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Numerous Internet users in South Africa this week experienced international connectivity problems due to a failure of the SAT-3 cable that connects Cape Town to Europe.

According to Dr. Angus Hay, Neotel's Executive Head of Technology, Neotel Internet customers including local Internet Service Providers, businesses, and consumers were unaffected, because of Neotel's policy of using multiple cables.

"The break of SAT-3 cable had no impact on our Internet customers, since services simply shifted to other cables. We make use of other cables such as SAFE, which runs from Durban to India and the Far East, and particularly SEACOM, from north of Durban to East Africa, Asia and Europe, ensuring that Neotel customers are always connected to the rest of the world and the entire Internet," says Dr. Hay.

"Our involvement in all the cable systems means that we can provide customers with fast, cost-effective and reliable international connectivity," he says. "Neotel is also a member of the consortium building the Eastern African Submarine Cable System (EASSy), which will be operational and add more capacity in July 2010, providing our customers with cost-effective, reliable global Internet access."

Neotel is the only South African telecoms company that offers connectivity through all the country's major international submarine cable systems. "More cables will increase the available international bandwidth, as well as the level of reliability of international links," he concludes.

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About Neotel:

Neotel is South Africa's first converged communications network operator. It provides a range of value-added voice and data services for businesses, wholesale network operators and providers and consumers using its pure-IP Next Generation Network, powered by Neotel's high-performance fibre optic backbone. Neotel connects the major centres in South Africa to each other and to the world, directly linking the country into Tata Communications's global Tier 1 network. Neotel offers fresh thinking, a creative approach and flexible solutions for communications in South Africa.

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