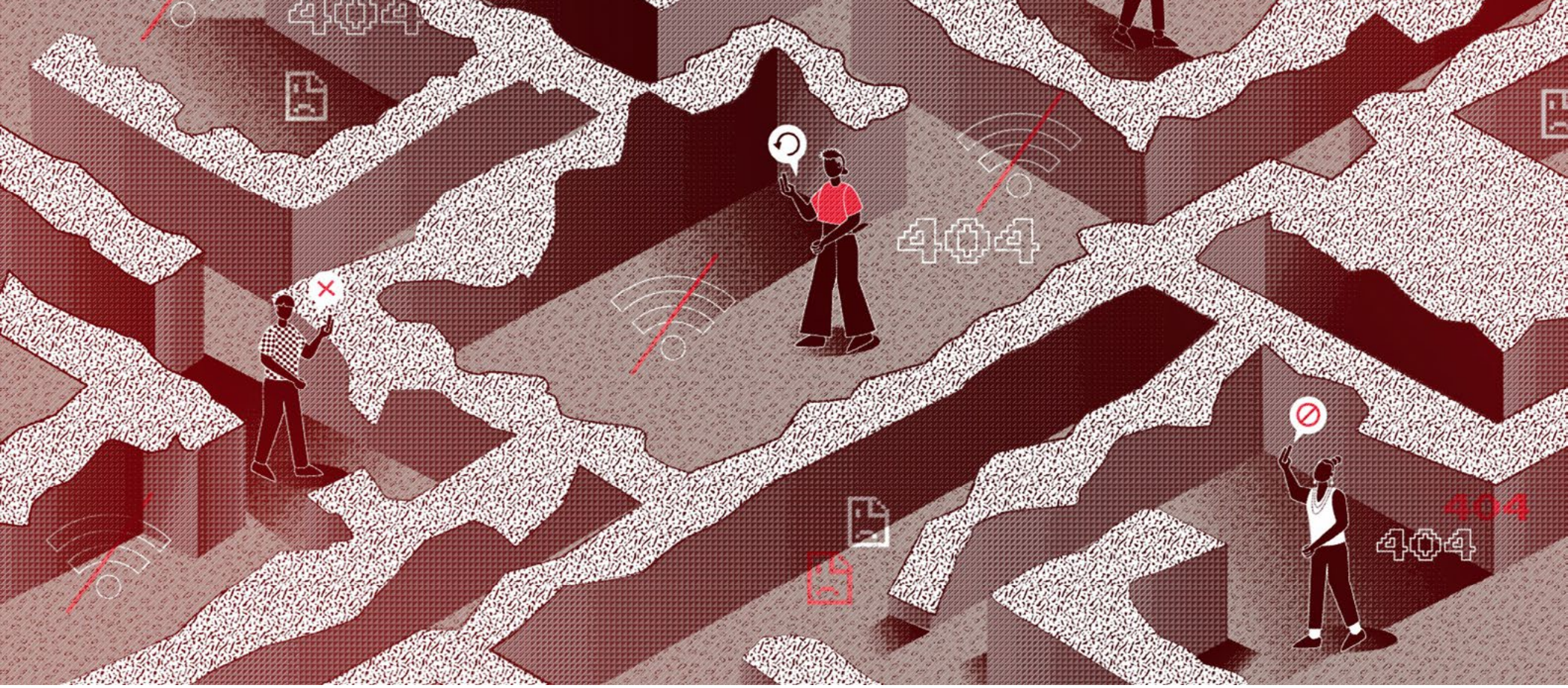

ANNEX I: METHODOLOGY NOTE

INTERNET SHUTDOWNS IN ARMED CONFLICT: A TYPOLOGY OF HARMS

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Annex I: Methodology Note

There is currently no standard methodology for measuring, documenting, or tracking the full spectrum of harms arising from internet shutdowns. Existing documentation tools rely primarily on qualitative data collection, including victim testimonies such as those gathered through Access Now's Shutdown Stories project, as well as reporting by grassroots and international human rights organizations. Available quantitative metrics focus largely on estimating economic losses, such as the Internet Society Pulse NetLoss Calculator. Academic research has also examined correlations between internet shutdowns and state violence. However, no comprehensive typology exists that captures the full range of harms experienced by individuals and communities in peace or war times.

To address this gap, we propose a typology of harm that provides a holistic framework for understanding the impacts of internet shutdowns during armed conflict. The typology is intended to support the standardization of documentation practices and to inform more robust and targeted legal, policy, humanitarian, and conflict-sensitive responses to this escalating phenomenon.

We developed this provisional typology using first-hand testimonies and interviews collected from people affected by conflict in Sudan and the Gaza Strip between February and May 2024. The methods used to collect testimonies differed between the two contexts, taking into account the national context, socio-political conditions, connectivity levels, and likelihood of response. This partly explains the differences in the length and depth of responses received, resulting in differences in the length and detail of testimonies. No financial or other compensation was offered or received as part of our research.

In **Sudan**, we collected 75 testimonies through the Shutdown Stories online form, which solicits information on the location, extent, and duration of the shutdown, as well as its emotional, political, financial, and other impacts. Most responses were submitted following the nationwide communications blackout confirmed in February 2024. The online form also enabled the inclusion of experiences from the Sudanese diaspora, whose engagement in advocacy, information sharing, and financial support is significant.

In Gaza, the online form yielded no responses, likely due to extreme levels of violence, mass displacement, community concerns about surveillance, and limited trust in international mechanisms. Consequently, a local researcher conducted in-person interviews with 46 individuals across Gaza between February and May 2024. The interviews examined the effects of shutdowns on access to information, emergency services, medical assistance, safe movement and evacuation, communication with family members, and economic well-being.

