

PRESS RELEASE

CAMTEL takes offence at claims that it is responsible for the deterioration in the quality of electronic communications on the Orange Cameroun network.

Yaounde, 17 February 2025 – In its online article published at <https://cameroon-eco-business.info/2025/02/16/telecommunications-suite-a-la-degradation-du-reseau-telephonique-orange-cameroun-alerte-ses-abonnes/> on 16 February 2025, *Cameroon Eco-Business* shared a press release issued by Orange Cameroun, which blames the persistent deterioration of its network on recurrent cuts of the optical fibre transmission links provided by CAMTEL.

CAMTEL is outraged by these statements aimed at discrediting the quality of its transport network. It wishes to point out that Orange Cameroun's network is built on dark fibre, an asset over which CAMTEL has no visibility. It should be noted that, while solutions such as managed capacities automatically offer redundancy in the event of a fault or disruptions on the optical fibre cable and guarantee permanent availability of services, Orange Cameroun deliberately refuses to use these solutions and insists on remaining on dark fibre. Consequently, CAMTEL cannot be held responsible for the deterioration of a customer's network resulting from the limitations of the technical solutions the said customer chooses to deploy.

It is also worth noting that all mobile operators in Cameroon use the same transport network, but each operator is responsible for the redundancy strategy it chooses to deploy for its various sites and at its own convenience. As regards the Orange site at Zoetele in particular, which experienced disruptions on Friday, 14 February 2025, it should be emphasised that it is the last mile connection of the said site that was affected. Given that CAMTEL and MTN Cameroon were not affected in any way, it is appropriate to urge operators to ensure redundancy on their last mile connections, for which they are solely responsible.

CAMTEL is appalled by these persistent efforts by Orange Cameroun to absolve itself of all responsibility for the degradation of its network while unfairly smearing the image of the incumbent operator.

CAMTEL reassures all its customers of its determination to provide them with better quality of service and is working tirelessly to achieve this goal.



*Mme Judith Yah
Sunday éhse Achidi*