Chris Coghlan MP
Member of Parliament for Dorking and Horley
House of Commons, London SW1A 0AA

The Rt Hon Ian Murray MP
Minister of State for the Department for Digital, Culture, Media and Sport

Copy to Openreach

By email

28 October 2026

Re: Charlwood Internet Outage and Poor Connectivity

Dear Minister,

I am writing following this week's internet outages in parts of Charlwood. Residents reported being without internet throughout parts of Sunday, the whole of Monday and some of Tuesday. Thankfully some now report being reconnected.

Those who rely on the internet to work from home were unable to do so and many were left isolated. This was made worse by the notoriously poor 4G and 5G coverage in the area. When some residents phoned providers, they were told that there was no wider issue and that the problem must be with their individual connection. This is despite multiple households experiencing disruption.

This situation raises serious questions about the reliability of internet services in rural areas and the preparedness of providers to deal with outages. It is particularly concerning at a time when traditional copper-based telephone and broadband services are being phased out. Residents cannot reasonably be expected to rely on digital connectivity while being left without a dependable connection or suitable backup when things go wrong.

I would be grateful, therefore, if you could clarify:

- What protections are in place for residents who lose their internet connection, particularly in rural communities where mobile coverage is poor?
- What steps are you taking to improve communication with residents when there is a loss of internet?
- What consideration is being given to areas such as Charlwood, where residents are losing access to traditional copper-based services without having reliable alternatives available?

I look forward to your response.

Yours sincerely



Chris Coghlan

Liberal Democrat MP for Dorking and Horley

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