



## **ALTECH KDN SERVICES DISRUPTED AS FIBRE CABLE IS CUT**

**Wednesday 14<sup>th</sup> March 2012...**

Altech Kenya Data Networks, the largest IT infrastructure provider that carries over 80% of all International traffic from Kenya via the internet, has in the last 2 days experienced service degradation as a result of 3 major cut on its core fiber on the Mombasa-Nairobi route.

Altech KDN is SEACOM's anchor tenant in East Africa.

The fault affected KDN's primary and secondary fiber backhauls to and from Mombasa thus creating downtimes to the internet services.

The first Point of Fault was located near the Miritini area yesterday occasioned by another operator who was restoring their cable. The second cut occurred today near the Jomvu area where KDN's Fiber Optic Cables got exposed by a road contractor. The Fiber Optic Cable was consequently vandalized by unknown vandals but our engineers managed to resolve the fault in less than 2hrs.

The third cut was damaged by a contractor creating a road diversion for access between Mazeras - Miritini dual carriage

Kenya Data Networks Chief Executive Officer, Mr. Shahab Meshki has since apologized to customers for the outages and said that his technical team was working round the clock to minimize the downtime experienced and restore services. He also indicated that Altech is working to increase resilient routes on this and other routes.

Head of Network Planning KDN, Mr. Vara Prasad, noted that it was unfortunate that the cut happened when one of our undersea cables providers is experiencing downtimes caused by a ship off the coast of Mombasa. KDN's redundancy link to Mombasa via KPLC was also showing faults but is addressed by Kenya Power engineers.

Mr. Shahab Meshki called on the government to speed up the process of passing the Bill that criminalizes acts of vandalism to mitigate such occurrences. Such disruptions from cable vandalism are costing the economy millions in lost revenue and are great inconvenience to

customers including the disruption of critical services with heavy financial burden on the service providers.

“As a service provider, these outages are not only frustrating to us, but also a serious impediment to service delivery; which is our primary responsibility to customers. There needs to be stiffer penalties for cases of vandalism and/or unwarranted cuts to curb unnecessary disruptions caused to the business community,” Access Kenya Group MD Jonathan Somen said.

- **END** -

For more information, contact Susan Muthui on email <a href="mailto:susan.muthui@kdn.co.ke">susan.muthui@kdn.co.ke</a> phone +254731974068
--