



Mobile Outage Disrupts 999 Calls: Three Customers Share Experiences

Description

People who use the mobile network Three told the BBC that they cannot make 999 calls. There is a big problem with the network.

More than 10,000 people reported issues on Downdetector. They said they could not make or receive calls on Thursday.

Some users said they could not connect to emergency services. The BBC could not check these claims.

Three says they are looking into the problem. They said most 999 calls are going through other networks.

Many people using Smarty and ID Mobile, which use Three's network, also reported problems.

Three does not know how long the problem will last. They said they are working hard to fix it.

Many users shared their frustration on social media. Some said they missed important appointments or felt stranded.

Ofcom, the regulator, said they are aware of the problems and are talking with Three about it.

CATEGORY

1. Sci/Tech - LEVEL1

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