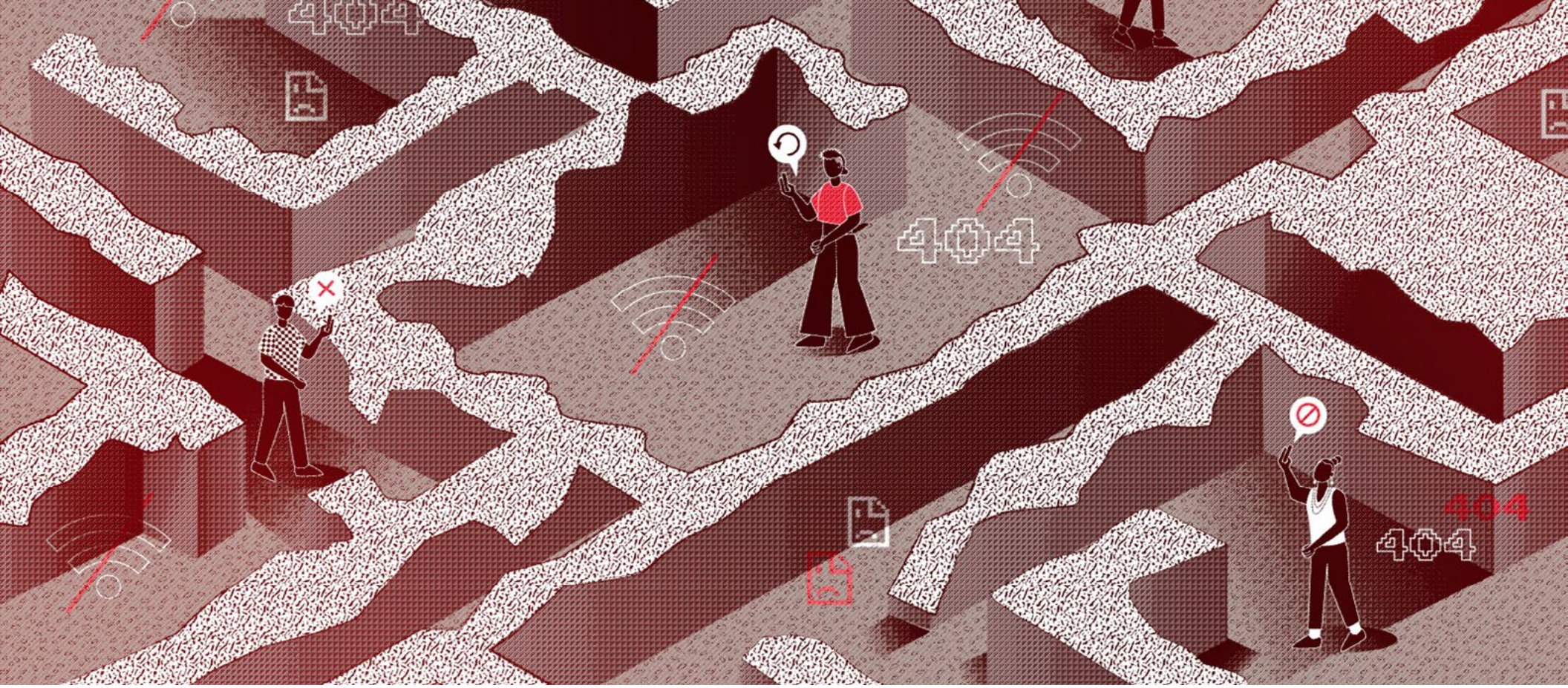
Drawing on these accounts, the typology categorizes harms into five categories: 1) **physical harms**; 2) **psychological harms**; 3) **economic or financial harms**; (4) **civil and political harms**; and (5) **societal harms**. A single shutdown may cause multiple types of harm, which can overlap or be causally interconnected (e.g., a shutdown leading to both psychological and economic harms, with the latter further exacerbating the former). However, for the purpose of classification, we recorded each harm separately in our analysis of testimonies.

Category of harm	Description	Examples
Physical	**Harms to the life and physical well-being of affected individuals.**	• Death or injury resulting from situational unawareness • Death or injury caused by delayed or denied access to medical care or emergency services (e.g., inability to call an ambulance) • Death or injury resulting from taking unsafe or incorrect evacuation routes • Inability to safely evacuate from dangerous or active combat zones due to lack of information or inability to obtain necessary travel documents (e.g. visas, passports, etc) • Forced displacement • Blocked or restricted access to goods or services necessary for people's survival (e.g., food, water, medicine) • Starvation or malnutrition due to blocked or restricted access to food • Worsening of health conditions due to lack of access to medication or medical assistance • Deprivation or obstruction of accessing life-saving humanitarian assistance
Psychological	**Harms to the mental health and psychological well-being of affected individuals**	• Extreme stress and anxiety resulting from losing contact with family members • Fear of death or bodily injury to oneself or family members • Terror caused by actual or threats of violence or attacks against an individual or community • Confusion or loss of orientation, including diminished sense of time or self, due to lack of situational awareness • Social isolation • Feelings of hopelessness, despair, or powerlessness • Sleep deprivation or disturbances • Difficulty completing daily functions or making decisions • Stress, anxiety, and depression linked to the loss of income, employment opportunities, or access to education
Economic	**Harms to the economic well-being of affected individuals**	• Loss of income • Loss of employment, clients, investments, or projects, etc • Missed scholarships, job opportunities, or vocational training • Inability to access financial resources (e.g., income, savings, remittances, crowdfunding, etc) • Inability to send or receive cash transfers or financial support to family members • Restricted or blocked access to online banking or financial services

Category of harm	Description	Examples
Civil and political harms	**Violation or restriction of affected individuals of exercising their civil and political rights, including right**	• Inability to seek, receive, or share information (e.g., news updates, life-saving guidance, medical advice, etc) • Censorship and information control • Creation of information vacuums • Restriction of individuals' ability to participate in peaceful online assembly • Obstruction of public advocacy, online campaigns, or crowdsourcing efforts • Hindrance or blocking of journalistic and media reporting • Restricted or blocked ability to document and report human rights abuses • Obstruction of information gathering and documentation by human rights and humanitarian organizations • Blocking of messaging platforms or social media sites
Societal harms	**Long-term, cumulative, or intergenerational harms that affect social institutions and society as a whole.**	• Disruption or loss of familial and social links • Breakdown of familial and community support systems • Social isolation • Weakening of social cohesion and order due to the spread of misinformation or disinformation • Reduced or weakened civic engagement • Disruption of social institutions (e.g., schools and universities) as well as limited access to cultural or civic learning spaces • Loss of education • Economic impacts (e.g., GDP loss, market degradation, loss of investment trust, effects on businesses, start-ups, and the banking system) • Reduction of human capital • Intergenerational poverty and perpetuation of inequality

The structure of the typology is informed by existing harm classifications in related fields, including Agrafiotis et al's taxonomy of cyber-harms, Ulbricht & Rizk's typology of harm related to harmful information and armed conflict, the UN Institute for Disarmament Research's (UNIDIR) Taxonomy of Malicious ICT Incidents, CyberPeace Institute's expert meeting report on the development of a harm methodology.

It is important to note that this typology of shutdown harms is provisional. As internet shutdowns continue to occur in diverse armed conflict contexts, additional types of harms or nuances in existing categories may emerge. We view this typology as a living framework, intended to evolve in response to ongoing research and lived experiences of affected communities. **We therefore welcome feedback, suggestions, and contributions that would help improve the accuracy, comprehensiveness, and practical relevance of this typology.**



ANNEX II: GAZA TESTIMONIES

INTERNET SHUTDOWNS IN ARMED CONFLICT: A TYPOLOGY OF HARMS

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Annex II: Gaza Testimonies

Note: All testimonies below have been anonymized to protect the safety of those affected. We have included only those for which we received consent to publish.

