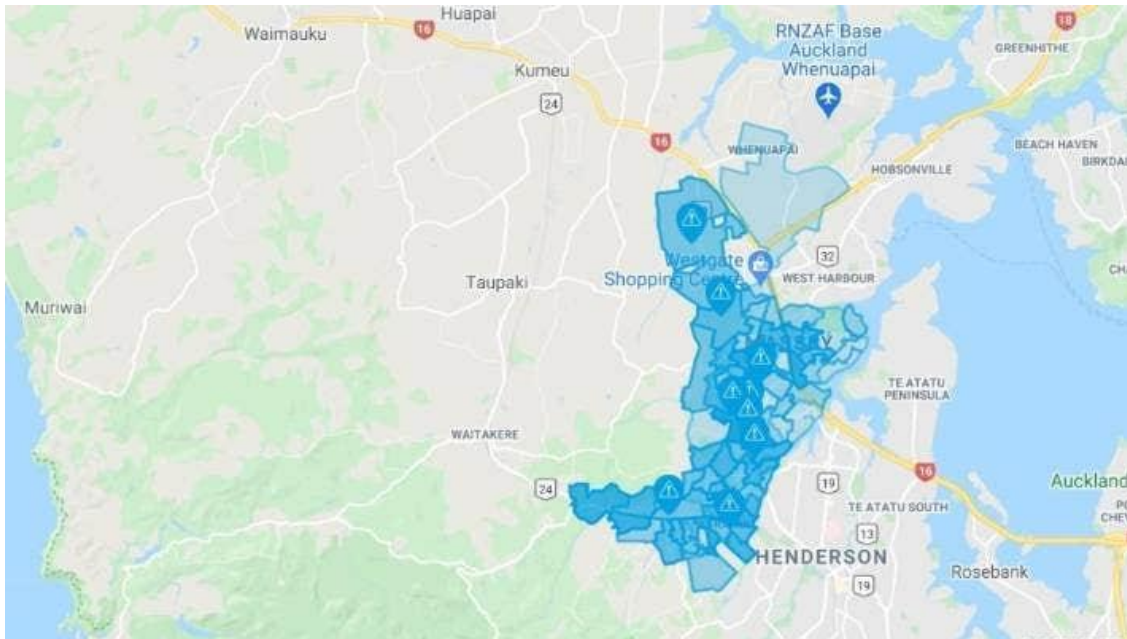


**stuff**

## **West Auckland internet outage likely caused by rodent chewing through cable**

Torika Tokalau 15:45, Jan 28 2021



Parts of West Auckland have been without internet since Tuesday afternoon.

More than 1000 broadband customers in West Auckland have been left without any internet for more than 24 hours after a rodent is thought to have chewed through cables.

Residents in Massey, Swanson, Ranui, Westgate and parts of West Harbour haven't had any internet coverage since Tuesday afternoon.

Chorus' outages map showed people started reporting the outage from about 2pm. Services are expected to be restored by 6pm on Thursday.

Chorus spokesman Steve Pettigrew said the outage impacted nearly 1000 connections across all broadband providers, and the likely cause of damage was a rodent.

A technician dispatched to investigate the cause of the fibre outage on Tuesday said the damaged cable was traced back to a manhole on Don Buck Rd in Massey, where a Chorus 144-fibre strand cable had been damaged.

"Most likely by a rodent, based on similar damage we have seen elsewhere," Pettigrew said.

Pettigrew said a technician worked through to 2am on Wednesday re-splicing fibres that were damaged, which would see broadband services restoring progressively as each fibre is re-joined.

Swanson resident Brooke Miles said she was frustrated because after hours of being on the phone with her internet provider, she still hadn't got the answers she needed.

“No-one could tell me what was wrong or when it would be fixed,” she said.

Another affected resident said he was given different times of when the internet would be back up and it wasn't ideal because he worked from home.

Steve Hennerley said he was forced to go to his Onehunga office. He said he was told the internet wouldn't be restored until Saturday.

“There's so much uncertainty to what is an essential service, no one is telling us how long or when it will be back on.”