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STATEMENT FROM CAMTEL FOLLOWING THE BROADCASTING INCIDENT AT THE UNITY PALACE WITHIN THE CONTEXT OF THE POPE'S VISIT TO CAMEROON

Cameroon Radio Television (CRTV), in a press release, sought to attribute the interruption of the live broadcast of His Holiness Pope Leo XIV's address on Wednesday, 15 April 2026, at the Unity Palace to an alleged failure of the optical fibre network and instability of the Internet network owned and operated by CAMTEL.

CAMTEL wishes to inform the public that neither was its infrastructure unavailable, nor its network affected by any failure. In fact, technical data provided by teams deployed on the ground in conjunction with the Government institutions and bodies involved in the preparation of this historic event indicates that no optical fibre connection failure or technical fault was recorded on CAMTEL's infrastructure or its Internet network during this incident.

Technical checks indicate that the interruption was due to the technological choices made by CRTV, which opted not to use CAMTEL's network as its primary broadcast channel:

- At the Nsimalen Airport and throughout the trip to the Unity Palace, CRTV used its own satellite transmission system (FLY AWAY) for the broadcast, with the optical fibre network as a potential backup solution ;
- At the Unity Palace, the broadcast was delivered via a TVU system, which relies on mobile Internet data from other local operators, as evidenced by the "TVU" logo displayed on screen during the live broadcast. The main broadcast signal was therefore not carried by the optical fibre network.

Furthermore, CAMTEL's Network Supervision Centre did not detect any malfunction in the optical fibre network. Consequently, no repairs were carried out on the optical fibre network—which, besides, cannot currently be repaired in less than 10 (ten) minutes. Moreover, had such an incident originated from the optical fibre network, it would have affected not just CRTV's signal, but also those of other users and television channels. Whereas, other optical fibre users, such as PRC TV, continued the broadcast without interruption.

Whilst lamenting the hasty, indirect public accusation it has suffered without any prior joint technical investigation in a technological era where any incident in a telecommunications network leaves traceable and verifiable evidence, CAMTEL would like to reassure the public and all users of its infrastructure, of its ability to deliver the quality of service expected of the corporation, and emphasises that exceptional measures and substantial resources were deployed to enhance service provision on all sites involved in the Pope's Visit to Cameroon.

In any case, CAMTEL is ready and willing to cooperate fully with public authorities and CRTV in a joint technical audit to establish the facts.



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