Classification of harm	Gender	Profession	Location	Shutdown date	Excerpts from testimony
Psychological, Societal / Cumulative, Civil and Political	Male	Salesman	Khan Younis	December 12, 2023	"Since the war began, we have been following news from across the Gaza Strip, particularly in the north, where fighting erupted so violently. Local radio stations were quickly shut down after being bombarded, leaving us to rely on social media and online news platforms for updates. My main struggle during the internet shutdown was the inability to check on friends in northern Gaza, where access had been cut off from the early days of the war. When our neighborhood in eastern Khan Yunis experienced its own communications blackout on December 12, 2023, my brother in Turkey became extremely worried. We realized just how anxious he had been when communications were finally restored in early January. During our first call, he burst into tears upon learning that we were safe; he had been deeply concerned throughout the shutdown. Once we were back online, we began to understand many of the events that had been happening around us and across the Gaza Strip. Still, it was really difficult to access the internet because of the extensive damage the Israeli occupation forces deliberately caused to the infrastructure during its ground incursion into our area."
Psychological, Societal / Cumulative, Physical	Female	Teacher	Gaza City	November 16, 2023	"Shutdowns were the other face of the war on Gaza; no less ferocious than the bombing and destruction. I will never forget when I heard on local radio that a house bearing my family's name was bombed. Who can bear having no news about their family who are far away, at a time when going out in the streets is impossible? I wanted to check on them but my husband stopped me because of the bombing and the danger of traveling long distances alone in those circumstances. It was a heart-wrenching night as the internet and telecommunications were shut down…The pain was excruciating: did the bombing target my family's house? Are they okay? In the morning, when I went to my family's house despite the bombing and destruction, I found that my family's house was indeed destroyed. My brother was martyred and my sister injured, while the rest of the family miraculously survived."
Psychological, Societal / Cumulative	Female	Homemaker	Rafah	January 3, 2024	"We were cut off from the internet in our displacement camp in Rafah in January, but my struggle started much earlier. In early November 2023, northern Gaza, particularly Jabalia Camp where my family lives, went through a full communications blackout. Those were extremely difficult days, especially during the Jabalia massacre. Dozens were killed. Contacting my family was almost impossible. Being cut off from my family intensified our psychological suffering. This brutal war has not only displaced us from our homes but has also made it nearly impossible to check on our families and friends. We sought news through people fleeing north to south to escape the relentless bombing, rushing to anyone who might have information about our families. This cruel war has completely disrupted our lives. After more than two months, in mid-January, I was finally able to reach my family. They were starving, unwell, and my brother had been injured. Reaching them required repeated attempts and immense effort, but we eventually managed to make the call."

Economic/ Financial	Male	Internet service retailer	Beit Hanoun, Northern Gaza	October 28, 2023	“Before the war, I worked at an internet service provider in Beit Hanoun. As the war started, our business began to suffer. In the early days, we witnessed extensive damage and a significant drop in network connectivity due to the heavy bombing. By the end of October, the internet in Beit Hanoun went completely down. We were unable to work for more than two months. The internet remains down, and we have not been able to leave our shelters in Jabalia, where we got displaced. Gradually, we began thinking about how to resume work. With the complete network outage, we resorted to alternative methods to provide internet access, such as e-SIMs or purchasing cellular SIM cards from Israeli telecommunications companies. Among these, Silicom was the best option, offering relatively good signal and coverage in the Gaza Strip. Despite its high cost and slow connection, this method temporarily helped overcome the communications blackout. However, it did not last long. Israeli telecommunications companies, particularly Silicom, repeatedly blocked their SIM cards operating in Gaza. This added insult to injury, forcing us to make repeated attempts to reactivate the SIM cards, which were blocked again within days. This cycle continued for months, leaving us unable to understand why access was repeatedly denied. The situation worsened on March 8, 2024, when all SIM cards in the Gaza Strip were disabled, further limiting people's ability to access the internet. My work has been severely disrupted, and people continue to struggle to communicate with relatives and check on their families. We cannot comprehend the reasons behind such deliberate denial of internet and communication services.”
Physical, Psychological, Societal / Cumulative	Female	Housemaker	Nuseirat refugee camp, Central Gaza	December 11, 2023	“The internet shutdown came as a shock to everyone in Gaza. We not only endured destruction and loss of life, but were also denied the ability to communicate with our families and check on their well-being. What greater crime is there than preventing people from contacting their loved ones during war? I endured extremely difficult days during the communications blackout. Anxiety overwhelmed me with every bombing in Gaza City, especially in the Al-Sabra neighborhood, where my family’s home is located. For weeks, I searched desperately for a way to reach them, but to no avail. At night, I would sit consumed by thoughts of what might have happened to my family and whether they were safe. The weeks of anxiety reached a harrowing point when I finally managed to contact my family online in mid-January 2024. I learned that a house adjacent to theirs was bombed, killing two of my nephews. How could I have been unaware of such devastating event for so long? The suffering did not end there. When a house near mine was bombed, we couldn't call an ambulance or civil defense for help. One of the local youths rushed to the nearest emergency checkpoint to seek help, causing delays in the response. We lived through terrible times that worsened our already fragile psychological state; we were completely shattered. It is true that we did not perish directly in the war, but the repercussions we experienced, the killing, the devestation, the blackout, the hunger—they are no less agonizing than death itself.”
Psychological, Societal / Cumulative	Female	Unemployed	Nuseirat refugee camp, Central Gaza	December 14, 2023	“I have endured weeks of anxiety due to the internet shutdown. My family’s home is right next to Al-Yemen Al-Saeed Hospital [in northern Gaza], which was targeted by Israeli forces in December. It was impossible for me to reach my family. We heard reports of bombings near their house and an incursion into Jabalia Camp, all while remaining completely unaware of my family’s status. For weeks, I lived in tension and fear until a relative, displaced from northern Gaza to the central region, reassured me about my family. He informed me that my brother was injured and my cousin was killed, sharing many stories of what had happened while we were cut off. We continued to rely on displaced people for updates. I would stand along Salah Al-Din Road, anxiously awaiting groups of displaced families, rushing to ask about my family and their neighborhood as soon as I saw anyone I knew. All this suffering stems from one cause: the disruption of internet and communications. It has plunged us into a spiral, we felt as if we regressed to the stone age. The occupation deliberately pushed us into collapse—bombing homes while people were still inside, cutting off communication, and compounding our suffering through severe deprivation and famine.”

Psychological, Societal / Cumulative	Male	English teacher	Jabalia refugee camp, Northern Gaza	February 5, 2024	“From the start, I sensed that this war was unlike any before. We were displaced to Rafah City at Israel’s order. In hindsight, this may have been my greatest mistake, as I had to leave my siblings behind in Jabalia Camp. When the internet was shut down in northern Gaza in November 2023, we were plunged into deep anxiety about our family’s well-being. This fear was compounded by the displacement of my small family and our struggle to find shelter, leaving us in the dark about the status of my parents and siblings. For over six weeks, we lived in confusion, consumed by worry about their safety and living conditions as the war intensified in the north. Despite the complete communications blackout, I clung to hope, desperately trying to call them, yearning for a single miraculous connection. I knew the war would be brutal, but I never imagined that Israel would strip us of the fundamental right to contact our loved ones, breaking our spirit and morale. The hunger, destruction, and loss in northern Gaza are immense, but the denial of internet and communications is just as cruel. It was psychologically agonizing and deeply unsettling—worse even than the physical devastation surrounding us.”
Psychological, Economic/ Financial, Societal / Cumulative	Female	Primary School Teacher	Deir Al-Balah, Central Gaza	December 16, 2023	“In this brutal war, it seems that the Israeli occupation carefully planned how to break people’s resolve and violate their basic rights through killing, starving, and preventing us from communicating with our families. In what world would people be denied from contacting their families and cut off from the outside world? The shutdown ended my remote work assisting university students with research papers, in addition to my daily job as a primary school teacher. I was anxious because I couldn’t reach my family in Gaza City at a time when bombings were intensifying everywhere. I would not be exaggerating to say that the Israeli occupation got the better of us by severing our connections to our loved ones. It was an unbearably difficult time. We never imagined a day would come when we would be completely cut off from the outside world. How can we be denied communication at the very moment we face killing, displacement, and destruction? Communications were finally restored after more than two months, but we will never forget those days of isolation and despair.”
Physical, Psychological	Male	Worker	North Gaza	Early November 2023	“The connectivity disruptions started gradually in early November in the area where I live. The cutoff coincided with escalating bombing and destruction. From the start, we witnessed how the occupation forces deliberately targeted houses with communication towers. This made communications extremely difficult, we had to try repeatedly to establish a single connection. The occupation planes also struck internet service providers and access points, which shows a systematic and deliberate plan behind these attacks. The shutdown had a devastating impact on my family. We were subjected to direct bombardment, which tragically claimed several of my cousins. During the bombings in December 2023, we could not reach emergency or civil defense services because of the communications blackout, delaying their response and leaving us in further confusion and distress. The blackout plunged us into unprecedented anxiety. We were left wondering about the intentions of the occupation and what would come next.”

