Are you a 'CNI' Customer?

CNI stands for Critical National Infrastructure. The official definition is: Those critical elements of infrastructure (namely assets, facilities, systems, networks or processes and the essential workers that operate and facilitate them), the loss or compromise of which could result in:

- Major detrimental impact on the availability, integrity or delivery of essential services - including those services whose integrity, if compromised, could result in significant loss of life or casualties - taking into account significant economic or social impacts; and/or

- Significant impact on national security, national defence, or the functioning of the state.

There are a range of business sectors that will span this category, from the expected, such as some NHS, Police and Fire Services, to those you might not expect, such as some food distribution companies and chemical manufacturers.

There are 13 sectors which are classed as CNI:

- Health
- Emergency Services
- Government
- Defence
- Energy

- Water
- Civil Nuclear
- Chemicals
- Food
- Finance

- Space
- Communications
- Transport

Not all businesses within these sectors will automatically be classed as CNI, so a process of validation must be undertaken. Customers will need to declare themselves as CNI, following which KCOM will determine whether the customer and associated service meet the relevant criteria.

For some CNI business customers the digital switchover programme can pose a unique challenge, as a continuous level of service is required at all times to ensure there is no detrimental impact to the local and surrounding areas. Therefore any customers and associated services confirmed to be CNI will be given careful consideration during the migration process.

Due to these complexities, businesses classified as CNI are being offered support and flexibility to allow them to prepare for the digital switchover, which will ensure that they can keep operating as required, and migrate as planned.

What are we doing to support our CNI customers?

We are actively encouraging our customers to contact us if they believe they are classified as CNI and may struggle to achieve the migration dates before June 2024. We will be able to engage with these customers to ensure we are able to migrate their services to the more reliable fibre network, efficiently, effectively, and with minimum disruption.

KCOM
Business