

**QUESTION UNDER STANDING ORDER 36 TO THE EXTERNAL
ORGANISATIONS SCRUTINY COMMITTEE FROM THE CHAIRMAN
COUNCILLOR ANSAR HUSSAIN.**

Members will be aware that a large number of households in the Bromley Cross area, were deprived of telephone connections over the Christmas and New Year period due to cable ducts becoming flooded.

At no time were the residents of the area advised of the need to undertake any repair work to rectify the situation and following the lost connections very little information was released by BT. Many elderly residents who did not have the advantage of mobile phones were cut off over the holiday period and could have been placed in some danger should an emergency situation have arisen.

Accordingly, the Committee would request BT to provide a full and detailed explanation on the cause of the fault, the detailed plans for repair and an explanation as to why the residents were not kept informed of the initial problem and given an estimate of time when they could expect to be reconnected. In addition, BT be requested to outline any communication/consultation it had with the Council over the proposed works. and measures which could be put in place to ensure that this kind of situation does not happen again.