Psychological, Economic/ Financial, Civil and Political	Female	Unemployed	Gaza City	November 7, 2023	“Before the war, I didn’t pay much attention to the internet; I only called relatives and friends when necessary as I devoted most of my time to my family. But everything changed after October 7, 2023. My anxiety grew and I found myself constantly browsing the internet, checking social media, and following news platforms for updates. I kept reaching out to my family in Rafah in the south. Unfortunately, that did not last. On November 7, precisely a month after the war began, all communications and internet services were abruptly cut off. A sense of dread engulfed me as I realized we were completely isolated from the outside world, amplifying the feeling that circumstances were deteriorating rapidly. I was caught off guard by the unfolding events, I constantly wondered about the sound of the bombings and what was happening in Rafah. Was my family enduring similar attacks, or was their situation different? The Israeli occupation deliberately severed Gaza from the outside world and plunged us into confusion and despair, stripping us of our fundamental right to communicate. The shutdown also devastated our livelihoods. My husband’s currency trading business ground to a halt, causing significant financial losses. This deliberate disruption inflicted both psychological and material harm on our family.”
Psychological, Economic/ Financial, Civil and Political, Societal / Cumulative	Male	Worker	Gaza City	November 15, 2023	“Cutting off communications and internet access in Gaza has had an impact no less profound than the destruction, bombing, killings, and displacement we witnessed throughout this ongoing war. The disruption began in early November, amid already significant network strain and difficulties in reaching family, friends, and loved ones. As the internet shutdown spread, concerns grew over the intentions behind the Israeli occupation’s decision to sever communications for the entire population, starting in the north and extending to other governorates. Numerous questions raced through our minds: Why was the blackout imposed? What consequences would it have for us? Would the world even be aware of our plight? The disruption plunged us into a vortex of uncertainty regarding events around us and the atrocities committed against our people. We were left unaware of who had been killed, how many had perished, and where these incidents had occurred. The lack of communication also fueled the spread of rumors, which quickly circulated and exacerbated distress within the community. We relied on news from fellow citizens, only to discover it was false. Had communications remained available, these rumors could have been verified more easily, mitigating their impact. By day 146 of the war, communications remain frequently disrupted, with the internet largely inaccessible in Gaza City. This isolation continues to sever us from the outside world, deepening both our anxiety and our vulnerability.”
Physical, Psychological, Societal / Cumulative	Female	Unemployed	Beir Al-Naaja, Northern Gaza	October 29, 2023	“Our neighborhood was one of the first areas in the north where communications were shut down. Perhaps this was one of the reasons several neighbors were displaced to the center of Jabalia Camp. The inability to access the internet and telecommunications services was a serious concern; how can we contact our relatives or respond to an emergency without any means of communication? My parents preferred that we stay home. I don’t know if this was the right decision, but it is what happened. On November 3, Israeli forces bombed my uncle’s house, which is right next to ours. We quickly left, finding very few neighbors around to help us, as most had already been displaced. The main problem was the absence of communication. Civil defense and ambulances were unaware of the bombing locations, and we could not reach them, especially since we live far from the city center. My father had no choice but to ride his bicycle to the ambulance and emergency checkpoint to report the bombing. Can you imagine having to deliver news of a bombing on a bicycle? As a result, the ambulance and civil defense arrived late. At that moment, I realized that the communications shutdown in our region was a major crime, one for which those responsible must be held accountable. I then decided to move to an area where communication services were available. I did not know then that, just two days later, Israel would shut down the internet and communications across all of northern Gaza.”

Psychological, Economic/ Financial, Societal / Cumulative	Female	Journalist	Rafah	January 7, 2024	“My story began when I was displaced with my family and my son from northern Gaza to Rafah, following Israel's order. My husband stayed behind in Gaza City. At the time of our displacement, I thought our absence would last no more than ten days or two weeks at most, that the war would soon end, and we would return home. But now, five months later, my son and I are still stuck in the south, while my husband remains elsewhere. During the first two weeks of displacement, things were somewhat reassuring, as I could still contact my husband occasionally and confirm that he was safe. However, everything changed on November 9, 2023, when the internet went down in Gaza City and northern Gaza, even though it remained accessible in the south until January 2024. We lived in a state of fear for more than a month and a half, without any news of my husband. Finally, he managed to regain access to the internet using an Israeli SIM card and sent a WhatsApp message to tell us he was safe. He also shared how he had been displaced and narrowly escaped death. Even now, we remain in a state of worry due to the ongoing internet outages. I try to contact my husband whenever I can, often spending an entire hour repeatedly attempting to get through, all because of the network issues. On top of this, I struggled in my work as a journalist. The internet shutdown in January forced me to stop working, which led to financial difficulties as the war intensified and prices soared. I never imagined that a blackout in the Gaza Strip would last for months, nor that this suffering would persist without any resolution.”
Psychological, Civil and Political, Societal / Cumulative	Female	Housemaker	Nothern Gaza	November 2, 2023, the day	“I was never particularly attached to the internet, even though my phone was connected 24/7. Like most people, I used it casually to check in on my family and friends. However, my need for the internet grew dramatically after the war began on October 7, as I found myself constantly reading the news and calling relatives every time I heard of new bombings in the Gaza Strip, especially in Jabalia refugee camp where they live. As the war intensified, bombings became more frequent, and the Israeli occupation forces infiltrated the area around Al-Yemen Hospital. My husband, children, and I left our home to stay with my in-laws. On November 2, we learned that our house had been completely destroyed. That same day, I struggled to reach our neighbors to understand what had happened and to get more information about the attacks I second-guessed the accuracy of the news relayed to us by those nearby, but by the end of November, after the occupation forces had retreated, the reports were confirmed. What I found most difficult was the constant worry for my husband, who would be away for two or three days at a time due to his work as a journalist. Unlike during the previous assault, I was unable to check on him. Every time I heard news of a bombing, my heart would race, and anxiety would grip me, not knowing his whereabouts or how he was faring. At the same time, I worried about my family, particularly as the ground invasion advanced further into central Gaza. Dark thoughts and anxious questions repeatedly crossed my mind, often without answers. Since the internet shutdown, I found myself constantly asking those around us whether communications had been restored, if anyone knew when they might be, or if there was news about my family. These questions remained unanswered for weeks. The internet blackout and the inability to communicate during the war caught us completely off guard. Even now, the war continues, and many communications remain down. The relief came only when I learned that my family had survived after being displaced to Rafah city. They were in Rafah when I first heard that internet access had been restored in mid-January 2024, in an area far from where I was staying. I rushed there despite the high cost of internet access and the difficulties of moving during the ongoing war. At that moment, the most important thing was to know that my family was safe. During that time, my family told me that two of my cousins had been martyred when their house was bombed, and others were injured. Because of the internet shutdown, I learned of their deaths more than 45 days after the fact. In the end, I can say with certainty that the internet and communications blackout was as devastating as the bombings, destruction, and killings, as it left us in distress and uncertainty about the state of our families and everything happening around us.”

