

Carshalton Liberal Democrats  
Kennedy House  
5 Nightingale Road  
Carshalton  
SM5 2DN

Openreach  
123 Judd St  
London  
WC1H 9NP

## Open Letter: Compensation for internet outage in Carshalton

Dear Openreach,

We are writing to ask for appropriate compensation for the 400 households in Carshalton who lost their internet and landline services for nearly a month, after a van fire on Carshalton Park Road melted the internal equipment of an internet cabinet.

Residents have told us that the value of compensation you have offered does not adequately address the disruption this service outage has caused them.

Furthermore, we would appreciate much more comprehensive communication in future during periods of extended disruption. We have often had to rely on information coming from residents, or engineers on the ground. This is not good enough.

We appreciate that work began as soon as possible and that the process of repairing the damage was complex and time-consuming. We understand that customers will soon have their service restored, but the prolonged disruption has had a significant impact on our community.

Given the inconvenience experienced by our residents, we request that Openreach, and any relevant service providers, write to each household affected to offer much more suitable compensation.

We look forward to your response and to seeing further progress in restoring full service to our community.

Yours faithfully,

*Isabel, Andrew, and Jake*

Isabel Araujo, Andrew Jenner, and Jake Short

Liberal Democrat Councillors for Carshalton Central

Liberal  
Democrats 