

Customers angry as Xtra goes down

5:45PM Friday January 11, 2008

By Edward Gay

Have you had problems?

[Email us here](#)

Telecom customers were disgruntled at faults with the Xtra broadband service today after being offline for more than 24 hours.

Earlier this morning the company's help line warned customers they may have trouble connecting but said technicians were working on the problem.

Telecom spokesman Nick Brown said the reason behind the crash was a fault with the technology that authenticates internet connections. The fault was fixed by this afternoon.

He said the fault was realised at 5.30pm last night but customers who have not turned off their modems or disabled their connection were still able to connect to the internet.

"Some customers are using the internet as normal, particularly the majority of broadband customers, and some customers who are trying to get a connection are getting on," Mr Brown told nzherald.co.nz earlier today.

He said by this afternoon, complaints to the company had dropped off and all customers were able to access the internet.

Mr Brown said the problem had nothing to do with Yahoo!Xtra Bubble. In August last year tens of thousands of customers were without email after the new service was launched.

Herald online readers bombarded the site with complaints and the latest fault has also prompted Xtra customers to write in.

Bill Andersson works from home and said his internet connection had been patchy for the last 24 hours.

"The service we get from Xtra, considering what we pay, is shocking. And even worse, they don't really care about our custom because the options where I live for other ISPs is very limited," Mr Anderson said.

Jakes Jacobson said Xtra helpdesk staff had been disappointing and he was looking at shifting ISP providers.

Keran McKenzie agrees. "I rang Xtra many times and while their voice prompt is good, asking for a simple "Network Status" resulted in confusion. After being put on hold 4 times I gave up," she said.

Other Xtra customers have also written to nzherald.co.nz saying their service had not been affected.