Psychological, Civil and Political, Societal / Cumulative, Economic/ Financial		Journalist	Sheikh Radhwan, Gaza City	November 13, 2023	“The shutdown was a war no less ferocious than the bombing and destruction around us. How could it not be? It cut us off from the outside world and prevented us from reaching family and friends in nearby areas where bombs were falling. The moment that affected me most personally occurred in late November 2023, when bombardment and military vehicles surrounded the area near Al-Shifa Hospital, where my family was trapped. We knew nothing about their safety. I was consumed with worry for my father and brothers. I tried calling hundreds of times, but there was no signal. At that moment, the greatest relief I could have imagined was simply to speak to my father, my mother, or one of my brothers, who were trapped in a house beside the hospital. I would have paid an exorbitant amount for a call lasting even a single minute, just to know they were alive. My wife, my brother, and I were desperate to reach them, but for nearly two weeks, every attempt failed.”
Psychological, Civil and Political, Societal / Cumulative	Male	Farmer	Beit Hanoun, Northern Gaza	October 28, 2023	“I live in northeast of Beit Hanoun, near the border with Israel. I stayed in my house for about ten days after October 7, then moved to my sister’s house in Gaza City. At our house, we initially had good access to the internet and communication networks, so I could easily keep in touch with family, relatives, and friends. However, a week after moving, everything changed. The internet was abruptly shut down without any prior notice, and two days later, telecommunications were cut off as well. We were left completely without means of communication. At first, we thought the outage was temporary, expecting it to last a day or two. We had never experienced a blackout of this length before, but soon realized the situation was far more serious. Before the war, the internet was not particularly important to me, I used it mainly during my free time to browse news and social media. But with the war, I spent hours online following developments and checking on family and friends. The sudden shutdown became a major setback, leaving us in the dark about what was happening around us. In November 2023, two of my brothers were displaced to Khan Yunis in southern Gaza. Initially, we were not overly worried, as the bombing was concentrated in northern Gaza while the south remained relatively calm. However, our concerns grew when the Israeli occupation forces invaded Khan Yunis at the end of December. The internet and communications blackout made it impossible to check on my brothers, intensifying our anxiety.”
Economic/ Financial, Civil and Political, Psychological	Male	Political affairs specialist	Shuja'iyya, Gaza City	November 3, 2023	“The internet has always been essential to me. Without access, I cannot perform my work, which requires me to spend more than ten hours a day behind a laptop screen. My work in the political field depends on staying up to date with news and analyses, enabling me to participate in TV and radio discussions on the Palestinian political situation. With the start of the war on October 7, 2023, media invitations to discuss developments in the Gaza Strip increased. However, this opportunity quickly vanished due to the shutdown of internet and communications. The disruption began with an internet outage on November 3, 2023, which made it difficult to follow events in Gaza. Just two days later, telecommunications were completely cut off, leaving me unable to perform my job or provide political analysis. During this period, I felt as if I understood nothing about what was happening around me. Israel had effectively isolated us, preventing any understanding of ongoing events. Neighbors often asked me about developments and sought my opinion, but I could offer no answers, as I was disconnected from the outside world and had no reliable information. The impact went beyond my professional responsibilities. Personally, I lived in a state of constant anxiety due to the communications blackout. Like my fellow citizens, I needed to know what was happening around me, yet Israel’s deliberate disruption of internet and communications made this impossible.”

Psychological, Economic/ Financial, Physical, Civil and Political, Societal / Cumulative	Male	Journalist and researcher	Jabalia refugee camp, Northern Gaza	Progressive outages for several hours since October 21, 2023. Complete blackout starting from November 5, 2023	“I never imagined going a single day without the internet or communication services—yet I ended up spending forty-three consecutive days without any access, until December 18, 2023. The shutdown felt like a complete rupture from the outside world. We heard the sounds of clashes and gunfire close to us, but we had no idea what was happening or where exactly these attacks were unfolding. The forced displacement of friends and family from northern Gaza to the central and southern areas in mid-October 2023 unfolded into an unbearable and unimaginable scene. I firmly refused to leave and tried to convince those around me to stay. But the scale of violence, destruction, and killings left people with no choice but to flee... My sister, along with her husband and children, left during the early days of displacement. She was followed by my brother and his family, then by my other brother and his family, and by many relatives, friends, and neighbors. In the first days of displacement, despite the difficulty accessing the network, we stayed in constant contact. Whenever we heard about bombardment in the center or south, we tried urgently to reach my siblings. They did the same when they heard of attacks in northern Gaza, especially in Jabalia camp where our family home is located. This continued until communications were completely shut down in early November 2023. From that moment onward, we knew absolutely nothing. Rumors and speculation became our only source of “information”—and they consumed us. You could walk outside your home and be flooded with questions from neighbors: What is the latest news? Where are the clashes happening? Was the bombing in the east or the west? But no one had answers. We were trapped in this vicious cycle of confusion and uncertainty for almost two months. We did not know where the occupation forces were positioned, and this was true for everyone in northern Gaza. Many civilians were killed because they unknowingly walked into streets where snipers were stationed. The communications shutdown was a major factor in these deaths. For that reason, my family and I preferred to stay inside the house. When we had no choice but to leave and buy necessities, we stayed close to the neighborhood, asked passersby about the safety of each street, and avoided deserted areas. Like all residents of northern Gaza, we wondered how would civil defense or emergency teams reach us? Because of this, neighborhood committees stationed an ambulance and a civil defense vehicle at every main intersection, ready to be mobilized. At night, we relied on a large spotlight to signal to the vehicles in case of an emergency. Once they saw the light, they would rush toward the source. It was a difficult and primitive method of communication in the middle of a grinding war. When it came to food, we barely managed to secure anything during raids or heavy bombardment. Our biggest fear was not knowing where the military was stationed, people risked walking into areas under the occupation’s control. As for medicine, we faced a genuine crisis, especially during early reports about the military storming hospitals. Because of the shutdown, none of these reports could be confirmed. We were fortunate to have a doctor as a neighbor who helped treat anyone in need and provided whatever medicine he could. This, however, was only the beginning of the repercussions I continue to face. The occupation forces destroyed the building where I lived. I was devastated when I heard the news. In addition, the internet shutdown brought my work to a complete halt, compounding the suffering I was already experiencing. Even now, I try to access the internet for one hour a day using an Israeli telecommunications service, but the connection is too weak to be useful for work. Hundreds of residents in northern Gaza share the same struggle. Since October 25, 2023, and up to the date of this testimony (February 17, 2024) I have been unable to receive two salary transfers. I was forced to borrow money because banks remain closed and ATMs do not operate due to the electricity and internet outage. A TV channel even offered me a job, but I could not take it. Without reliable internet or electricity, it was impossible to perform the required work. This has left me effectively unemployed until telecommunications are restored to anything resembling pre-war conditions.”

