**A1 Telekom Austria response regarding Internet shutdown in Belarus**

*Business & Human Rights Resource Centre invited A1 Telekom Austria to respond to the following item:*

- *«В Беларуси у оператора А1 потребовали компенсацию за блокировку интернета во время волнений», Digital Report, 22 June 2020*

[*https://digital-report.ru/v-belarusi-u-operatora-a1-potrebovali-kompensaciju-za-blokirovku-interneta-vo-vremja-volnenij/*](https://digital-report.ru/v-belarusi-u-operatora-a1-potrebovali-kompensaciju-za-blokirovku-interneta-vo-vremja-volnenij/)

*In response, A1 Telekom Austria**sent the following statement:*

Network outage 19.6.

On June 19 around 4 pm, there was a hardware failure in a critical component in one of the two data centers, which led to a significant reduction in mobile data network capacity and thus to a slowdown in mobile Internet access nationwide. Due to the simultaneous peak traffic load, the redundant components could not completely bear the load, so that unfortunately the repair under high load could only be completed together with the responsible manufacturer around 20hrs.

The cause of possible additional reasons for quality impairments, which also affected the competition on 19.6 in the evening, is still being analysed.

A1 Belarus is obliged to provide the authorities with technical interfaces for data retrieval. Whether and when access will take place can neither be denied nor confirmed. An active passing on of data from opponents of the regime or participants in demonstrations can be ruled out.

Any access to personal and call data is - in contrast to most other countries - carried out without a court order and without the involvement of mobile network operators.