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Internet Society Ghana Chapter Deeply Concerned by Widespread Internet Disruptions in West Africa

Accra, Ghana – March 14, 2024.

The Internet Society (ISOC) Ghana Chapter expresses its deep concern regarding the widespread Internet disruptions currently impacting Ghana and several other West African nations.

Reports indicate significant outages in countries including Gambia, Guinea, Liberia, Ivory Coast, Benin, and Niger. While initial reports suggested a potential submarine cable cut, the cause remains under investigation.

According to report from the National Communications Authority (NCA -Ghana), The disruptions affecting multiple undersea cables responsible for carrying international traffic have occurred in Senegal and Cote D'Ivoire and with some disruptions in Portugal. This has led to a significant degradation of data services across the country.

It is important to note that the Mobile Network Operators (MNOs) have redundancies on other cables and are working around the clock to restore full services. In addition, the MNOs have informed affected customers of the disruptions via various channels.

ISOC Ghana Chapter emphasizes the critical role that uninterrupted internet access plays in:

- Facilitating communication and information sharing: Disruptions significantly hinder our ability to connect with loved ones, conduct business, and access vital information.
- Supporting economic activity: Businesses heavily rely on the Internet for operations and commerce. Extensive outages lead to economic losses and hinder growth.
- Enabling civic engagement: A free and open Internet is fundamental for citizens to exercise their right to freedom of expression and access information.

The ISOC Ghana Chapter urges all relevant authorities to:

- Prioritize a swift investigation to determine the cause of the disruptions and ensure a speedy restoration of internet services.
- Implement measures to prevent future occurrences, including exploring alternative communication infrastructure and strengthening redundancy measures.



- Uphold the principles of Internet freedom and refrain from any intentional disruption of internet access.

The ISOC Ghana Chapter stands committed to working with stakeholders to ensure a stable and secure internet environment for all Ghanaians. We urge all citizens to exercise patience during this time and call for continued efforts towards a resilient and accessible digital future for Ghana and the wider West African region.

Issued by the Internet Society Ghana Chapter

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About Internet Society Ghana Chapter:

The Internet Society Ghana Chapter is a non-profit organization dedicated to promoting the open development, evolution, and use of the Internet for the benefit of all people in Ghana. We advocate for policies and technologies that ensure a secure, resilient, and accessible Internet for everyone. Learn more at <https://isoc.gh>