Psychological, Economic/ Financial, Civil and Political	Male	Teacher	Rafah City	January 4, 2024	“The internet shutdown in the area where I was displaced began later than in northern Gaza and lasted for about ten days. Still, those days were incredibly difficult because my family was living in the north, where communications had been cut since early November 2023. It was painful to have internet access myself while knowing that my family had none. My father suffers from cancer, and his condition worsened dramatically during the war, especially whenever we heard that hospitals were being stormed. I wondered constantly how he was doing, but I had no way to reach him. This agonizing situation lasted for more than forty days, until I finally received a call from my brother reassuring me about my family. Only then did I feel a sense of relief. During the ten days when communications were cut in my area, I experienced firsthand what my family in northern Gaza had been going through for months. We were completely isolated from the outside world and had no idea what was happening across the Gaza Strip. We relied on journalists to answer our questions, and our anxiety grew whenever they reported airstrikes close to where our families lived. I never imagined that we could be unjustifiably deprived of something as basic as communication. In the midst of a brutal war, the least we should be able to do is check on our loved ones. Yet Israel prevented even that by attacking telecommunications infrastructure and disconnecting the internet. The shutdown also kept me from sending money to my family in northern Gaza, who were suffering from starvation, food shortages, and soaring prices. People were left unable to receive essential financial assistance at the very moment they needed it most.”
Psychological, Civil and Political, Societal / Cumulative	Male	Nurse	Khan Younis	December 6, 2023	“I work as a nurse at the Indonesian Hospital in the northern Gaza Strip. After Israeli occupation forces stormed the hospital in mid-December 2023 and forced us to evacuate to the south, I had no choice but to leave my family behind and relocate to the European Hospital in Khan Yunis. The decision to accompany patients south was one I made without hesitation. I have long been accustomed to working through the darkest and most difficult conditions. But the communications blackout in northern Gaza dealt a severe blow to me. It left me extremely distressed; it affected my ability to focus on my work and to care for patients with a clear mind. I tried repeatedly to reach my family, but without success. They had no access to phones or internet, leaving me completely lost. I followed the news from afar and heard about the Israeli forces’ incursion into their area, leaving dozens of people injured and killed. Each report only intensified the anxiety that consumed me. This anguish continued until late January 2024, when my displaced brother arrived in the south with news about the family: the occupation forces had completely destroyed our home. Now, in mid-March 2024, my family is enduring the holy month of Ramadan under conditions of extreme famine. I try to call whenever possible, but the network is often down, making it nearly impossible to know whether they are safe or even surviving.”

Physical, Psychological, Civil and Political, Societal / Cumulative	Male	Football player	Al-Shati refugee camp, Northern Gaza	November 12, 2023	“I never imagined that the disruption of internet and telecommunication services would plunge me into such immense anxiety and psychological pressure. I am still unsure whether the hardship stemmed solely from the communications blackout or from my decision to send my wife and our two children to the south with her family. I remained alone in our home in Al-Shati camp, while my wife and children moved south, thinking the war would last only a few days and that they would quickly return. But fate had other plans, and we found ourselves trapped in a situation far more complicated and painful than we ever expected. The disruption of internet and phone networks began last November and gradually worsened until all communication was severed. We were suddenly cut off from one another. Days passed, then weeks, then a full month, and I still had no idea where my wife and children were. The last message I received was that they had taken shelter in her aunt’s house in Deir al-Balah. The fear we lived with is indescribable, especially whenever news spread of bombings in Deir al-Balah. I knew my wife must have been living the same fear, not knowing whether I was alive or dead. This continued until mid-January—around 60 days since the beginning of the crisis. But those 60 days felt like 60 years of uncertainty, confusion, and relentless emotional pressure. When I finally managed to make contact with my wife and children, after extraordinary effort, the call was filled with tears on both ends. I had to walk to the outskirts of the camp, near areas where occupation vehicles were positioned, just to find a faint signal strong enough to connect. Those were harsh, unbearable days, and the impact of that period still lingers, and will no doubt remain with us long after the war ends. Now, six months into this suffering, I am finally able to reach my wife and relatives again, though only with great difficulty and at a high financial cost, at a time when we are facing extreme famine. Six months into this cursed war, even the simple act of making a phone call has become a struggle for survival.”
Psychological, Civil and Political, Societal / Cumulative	Female	Math teacher	Gaza City	November 23, 2023	“The shutdown began in early November 2023, during the darkest days of the war, when the bombing intensified and massacres were occurring everywhere. At that moment, we needed communication more than ever to check on our families and relatives. I suffered greatly from the disruption. Three of my brothers were outside the Gaza Strip, and the blackout left them in constant fear, unable to learn anything about our situation. At the same time, my brother who lived with us had been displaced to the south, which only heightened our anxiety and underscored how essential communication had become. We heard bombings near our home but were left completely in the dark about their nature or their consequences. We could not call anyone, nor could we safely leave the house to understand what was happening around us. To me, the shutdown was a form of collective punishment against Palestinians in Gaza, imposed at the very moment when the war was destroying everything in its path.”
Societal / Cumulative, Psychological, Civil and Political	Male	Employee	Maghazi refugee camp, Central Gaza	December 17, 2023	“My struggle with the internet shutdown began even before it was fully cut off in central Gaza. It already started when I lost contact with my relatives, in-laws, and many friends that live in the north, back in late October 2023. This isolation has trapped us in a spiral of anxiety and fear for their safety. When our turn came in December, we were cut off from the outside world, experiencing the same terror as residents of northern Gaza. We found ourselves in a constant cycle of internal conflict, unaware of the events unfolding around us including bombings, destruction, and killings. How can we endure this brutal war without the reassurance of our loved ones, or the ability to reassure them in return? Isn’t the killing already enough?”

