ISS GLOBAL / INSIGHT REPORT

# NSA Net disruption

What the reported outage tells us about the wider wave of technology failures

REPORTING / REVIEW WINDOW

12–17 November 2026 for comparison. NSA Net reporting on 17 November reviewed through 18:17 GMT (13:17 EST).

ISSUE DATE

2026-11-17

CNN reported that a classified internal communications network used by the US National Security Agency was down on 17 November. The Record separately described intermittent service. The reports are consistent with a significant disruption, with its extent and cause still unconfirmed.

The timing follows outages in aviation, cloud email and banking. This assessment examines whether the public evidence connects them. [1] [2] [3] [4] [5] [6]

01 / EXECUTIVE SUMMARY

# What happened and its threat significance

COUNTRY

**United States**

WHERE

United States. Reporting concerns NSA Net, an internal agency communications service. Among the cases compared, Microsoft 365 had confirmed international impact. [1] [2] [4] [7]

WHEN

NSA Net reports emerged on 17 November 2026. Separate Microsoft, FAA and JPMorgan incidents were reported from 12 to 16 November. [1] [2] [4] [5] [6]

## What happened

CNN reported that NSA Net was down. The Record spoke to its own sources and reported intermittent service. Reuters relayed the CNN report and said it had not independently established the length or extent. [1] [2] [3]

## Threat significance

The reported disruption affected the availability of a classified internal service. Claims about the handling of urgent intelligence, the scope of the outage and its cause require their own evidence. [1] [2] [3]

> EXECUTIVE JUDGEMENT
>
> The evidence supports treating NSA Net as a reported service disruption of unresolved cause. The chronology and operator accounts do not establish a shared cyberattack. The Microsoft outage had international impact, which is a separate finding about its reach. [1] [2] [3] [4] [5] [6] [7] [8]

02 / CHRONOLOGY

# Four disruptions in six days

| DATE IN THE US | SERVICE | EVIDENCE AND EFFECT |
|---|---|---|
| 12 November | Microsoft 365 | AP documented widespread problems with Outlook and other Microsoft services. Microsoft described server and service-load issues in its public updates. [4] |
| 13 November | US air traffic | The FAA says a technical problem prompted a US nationwide ground stop. Its follow-up says it found no indication of a cyberattack in the evidence available to it. [5] |
| 14 November | Microsoft recovery | Microsoft reported full service recovery, according to Reuters. This is a company recovery statement and applies to Microsoft's incident. [9] |
| 16 November | JPMorgan Chase | The bank told Reuters a software bug slowed some transaction processing. It said other banks could experience effects on transactions they were receiving from Chase. [6] |
| 16 November | UK update on Microsoft | A UK minister told Parliament the Microsoft disruption had affected services around the world, including in the UK. [7] |
| 17 November | NSA Net | CNN and The Record reported disruption. The Record described intermittent service. Reuters said it could not immediately establish extent or duration independently. [1] [2] [3] |

These are event or announcement dates as stated by the source. They are not a synchronised incident log. The start time and restoration time of the NSA disruption were not established in the sources reviewed. [1] [2] [3] [4] [5] [6] [7] [9]

03 / EVIDENCE REVIEW

# What the reporting says about NSA Net

| QUESTION | MOST DEFENSIBLE READING | EVIDENCE LIMIT |
|---|---|---|
| Was there a disruption? | CNN and The Record reported a disruption, drawing on sources familiar with the matter. | Reporting cites unnamed sources. Reuters independently sought comment and did not verify the duration or extent. [1] [2] [3] |
| Was the entire network unavailable? | CNN described it as down. A source quoted by The Record described intermittent service. | The difference might reflect timing or the part of the service observed. The public record does not resolve it. [1] [2] [3] |
| Was classified information exposed? | The public reporting concerns service availability. | No evidence of access to or disclosure of classified information was identified in the reviewed reporting. [1] [2] [3] |
| Was it a cyberattack? | CNN sources reported no immediate evidence of an attack. The Record's sources believed the problem was technical. | These are preliminary accounts. There was no public NSA cause or recovery statement in the sources reviewed by the cut-off. [1] [2] [3] |

Source count matters. The Reuters outage item expressly cites CNN. CNN syndications and stories repeating Reuters or CNN add reach, while The Record adds separate interviews. Anonymous sourcing prevents testing whether the underlying contacts overlap. [1] [2] [3]

04 / COMPETING EXPLANATIONS

# Does the evidence support a global attack?

| EXPLANATION | WHAT SUPPORTS IT | WHAT WOULD CHANGE THE ASSESSMENT |
|---|---|---|
| Separate service failures | The FAA and JPMorgan described different problems. Microsoft described service issues and later reported recovery. Timing is the principal public link among those cases and NSA Net. | A substantiated connection from the operators or investigators would warrant reassessment. [2] [4] [5] [6] [9] |
| A common technical dependency | A common dependency can create knock-on effects. JPMorgan identified possible delays for counterparties handling its transactions. | Evidence of a shared dependency behind these particular incidents, beyond the identified banking effects. [4] [5] [6] |
| A coordinated malicious campaign | The public sources reviewed provide no substantiated linkage or attribution. The FAA explicitly reported finding no indication of attack in its incident. | Public, corroborated evidence of common malicious activity, or findings from the operators or relevant authorities. [1] [2] [3] [5] [8] |

