

FOR IMMEDIATE RELEASE

Ghana Chamber of Telecommunications Launches "Save Our Fibre" Campaign to Stop Fibre Cuts

Accra, Ghana – September 24, 2024: The Ghana Chamber of Telecommunications presents its sincere compliments to all its stakeholders, especially the esteemed customers of its members.

The Chamber is deeply concerned about the high incidence of fibre cuts that have been damaging the nation's telecommunications infrastructure and, in the process, impacting customers' network experience. In the first half of 2024 alone, there were a total of 5,133 cuts across Ghana, of which the telecommunications industry ended up using GHS 118 million to repair these cuts. This means that funds that we could have used to expand and enhance the existing services had to be reallocated to repair these damaged fibre networks.

The importance of fibre in the modern telecoms industry

Fibre is a critical resource laid underground or strung above ground to connect to the network operating systems to provide faster data transfers, supporting high bandwidth applications and services. It ensures real-time communication and seamless connectivity. Fibre is known to be very reliable, offering a secure choice for data transmission. It is resistant to spatial interferences and ensures clear transmissions. In many cases, fibre is the most preferred resource for providing seamless telecommunications services and remains an essential component of modern network operations.

Impact on Service Quality and Customer Experience

Although fibre is expected to be secure when buried underground, the experience in Ghana is quite different. There are frequent cuts and damages to fibre laid across the country. These frequent disruptions directly affect the quality and availability of telecom services to Ghanaians, disrupting communication, internet connectivity, and other essential services that rely on our networks. These cuts, sadly, impact customer experiences. It creates congestion, poor voice calls, slow internet experience, and, in some cases, completely cuts off network services. This situation is unacceptable, and it undermines the significant investments made by telecom operators to deliver reliable services.

Ongoing Efforts to Address the Issue

In response to these challenges, the Chamber has been proactively engaging with the Minister of Roads and Highways, road agencies, road contractors, utility companies, and other key stakeholders who undertake major constructions and excavations in the country. Our efforts include active participation in the National Engineering Coordinating Team (NECT) meetings, where we continue to push for better collaboration to protect telecom infrastructure during construction and utility activities.

Despite these efforts, some entities involved in these damaging activities have remained recalcitrant, repeatedly causing harm to critical telecom infrastructure. These actions have had a direct impact on service quality, leading to outages, slowdowns, and interruptions that frustrate our subscribers and hinder the country's digital progress.

Taking Stronger Measures



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To ensure that Ghanaians continue to receive high-quality service, the Chamber is not only ramping up its engagement with the relevant stakeholders but also seeking the support of the Police and Judiciary to prosecute those responsible for these recurrent fibre cuts. The Chamber is proposing that its members consider taking legal action against uncooperative individuals and entities, ensuring they are held accountable according to the law.

Informing the Public and Ensuring Accountability

In addition to these measures, the Telecoms Chamber believes it is essential to inform the public about the link between fibre cuts and the quality of service they experience. The Chamber is therefore undertaking a "Save Our Fibre" campaign to publicly highlight which construction projects are leading to fibre cuts and the communities that suffer as a result. This is to reduce and hopefully eradicate the frequent cuts. This "Save Our Fibre" campaign will be rolled out across social media platforms, where we will also update the public on the steps being taken to fix the damaged fibre.

Our Commitment to Quality Service

The Ghana Chamber of Telecommunications remains committed to ensuring that all subscribers enjoy uninterrupted, high-quality telecom services. We will continue to work tirelessly with all stakeholders to protect our nation's telecom infrastructure and to hold accountable those who undermine it.

For more information about the "Save Our Fibre" campaign and to stay updated on the latest developments, follow the Ghana Chamber of Telecommunications on our social media platforms (**X**: TelecomsChamber. **LinkedIn**, **YouTube**, **Facebook**: Ghana Chamber Of Telecommunications).

About the Ghana Chamber of Telecommunications

The Ghana Chamber of Telecommunications is the foremost industry association representing the interests of telecommunication operators and infrastructure companies in Ghana. The Chamber is dedicated to promoting and advancing the growth of the telecommunications industry while ensuring the delivery of high-quality services to consumers to support the country's socioeconomic development.

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