great

Many thanks

S

Shirley Rogers

Director of Performance, Delivery & Resilience

Scottish Government

[redacted] [redacted]

From: [redacted] <[redacted]@gov.scot>

Date: Thursday, 20 Oct 2022 at 6:03 pm

To: Rogers S (Shirley) <Shirley.Rogers@gov.scot>, SGoRR Information <SGoRRInformation@gov.scot>

Cc: Baird J (Jim) <jim.baird@gov.scot>, [redacted] <[redacted]@gov.scot>, [redacted]

<[redacted]@gov.scot>, [redacted] <[redacted]@gov.scot>, Critical Infrastructure Resilience Unit

<CIRU@gov.scot>, [redacted] <[redacted]@gov.scot>, [redacted] <[redacted]@gov.scot>

Subject: RE: Comms to Shetland Islands - Temporary fix

Hi Shirley,

I have asked [redacted] to confirm this in his next written update, which should be with us soon. I'll let you know as soon as this is received.

Thanks
[redacted]

[redacted] Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government
5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

From: Rogers S (Shirley) <Shirley.Rogers@gov.scot>
Sent: 20 October 2022 17:57
To: [redacted] <[redacted]@gov.scot>; SGoRR Information <SGoRRInformation@gov.scot>
Cc: Baird J (Jim) <jim.baird@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [redacted] [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: RE: Comms to Shetland Islands - Temporary fix

Thanks [redacted]

That's great news. Did they indicate when they are likely to be able to put a more permanent fix in place?

Thanks again

S

Shirley Rogers
Director of Performance, Delivery and Resilience

Scottish Government
Room 2W:02
St Andrew's House
Regent Road
Edinburgh
EH1 3DG

[redacted] [redacted]

From: [redacted] <[redacted]@gov.scot>
Sent: 20 October 2022 17:49
To: SGoRR Information <SGoRRInformation@gov.scot>
Cc: Baird J (Jim) <jim.baird@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: Comms to Shetland Islands - Temporary fix

All,

I have just spoken to [REDACTED] who have confirmed that there is a temporary fix now in place. It has been in place for about an hour now. [REDACTED] were waiting to see if it was operating and stable before providing a formal update. [REDACTED] are now going to send a written update detailing this which I will forward on as soon as I receive it.

Thanks
[redacted]
[redacted]
Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government

5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU

E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

Document 18 - Email

From: [redacted][redacted].com <[redacted][redacted].com>
Sent: 22 October 2022 22:25
To: [redacted] <[redacted]@gov.scot>; [redacted]
[redacted].com; [redacted] <[redacted]@gov.scot>
Cc: Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: RE: Shetland comms outage

Hi [redacted]

The repair has been completed and all services have restored

Thanks

[[redacted]
M: +[redacted]
T: +[redacted]
E: [redacted][redacted].com

From: [redacted]@gov.scot <[redacted]@gov.scot>
Sent: 22 October 2022 21:50
To: [redacted] <[redacted][redacted].com>; [redacted]
,TBC7 R <[redacted][redacted].com>; [redacted]@gov.scot
Cc: CIRU@gov.scot; [redacted]@gov.scot
Subject: RE: Shetland comms outage

Hi [redacted]

Thanks for getting back so quickly [redacted], it's much appreciated.

I'll wait to hear re the repair.

Regards

[redacted]
Senior Resilience Coordinator | North of Scotland Regional Resilience Partnership
Resilience Division | Performance, Delivery and Resilience Directorate | Scottish Government
Mobile: [redacted] | [redacted]@gov.scot

From: [redacted][redacted].com <[redacted][redacted].com>
Sent: 22 October 2022 21:48
To: [redacted] <[redacted]@gov.scot>; [redacted][redacted].com; [redacted] <[redacted]@gov.scot>
Cc: Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: RE: Shetland comms outage

Hi [redacted]

Repairs are not yet complete; we will update everyone once Faroese confirm completion

All [REDACTED] fixed and mobile services remain fully operational

Thanks

[redacted]

[redacted]
M: +[redacted]

T: +[redacted]
E: [redacted][redacted].com

From: [redacted]@gov.scot <[redacted]@gov.scot>
Sent: 22 October 2022 21:43
To: [redacted],TBC7 R <[redacted][redacted].com>; [redacted]@gov.scot; [redacted]
,TBC7 R <[redacted][redacted].com>
Cc: CIRU@gov.scot; [redacted]@gov.scot
Subject: RE: Shetland comms outage

Hi [redacted]

Are you able to confirm the repair to the Faroes resilient cable has been completed please so partners locally can stand down their on call arrangements?

