

Nationwide Charter Web outage sparks frustration

Kate Kompas, kkompas@stcloudtimes.com 10:06 p.m. CDT August 23, 2014



(Photo: Charter Communications)

Charter Communications, St. Cloud's dominant cable/Internet provider, was in the midst of an Internet outage that stretched across parts of Minnesota and the rest of the U.S. on Saturday afternoon and evening.

Some reported their Internet was completely down; other users said the service had been spotty for hours or even days. Some customers took their ire out on the company's Facebook page. The Times' initial Facebook post about the outage drew more than 100 comments within the first hour.

An official explanation was not offered late Saturday on Charter's website or Facebook page. The last tweet on Charter's Twitter page was a retweet from Entertainment Weekly regarding the FXX mega marathon of "The Simpsons."

Simpsons."

Kimberly Noetzel, senior manager, communication for Charter, released this statement to the Times: "We are aware of the Internet issue for some of our customers in Minnesota. We are working as quickly as possible to restore service, and are investigating the cause of the issue."

During a phone interview, Noetzel said she didn't have information on how many customers were without Internet either in or outside of Minnesota, but "clearly it is other states" too.

Noetzel declined to talk about any possible causes of the outage, repeating that the company was investigating.

Noetzel said she expects the company will put out a statement. Some customers, both on the Times Facebook page and Charter's Facebook page, commented that the emergency number for Charter had been busy for a long time. A Times reporter also tried that number repeatedly and it was busy.

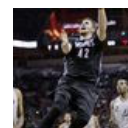
Noetzel didn't have an estimated time for the service to be restored.

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