



Media Release

MTN APOLOGIZES TO CUSTOMERS FOR DATA CONNECTIVITY CHALLENGES

Accra, January 17th 2020. MTN Ghana is aware of the issues affecting mobile data connectivity across Ghana and many areas in West Africa. This is as a result of a double undersea fibre optic cable cut in Europe. We are working with our international providers to restore connectivity as quickly as possible.

This situation is affecting all operators and customers in the West Africa region due to cut on the West Africa Cable System (WACS). The West Africa Cable system is an ultra-high capacity fibre optic submarine cable which links Europe, West Africa and South Africa connecting 14 countries over two continents.

MTN has already begun work to restore traffic through other channels and will continue to use alternative routes of connectivity and additional capacity to ease the congestion until the situation is resolved.

Assuredly, MTN will not rest until we have restored all services for our customers.

We sincerely apologize for the inconvenience and we will continue to provide updates and keep customers informed when the issue is fully resolved.

End.

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About Scancom PLC (MTN Ghana)

MTN Ghana is the market leader in the increasingly competitive mobile telecommunications industry in Ghana, offering subscribers a range of exciting options under Pay Monthly and Pay As You Go Services and Mobile Financial Services. The company has committed itself to delivering reliable and innovative services that provide value for subscribers in Ghana's telecommunications market. Since its entry into Ghana in 2006, MTN has continuously invested in expanding and modernizing its network in order to offer superior services to a broad expanse of the nation.