Regards

[redacted]
Senior Resilience Coordinator | North of Scotland Regional Resilience Partnership
Resilience Division | Performance, Delivery and Resilience Directorate | Scottish Government
Mobile: [redacted] [redacted]@gov.scot

From: [redacted][redacted].com <[redacted][redacted].com>
Sent: 20 October 2022 15:39
To: [redacted] <[redacted]@gov.scot>; [redacted][redacted].com
Cc: Critical Infrastructure Resilience Unit <CIRU@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: RE: Shetland comms outage

Hi [redacted],

[redacted – out of scope].

Thanks
[redacted]

[redacted]
T: [redacted]
M: [redacted]

From: [redacted]@gov.scot <[redacted]@gov.scot>
Sent: 20 October 2022 15:14
To: [redacted],TBC7 R <[redacted] [redacted].com>; [redacted],TBC7 R <[redacted][redacted].com>
Cc: CIRU@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot
Subject: Shetland comms outage
Importance: High

[redacted]/ [redacted – out of scope]

Regards
[redacted]

[redacted]
Scottish Government
Head of Resilient Essential Services Team
Resilience Division
Performance, Delivery and Resilience Directorate

5 Atlantic Quay
150 Broomielaw

Glasgow G2 8LU

Mobile: [redacted]
Email: [redacted]@gov.scot
In the Service of Scotland

From: [redacted] [redacted].com
Sent: 20 October 2022 14:44:57 (UTC+00:00) Dublin, Edinburgh, Lisbon, London
To: [redacted]
Cc: [redacted][redacted].com; Critical Infrastructure Resilience Unit
Subject: RE: Shetland comms outage
Yes no problem

[redacted]
T: [redacted]
M: [redacted]

From: [redacted]@gov.scot <[redacted]@gov.scot>
Sent: 20 October 2022 14:44
To: [redacted],TBC7 R <[redacted] [redacted].com>
Cc: [redacted],TBC7 R <[redacted][redacted].com>; CIRU@gov.scot
Subject: RE: Shetland comms outage

Hi [redacted],

Can I share this with Police Scotland Gold Command Team only? They want to overlay this to support CfP locally with their officers.

Thanks
[redacted]

[redacted] Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government

5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

From: [redacted]@gov.scot <[redacted]@gov.scot>
Sent: 20 October 2022 12:32
To: [redacted],TBC7 R <[redacted][redacted].com>; [redacted],TBC7 R <[redacted] [redacted].com>
Cc: CIRU@gov.scot
Subject: Shetland comms outage
Importance: High

Hi [redacted]/ [redacted],

Just a couple of things that have been raised that I'd be grateful for a response on:

1. We have had a request in from Scottish Government Resilience Room (SGoRR) for a rep from [REDACTED] to join a meeting at 1400 today (timing tbc). Can you please confirm that someone from your team will be able to join this call and provide an update? I will confirm timings and provide further details on this as I receive them.
2. We have also been alerted to the SWAN outages which are currently affecting the NHS in the area. Can you please provide an update on the SWAN services in your next written update?
3. Is it possible for you to provide a map of exactly which exchanges are impacted?

Thanks

[redacted]

[redacted]Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government

5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

Document 19 - Email

From: [redacted] <[redacted]@gov.scot>
Sent: 21 October 2022 11:51
To: [redacted]< [redacted]@dcms.gov.uk>
Cc: SGoRR Information <SGoRRInformation@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted]@dcms.gov.uk; [redacted]@dcms.gov.uk; telecoms.resilience@dcms.gov.uk; [redacted]@levellingup.gov.uk; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [redacted]< [redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: RE: Shetland comms outage - Local Response

Hi [redacted],

Thanks for your email.

I can confirm that the temporary fix has restored internet/telephony services on the Shetlands.

I am on call for the Resilient Essential Services team this weekend and can be contacted on [redacted].

Many thanks,
[redacted]

[redacted]Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government
5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

From: [redacted]< [redacted]@dcms.gov.uk>
Sent: 21 October 2022 11:46
To: [redacted] <[redacted]@gov.scot>
Cc: SGoRR Information <SGoRRInformation@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted]@dcms.gov.uk; [redacted]@dcms.gov.uk; telecoms.resilience@dcms.gov.uk; [redacted]@levellingup.gov.uk; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: Re: Shetland comms outage - Local Response

[redacted], colleagues,
We're pleased to be hearing that telecoms services are now back following a temporary fix (pending a permanent fix over the weekend), and that the situation is normalising locally. Could you provide confirmation of the situation at your end please? (We've heard had second hand from [REDACTED] and media, but formal info from you would be helpful).

With [REDACTED] engineers now resolving the situation, we and telecoms partners will be on-call over the weekend in the unlikely need of any situation change and coordination needed (i.e. no meetings planned or expected, any meetings to be called by exception only). What's the best contact details for us to stay in touch with you over the weekend on that basis?

