

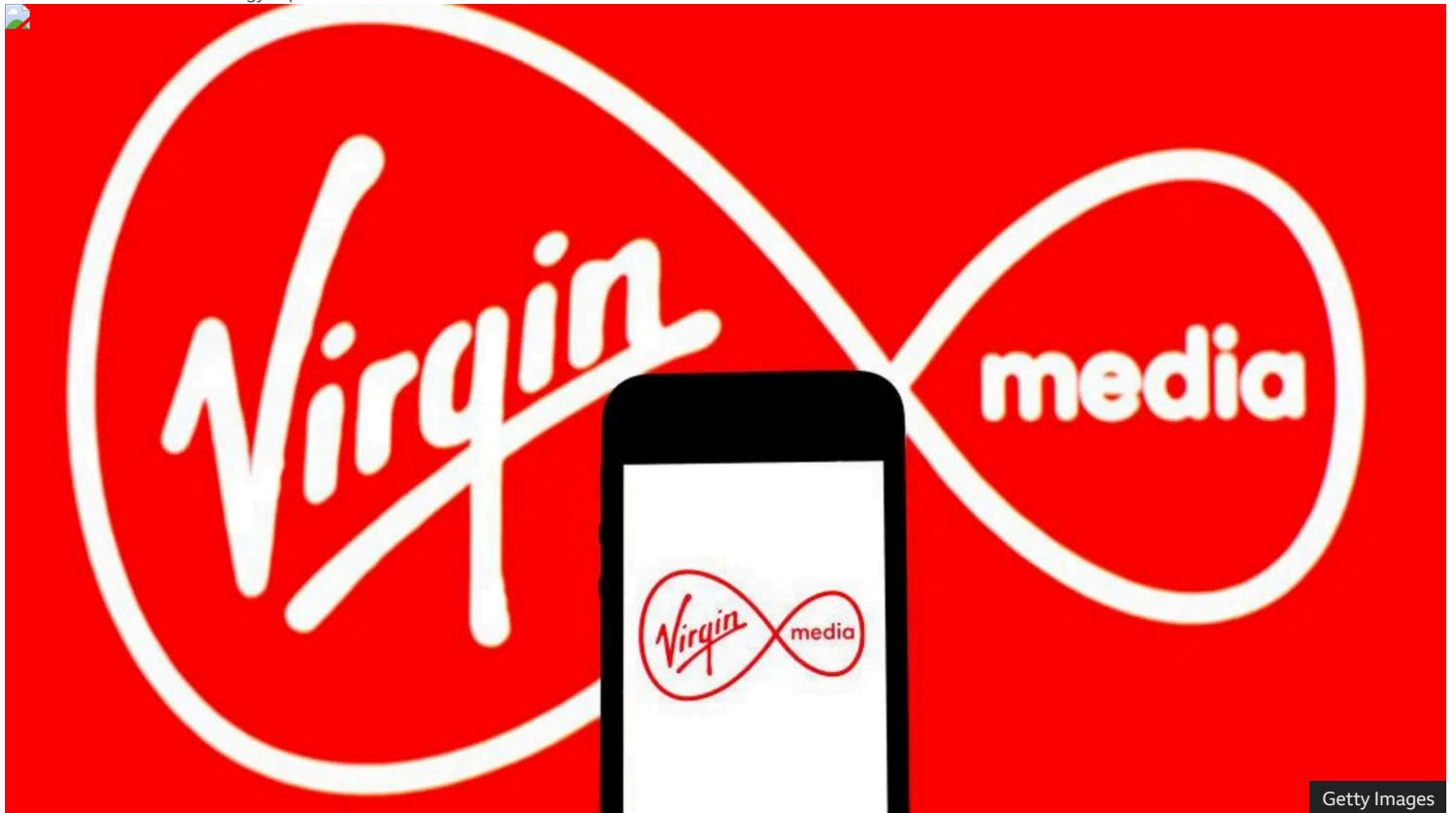
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# Virgin Media internet restored after earlier outage

2 days ago

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Technology reporter



An issue which left thousands of Virgin Media O2 customers unable to access the internet has been resolved, the firm says.

Downdetector, which tracks websites, showed more than 10,000 people reported their broadband was not working on Monday morning.

Users first began flagging issues shortly after 10:00 GMT.

"We have now fully restored services for all customers, following an earlier outage," a spokesperson told the BBC.

The company had said in an earlier statement it was aware of some customers experiencing "intermittent issues" with their services.

The firm says on its website that together with O2, it represents more than 45 million mobile, broadband, home and phone customers across the UK.

It reported having 5.7 million broadband customers in October 2024.

While user reports to Downtdetector have fallen from their morning peak, many Virgin Media customers have continued to flag connectivity issues on social media.

The Student Loans Company has told users on its social media accounts it is among those affected by the outage.

"We're currently having problems due to a Virgin Media outage, this means we can only give general guidance when you contact us and you might have a longer wait time," it said in a Facebook post.

It told the BBC it experienced "connectivity issues" which have since been resolved.

Virgin Media has declined to comment on the cause of the outage.

Its X account told one complainant asking for more information that it "rarely" provides information about root causes to customers.

In January 2024, Ofcom said that Virgin Media was the UK's most-complained about broadband provider.

It has since improved in Ofcom's standings and in February 2025 the regulator found it had fewer complaints than TalkTalk, EE and NOW Broadband.

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