

Comcast TV outage hits much of US, but problem mostly fixed

February 15 2016, by The Associated Press

Customers of Comcast Corp. lost part of their cable television service for several hours in many major U.S. metropolitan areas Monday, but the company said the problem was fixed in most places by early afternoon.

Company spokeswoman Jenni Moyer says engineers continue to work on what she characterized as a temporary network interruption.

"Our engineers continue to work on this issue and almost all services have already been restored," she said. "We apologize for any inconvenience this has caused our customers."

The tracking site Downtdetector.com reports that the outage started around 6:30 a.m. Eastern time and affected much of the East Coast from Washington, D.C., to Boston. Other affected areas included Pittsburgh, Detroit, Chicago, Minneapolis, Houston, Denver and San Francisco. Repairs were mainly completed between noon and 1 p.m., the company said.

Comcast, based in Philadelphia, says the outage primarily affected TV service. Customers lost some of their channels but kept some service. Some customers weren't affected at all, the company said.

Comcast said it was unclear what caused the [outage](#) or how many subscribers were affected.

© 2016 The Associated Press. All rights reserved.

Citation: Comcast TV outage hits much of US, but problem mostly fixed (2016, February 15)
retrieved 24 April 2024 from <https://phys.org/news/2016-02-comcast-tv-outage-problem.html>

This document is subject to copyright. Apart from any fair dealing for the purpose of private study or research, no part may be reproduced without the written permission. The content is provided for information purposes only.