Thank you,

[redacted]

[redacted]Head, telecoms resilience and telecoms investment security
Telecoms Security & Resilience
Digital Infrastructure
[redacted]@dcms.gov.uk | +[redacted] (new number June 2021)
@dcms /dcmsgovuk | www.gov.uk/dcms

On Thu, 20 Oct 2022 at 12:19, <[redacted]@gov.scot> wrote:
Apologies, adding [redacted]now.

Thanks
[redacted]
[redacted]Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government

5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

From: [redacted]
Sent: 20 October 2022 12:18
To: SGoRR Information <SGoRRInformation@gov.scot>
Cc: [redacted]<[redacted]@dcms.gov.uk>; [redacted]<[redacted]@dcms.gov.uk>; [redacted]<[redacted]@dcms.gov.uk>; telecoms.resilience mailbox <telecoms.resilience@dcms.gov.uk>; [redacted]@levellingup.gov.uk' <[redacted]@levellingup.gov.uk>; Critical Infrastructure Resilience Unit <CIRU@gov.scot>; Rogers S (Shirley) <Shirley.Rogers@gov.scot>; Baird J (Jim) <jim.baird@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>; [redacted] <[redacted]@gov.scot>
Subject: Shetland comms outage - Local Response

SGoRR (Copying DCMS and DLUHC)

Can you please provide DCMS and DLUHC with an update on the current local response work?

Many thanks
[redacted]
[redacted]Resilient Essential Services Team | Resilience Division
Performance, Delivery and Resilience Directorate | Scottish Government

5 Atlantic Quay | 150 Broomielaw | Glasgow | G2 8LU
E: [redacted]@gov.scot | T: [redacted] | M: [redacted]

Document 20 - Email

From: Baird J (Jim)
Sent: 21 October 2022 13:03
To: [redacted]
Subject: RE: Shetland Emergency Planning Forum Meeting 21.10.22 09.45 Hours & PS Gold 10.15
Thanks [redacted]

Appreciated

Regards

Jim

From: [redacted]
Sent: 21 October 2022 10:58
To: SGoRR Information <SGoRRInformation@gov.scot>

Cc: Baird J (Jim) ;[redacted]

Subject: Shetland Emergency Planning Forum Meeting 21.10.22 09.45 Hours & PS Gold 10.15

Hi folks

Appreciating the situation on Shetland is not what it was yesterday with the temporary fix to the sub-sea cable in place, but their Emergency Planning Forum met this morning at 09.45 and the Police Scotland Gold Group at 10.15 and the updates are below.

SEPF:

Most phone lines and mobiles were working yesterday evening as were emails etc.

Police numbers all working, maintaining visible police presence and keeping Police stations and Tesco hub open.

SIC services operating as normal and situation stable.

NHS keeping business continuity plans remain active around on call as a precaution but no issues.

SFRS no issues.

HMCG no issues but are keen to find the exact position of the break so they can see if they noticed anything on their systems and can investigate from their side. [redacted] to share this info.

H&SCP no issues.

SSEN BaU but have resilience in place until hear all fixed.

[redacted]: Root cause of incident. 2 undersea cables primary and resilient cable. Owned by Faroese Telecoms. Resilient cable intermittent issues since 14th October and Faroese Telecom working on it. 12.05 past midnight last night British boat (not trawler) hit main cable impacting almost all comms. Faroese have confirmed they know who the vessel is which helps speed up the repair.

Options for temporary repair – tried something they have not tried often before which is why they didn't send out official notice of repair. Remained stable overnight and will keep in pace until 1st original permanent fix completed cable. Once this is repaired will move services over to start work on primary cable. 1 [redacted] vehicle arrived yesterday and 3 more on the way.

The [redacted] vehicle they have is a long wheel base van with satellite connection, 4G etc. They can also put up a wifi mesh for responders which they can give access to. This is completely independent of the cable. Other vehicles which are arriving are similar. [redacted] vehicles also on route to provide [redacted] connections if required.

Faults reported to [redacted] are no different from any other morning at this time.

[redacted] will release public statement imminently which should also quell any rumours re sabotage.

BaU but aware this is temporary at this time.

Re switch over – once the permanent fix is done to the resilient cable, all will move over and they will then fix to primary cable and then move people over. It happens quite regularly and people shouldn't notice any impacts.

Police corporate comms linking in with partners to ensure consistent messaging.

[redacted] confirmed fix will be Saturday and they will issue a notification once it has taken place. Plan to conclude meeting structures once permanent fix has taken place.

PS Gold:

[redacted – out of scope]

Regards

[redacted]

END OF DOCUMENTS FOR RELEASE