The best-supported reading is that the comparator outages had separate reported explanations. NSA Net's cause remains open. Microsoft's international reach and the domestic scale of other impacts explain the breadth of coverage without establishing a common cause. [1] [2] [4] [5] [6] [7] [8] [9]

The US homeland security secretary commented on a series of civilian disruptions on 17 November. Reuters' account did not establish that the remarks were a formal finding about NSA Net. [3] [8]

05 / CONTINUITY AND VERIFICATION

# What matters next

## For service continuity

A temporary loss of availability in an internal communications service is significant even when other functions remain outside the known impact. Public status reporting should identify the affected service, operating status, time of restoration and any verified effect on downstream users. The available accounts do not establish the full operational effect here. [1] [2] [3]

## For investigators and report users

Maintain one incident record per operator. Keep the first observed symptom, first public report, operator explanation and recovery confirmation as distinct entries. Record an association between incidents only when the source makes the link explicit and can support it. [1] [3] [5] [6] [7] [9]

## Evidence that would materially change the account

| DEVELOPMENT | WHY IT MATTERS |
| --- | --- |
| NSA confirms scope and restoration | Resolves the distinction between a full outage and intermittent service and supplies a defined end point. [1] [2] [3] |
| An operator or investigator releases findings | May support or rule out particular causes, including malicious activity, without inferring a link from timing. [1] [2] [5] [8] |
| An operator corrects its earlier explanation | Record the original statement and the revision, with timestamps. Assess whether the new evidence changes other cases. [4] [5] [6] [9] |

This report uses the chronology and comparison table as the visual record. The reviewed public reporting did not provide imagery that could establish the service disruption, its scope or its cause. [1] [2] [3]

SOURCE REGISTER

# Sources 01–05

Source families and access limits are recorded below. Repetition of a statement is not independent proof.

01 Exclusive: Highly classified US national security communications network goes down, sources say

**CNN via KESQ** · 17 Nov 2026

Family: Original reporting, syndicated · Unnamed sources. The reviewed version describes the service as down and gives a preliminary view of attack evidence.

https://kesq.com/news/national-politics/cnn-us-politics/2026/11/17/exclusive-highly-classified-us-national-security-communications-network-goes-down-sources-say/

02 NSA Net, agency’s classified internal network, faces unspecified disruptions

**The Record** · 17 Nov 2026

Family: Separately reported interviews · Cites its own unnamed contacts. One described intermittent service. Possible overlap with CNN contacts cannot be tested.

https://therecord.media/nsa-net-disruptions

03 Highly classified US national security communications network is down, CNN reports

**Reuters** · 17 Nov 2026, 15:42 GMT

Family: CNN-derived wire report and separate comment request · The wire attributes the outage report to CNN. Reuters said extent and duration were not immediately verifiable.

https://www.reuters.com/technology/highly-classified-us-national-security-communications-network-is-down-cnn-2026-11-17/

04 Is Outlook down? Widespread outage hits Microsoft email and other apps

**Associated Press** · 12 Nov 2026

Family: Independent reporting and Microsoft status updates · Describes the cloud service disruption and contemporaneous company explanation.

https://apnews.com/article/6376045281feb430c0b923e3a4b251c2

05 Nationwide Ground Stop: Questions and Answers

**US Federal Aviation Administration** · 15 Nov 2026

Family: Primary operator statement · The FAA’s own account of 13 November effects and assessment of causation.

https://www.faa.gov/newsroom/nationwide-ground-stop-questions-and-answers

SOURCE REGISTER

# Sources 06–09

Source families and access limits are recorded below. Repetition of a statement is not independent proof.

06 JPMorgan says software bug slows its transactions

**Reuters** · 16 Nov 2026

Family: Bank spokesperson via Reuters · Explains Chase transaction delays and possible cross-bank effects limited to related transactions.

https://www.reuters.com/legal/transactional/downdetector-reports-outages-major-us-banks-2026-11-16/

07 Microsoft 365 outage oral statement

**UK Department for Culture, Media and Sport** / **Parliament** · 16 Nov 2026

Family: Primary ministerial statement · Provides official UK context on the international effects of Microsoft's incident.

https://commonsbusiness.parliament.uk/Document/109053/Pdf?subType=Standard

08 US official says recent tech woes not tied to cyberattacks

**Reuters** · 17 Nov 2026, 14:36 GMT

Family: Wire account of public remarks · Describes the DHS secretary's remarks on civilian incidents. It does not establish an NSA attribution.

https://www.reuters.com/world/us-official-says-recent-tech-woes-not-tied-cyberattacks-2026-11-17/

09 Microsoft restores service to Outlook and Teams after global outage

**Reuters via Investing.com** · 14 Nov 2026

Family: Operator restoration account via wire · Company statement on Microsoft's recovery; compare with the early reporting in source 04.

https://www.investing.com/news/stock-market-news/microsoft-outlook-teams-outage-eases-after-over-a-day-recovery-timeline-uncertain-5026486