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NTL terminates Net access for CWC customers

Shame

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NTL is to pull Net access for an undisclosed number of former Cable & Wireless Communications customers at the end November because of "technical reasons".

The cableco acquired the retail cable business of CWC last year and had pledged to keep the CWC Net access service running until November 30th 2001.

Now that deadline is within sight NTL has written to former CWC customers telling them that their Net access service will be terminated.

While it claims that it has been working hard to "connect the ex-CWC network switches to the NTL backbone network", some areas - notably in London and on the south coast - have not been upgraded.

And it seems that until they are, NTL will not support Net access.

At the moment it's unclear how many people will be without Net access from the end of November.

No one from the cableco was available for comment today.

However, in a statement the company said: "During the past weeks we have been communicating with our customers in the ex-CWC areas regarding their Internet service. With effect from 30 November 2001 their current internet service will no longer be available.

"We have been working hard to connect the ex-CWC network switches to the NTL backbone network. We are now installing the necessary modems and data equipment to provide this service. Unfortunately, at present, there are some areas in which it will not be possible to provide an Internet service. These customers have been contacted and informed of the situation. We will be contacting them again when an alternative service is available.

"In the meantime we will be offering these customers a discount on their bill for a period of six months," the statement said. ®

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