

In Brief: Insight suspends Midwest broadband upgrade

May 19 2006

U.S. broadband providers Insight Communications halted work on an upgrade of its infrastructure following a major service failure last month.

Company officials told the Louisville Courier-Journal that the suspension would be in effect until the technical issues that struck three of Insight's Kentucky service markets were corrected.

Insight is in the final stages of upgrades to in 10 markets in Kentucky, Indiana and Illinois.

The nature of the problem was not specified, although the newspaper said it cropped up when Insight migrated from AT&T's network to its own. Several thousand customers lost Internet access and e-mail capability while the company's tech-support center was swamped with frantic callers.

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Citation: In Brief: Insight suspends Midwest broadband upgrade (2006, May 19) retrieved 27 April 2024 from <https://phys.org/news/2006-05-insight-midwest-broadband.html>

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