

Mobile internet, Facebook, WhatsApp down again

August 4, 2024

Online Desk : Users have reported that social media platform Facebook, along with Meta's other services-Messenger, WhatsApp, and Instagram-are inaccessible again due to the ongoing situation surrounding the quota reform movement. They also complained of not getting internet connectivity on mobile phones. The disruption has led to widespread complaints, with many unable to access these platforms without using a VPN.

Awlad Hossain, a user, posted on social media that Facebook is inaccessible even with a 4G mobile network, requiring a VPN for login. Another user, Shibli Kanan from Khilgaon, commented that he also could not access Facebook via mobile internet, asking others about their experience. Users from Laxmipur, Rajshahi, and Rajbari responded, confirming that they too were unable to use Facebook and Messenger without a VPN.

Two officials from the spectrum division of the Bangladesh Telecommunication Regulatory Commission (BTRC), speaking on condition of anonymity, mentioned hearing that Facebook's cache server might have been shut down but said they had no official information. Meanwhile, representatives from mobile operators Grameenphone and Robi were similarly uninformative, claiming to be unaware of the issue. Reports from users indicate that since around 12:30pm on Sunday (August 4), social media platforms have been inaccessible via mobile networks across various parts of the country, including Dhaka.

This incident follows a similar disruption on August 2, when Meta's platforms were unavailable on mobile networks for approximately six hours, from 12:30 PM to 7:30pm. The restrictions come in the wake of the quota reform movement, during which the internet was initially shut down on July 18. Limited broadband internet service resumed on July 23, with mobile internet restored on July 28.

Although mobile internet service was reinstated, social media platforms like Facebook, Messenger, WhatsApp, Instagram, and TikTok remained blocked by the government. After discussions with platform representatives on July 31, these services were restored. The government reportedly received assurances that these platforms would adhere to the Constitution of Bangladesh, their community guidelines, and commitments not to promote violent content.