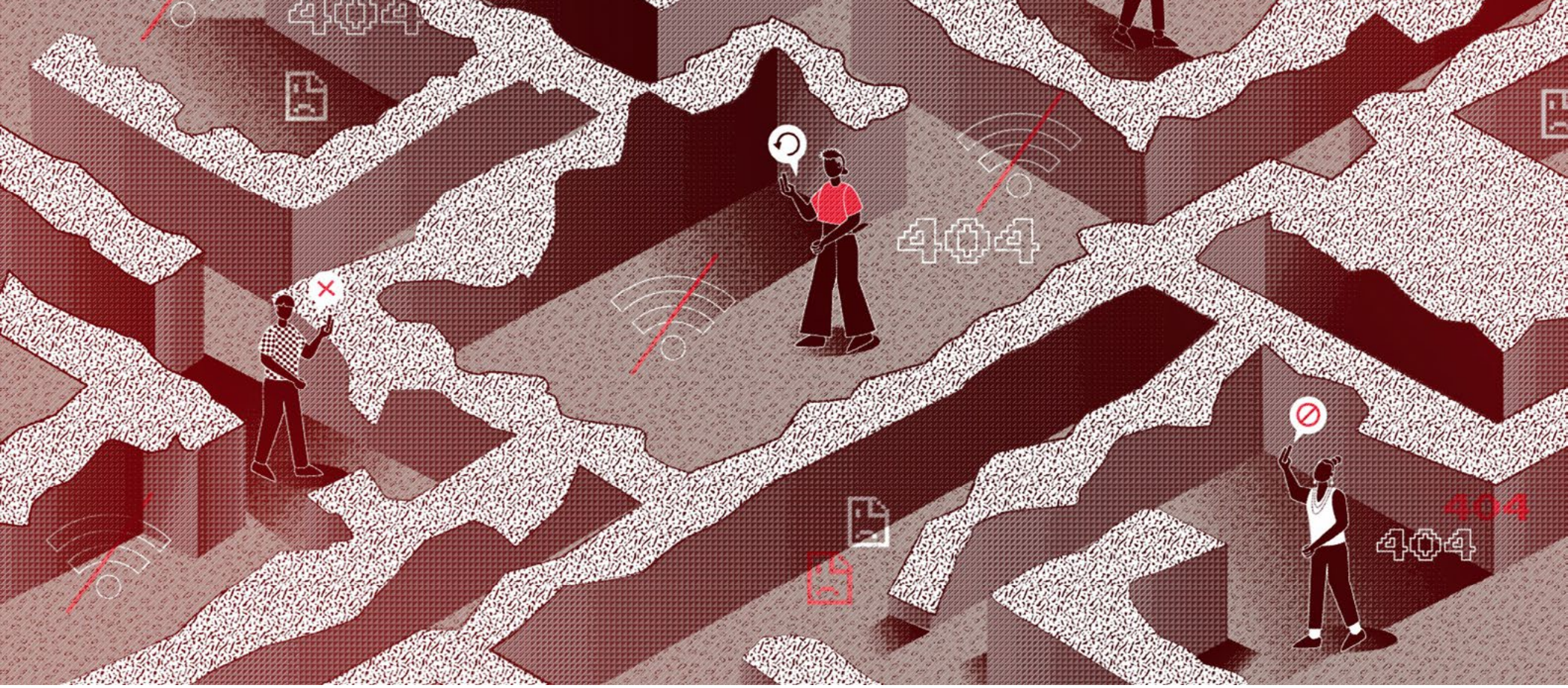
Psychological, Civil and Political, Societal / Cumulative	Male	Plumber	Al-Zaytoun, Gaza City	November 19, 2023	“The internet never meant much to me in my daily life. I’m a plumber, and I carry a simple phone that I used only for a few work-related calls. I could easily leave it behind and rely on my motorcycle to go wherever I needed. That may have been true before the war began, but everything changed afterward. I suddenly realized how essential communications were, and how often I needed to call my family, relatives, and friends to check on their safety. We didn’t face any connectivity issues in October or the early days of November. But soon after, we began struggling to make phone calls; they would connect only sporadically, and it often took many attempts just to reach someone. This lasted for a while until November 19, when all communications were shut down completely. That was the moment we understood we had become entirely cut off from the world. Events were unfolding all around us, but we had no idea what was happening. We would hear bombings nearby and see columns of smoke rising in different places, but we couldn’t understand the scale or the details. The most terrifying moments came whenever we heard explosions where my family lived. I would immediately fear the worst and wonder how my family was coping. What made it even more painful was that I lived only one kilometer away, yet it was nearly impossible to reach them due to the heavy bombardment and the army’s presence. That was when I fully grasped how vital communication and internet access truly are. By cutting off communications in my neighborhood and elsewhere, Israel was subjecting us to an unbearable psychological war.”
Physical, Psychological, Societal / Cumulative	Male	Unemployed	Jabalia refugee camp, Northern Gaza	November 3, 2023	“Internet access was cut off in our area on November 3. As soon as the blackout began, we felt that something was being plotted against us. Anxiety spread through every home and family. Why were we suddenly cut off from the outside world? Was the Israeli occupation preparing to commit massacres and ensuring no one would know? A deep sense of fear and confusion took hold of us, compounded by the destruction we witnessed and the killing that surrounded us. Our main struggle during the communications blackout was our inability to access news and find out about what was happening around us. We did not expect to experience such anxiety. We heard gunfire around us but did not know what was happening. On November 19, artillery shells began to rain down on the area where we live. When a shell hit our house, I was injured. My brothers tried to call an ambulance, but there was no connectivity. They took me to hospital in our neighbor's car despite their fear of the bombing, but this delayed my arrival and in the end, my right leg was amputated.”
Psychological, Societal / Cumulative	Female	Nurse	Maghazi refugee camp, Central Gaza	December 16, 2023	“The communication blackout in the camp caused immense concern among us, we feared that Israel intended to carry out massacres against civilians. If that happened, who would know about us? Doubt and fear filled our hearts, and many questions ran through the minds of the people in the camp, yet none could be answered. I work as a nurse in a clinic near the camp, and during my shifts, I was constantly anxious about my home, my husband, and my children. Were they safe? Were the sounds of bombing far away or dangerously close? This constant worry distracted me and affected my work, as I had been working for two consecutive days under the pressure of injuries and emergencies. Although connectivity have returned intermittently after four months, the network remains severely restricted, largely due to the deliberate destruction of communications towers by the Israeli occupation. This act reflects the mindset of the occupation, which seeks to silence dissenting voices and carry out massacres during war with no regard for international law or human life.”

Physical, Psychological	Male	Factory worker	Gaza City	November 23, 2023	“My house is located next to Al-Shifa Hospital in Gaza City. When the hospital was stormed for the first time in November, I was trapped at home with my family and children, so the shutdown didn’t affect us as much. But when the occupation forces suddenly raided the hospital for the second time in March, it was the worst. My 8-year-old son was injured as we were leaving the house, when the occupation forces fired shots and missiles at us. It was a catastrophe. We were separated in an instant. I found myself returning home with several neighbors after seeing my child injured while my wife was holding him during the shelling. When the dust settled a few minutes later, I looked around and could not find my wife or my two sons, including my injured son. I could see his injury and tried to leave, but those with me prevented me, as the military stationed near our house were firing at anything that moved. I spent six days at home with no phone service, knowing nothing about my wife or children. Thoughts raced through my mind constantly: What happened to my injured son? Was he killed? What about my eldest son? Did he survive? Where is he now? What about my wife? These questions haunted me like a ghost for an entire week. When the network was restored, I tried to call one of my relatives. After more than seventy attempts, he finally answered and told me that my injured son was in hospital, in serious condition, but that my wife and older child were safe. After ten days of siege, anxiety, and fear, I was finally able to be with my son in the hospital. I cannot forget the immense anxiety I experienced during the blackout.”
Psychological, Societal / Cumulative	Male	Construction worker	Rafah	December 2023	“When Israel ordered us to evacute, I fled to an area where the internet and telecommunications were still working. I realized it was my biggest mistake when I was cut off from my family who remained in Shuja'iyya neighborhood. I should have stayed with my family. I never imagined that communications would be cut off for weeks, leaving me unable to know how they were doing. In December 2023, we heard that the Israeli occupation army had decided to enter Shuja'iyya. Those were extremely difficult days, as we had no information about my family, friends, or neighbors. Had they fled like I did? Were they trapped in their homes? Had the Israeli occupation army killed any of them? Countless stories ran through my mind, especially as I heard about massacres in neighborhoods near my own. I lived in this state of uncertainty for more than a month. I browsed social media, checked news updates, and looked for any information I could find about my family, clinging to any news that might reassure me. Finally, after weeks, I learned what had happened from a neighbor who had fled to Rafah. He told me that my brother’s son had been killed in an artillery strike, that our house had been completely destroyed, and that my family had managed to flee to a nearby neighborhood. Those were extremely difficult days and nights, made far worse by Israel’s deliberate cutting of communications.”
Psychological, Civil and Political, Societal / Cumulative	Male	Private sector employee	Absan, Khan Yunis	January 3, 2024	“We began to face communication challenges and weak internet connection in early December 2023, which escalated to a complete shutdown at the beginning of 2024. With communications severed, I found myself entirely isolated from the world, unaware of what was happening around me. We could only hear the sounds of explosions, without knowing their location or impact. Rumors circulated constantly, causing psychological distress, many of which later proved false. It seemed that Israel had cut off communications and internet access to plunge us into a whirlwind of misinformation as part of its war on civilians. My suffering intensified when I lost contact with my family’s home, only about a kilometer away, but moving through the streets was extremely dangerous. I considered fleeing to Rafah as the bombings intensified, but how could I leave without knowing the fate of my family? I constantly wondered: Were they safe? Did they flee or stay in their home? Were they trapped? I had countless unanswered questions. This suffering continued for about a month, until I was finally reassured when communications were partially restored. I learned that my family had managed to flee to Rafah after being trapped for several days without food or water. In a brief and intermittent call, they described the tragic conditions they endured. I also learned that my nephew, not yet five years old, had been killed when the Israeli occupation army bombed the area around our family home and he was struck by shrapnel.”

