

Alert

06 April 2022

Malicious cable damage incident Staplehurst near Maidstone

This notification is issued as a special message to all Openreach customers

Openreach has experienced a serious malicious cable damage incident overnight, in the Staplehurst area near Maidstone, Kent.

Significant impacts have resulted from a suspected arson attack, which has seriously damaged our fibre cables, affecting around 7,400 end customers.

Our engineering teams are on site working on repairing the damage and we're co-ordinating with the relevant authorities including police, fire service, electricity providers and highways for traffic management to restore services.

However, this is likely to be a challenging and complex recovery, due to the nature and scale of the cable damage and we're not currently able to give a full timeline for restoration.

We appreciate the impacts these malicious damage incidents can cause and we're working hard to minimise the effects on end customers. Our security team is working with the relevant authorities to make sure that this incident is fully investigated.

We'll issue a further update as the recovery progresses.

Regards

Openreach Communications