Physical, Psychological, Societal / Cumulative	Male	Lawyer	Jabalia Camp - North Gaza	October 19, 2023	“The communications blackout had a significant impact on my family, especially my sick mother, whose mental state deteriorated as a result. During the last ten days of October, we began to experience significant difficulties in communicating and found it difficult to contact our relatives. With the start of the ground invasion and difficulties of moving around, we began to experience a different kind of war, with the communications blackout allowing rumors to spread at an unimaginable rate. We heard many stories circulating, and the biggest problem was that we could not refute them because we did not know what was really going on around us. After a few days, the real news became clear, and we realized that what we had heard was false. We wondered who was spreading these rumors that served Israel's interests. The blackout had a particularly severe impact on my mother. On November 22, 2023, it was reported the Israeli army bombed a house in a specific area where my sister’s house was located. My mother, who suffers from several chronic illnesses, became extremely anxious when she heard the news, and her condition worsened. She desperately wanted to contact her daughter and grandchildren, but we were unable to do so. Seeing her health deteriorate, I considered going to my sister’s house, but the situation on the ground was extremely dangerous, and reaching the area was nearly impossible due to the advance of Israeli occupation forces. We had no information about my sister for more than a week. Eventually, we learned that she had fled the area with great difficulty, that her house had been severely damaged, and that two of her sons had sustained minor injuries from the nearby bombing.”
Psychological, Societal / Cumulative	Female	Social activist	Al-Zaytoun, Gaza City	November 12, 2023	“My family refused to leave our neighborhood, and preferred to stay at home like the rest of our neighbors. As for me, I was forced to flee with my husband and his family to Khan Yunis to stay with his relatives. That was in early November, and at that time, we believed we made the right decision; we were able to contact our families, check on them, and we were far from the bombing and destruction. But after about ten days, everything changed. Communications with northern Gaza was severed and we could not reach our families and neighbors as before. Despite the difficulty, we were able to make calls from Khan Yunis to many parts of the world, but we could not reach the area that mattered most to me—where my family lived. We remained in this situation for several days. It deeply affected us during the most difficult circumstances. Perhaps we were fortunate that our connection with family and acquaintances in the Al-Zaytoun neighborhood was cut off for only about twelve days, while many others were separated from their families for weeks. The eSIM became a lifeline for us. My brother managed to activate it on his device, and we were finally able to stay in touch. I could not imagine how people could endure not knowing about their loved ones for so long. It's the seventh month of the war on Gaza now, I'm still far from my home, my family, and my friends. I struggle to check on them, often attempting more than fifty times before succeeding.”
Psychological, Civil and Political	Male	English teacher	Khan Yunis	January 17, 2024	“Since the war began, we had been hearing about the communication blackout in northern Gaza. Although I had no family or friends there, we understood how difficult it must be for people to be cut off from the outside world, unaware of their fate. When we faced it in January 2024, we realized the severity of the situation. We lived under immense psychological pressure during the shutdown. We knew nothing about what was happening around us. We could see bombing nearby, but we had no information about its exact location. We were forced to go back hundreds of years, sending paper letters to check on family and friends. It caused immense suffering and psychological strain. We feared that if we were bombed, no one would know about us—and tragically, this actually happened to two houses in our neighborhood. We were cut off exactly when we needed the internet the most, to convey our suffering to the world and to friends abroad, so that we would not be slaughtered in silence."

Physical, Psychological	Male	Unemployed	Nuseirat refugee camp, Central Gaza	February 13, 2024	“At first, we believed we were safe from communication disruptions, as we had not experienced any at the start of the war, unlike in northern Gaza and Khan Yunis. However, when the shutdown began in February, it became clear that these difficulties affected everyone. For me, the internet itself was not very important, as I rarely used it to read the news or browse social media. Mobile communications, however, were my lifeline, especially during the war. When communications were cut off in our area, I experienced a profound fear, a fear without clear source, and a sense that something essential was missing. The blackout intensified our struggles. Many problems that could have been solved in seconds instead took hours, creating both physical and psychological exhaustion amidst a war that had already destroyed so much in our lives. The situation persisted for about two months, until April 5, when communications were partially restored, though connectivity remained difficult. Those two months without communication were extremely challenging, and felt like a punishment no less severe than the war and destruction surrounding us.”
Psychological, Civil and Political, Societal / Cumulative	Male	Salesman	Al-Maghazi refugee camp, Central Gaza	January 28, 2024	“I do not know why I felt more anxious about the communications blackout than I did when the war and bombing of Gaza began. I experienced a sense of anxiety and turmoil unlike anything I had ever felt before. When the internet and telecommunications were cut off at the end of January, we found ourselves completely isolated from the world. Many of us speculated about the occupation’s intentions in isolating us. We feared that occupation forces would commit massacres and no one would know about us, and that's what happened when they bombed so many homes in the camp. We tried to stay strong and downplay the situation during the blackout, but it was a major event. Being cut off from the outside world and from other people in the midst of war was not a trivial matter. Although the communications blackout lasted only about two weeks, it had a profound psychological impact, amplifying the anxiety and pressure we were already experiencing. During that time, countless thoughts and fears swirled in our minds, and we were unable to understand what was happening around us. Even in our worst nightmares, we never imagined this could happen while the world remained silent about what was happening to us. This is a crime that cannot be ignored.”
Psychological, Civil and Political, Societal / Cumulative	Female	Secretary	Rafah	December 2023	“My experience with internet access was different this time. I did not experience outages during the war on Gaza; we may have had weak transmission, but it was never completely cut off. My real problem was losing contact with my family, who live in the Shuja'iyya neighborhood, east of Gaza City. This caused me great anxiety, especially when the Israeli army invaded the area where my family lives. Communications had already been completely cut off there a week before the invasion, so we had no knowledge of what was happening there. I tried to send out appeals on social media, but the responses I received from people far from the area were that no one knew what was happening. I contacted several journalists, hoping they could help, but to no avail. My anxiety grew day by day, and I struggled with an ongoing series of internal conflicts. This situation continued for about a month, until someone knocked on my door. It was my family. Everyone had survived except my younger brother, who had been killed by artillery fire during the siege of their home. I also learned that the Israeli occupation had demolished my family’s house, and that some members had miraculously escaped death as they left. They shared with me the tragedies they endured and how they survived. I still do not understand the connection between cutting off communications for all citizens and the ongoing war, other than that it appears to be a form of collective punishment.”

Psychological, Societal / Cumulative	Female	Engineer	Tel al-Hawa, Gaza City	December 23, 2023	“The communications blackout came during the darkest and most difficult days for our neighborhood . We never imagined that the Israeli occupation would resort to this, even in the midst of war. What they are doing is collective punishment, affecting all citizens. It began at the end of last year. While the world was celebrating the new year, we in Gaza felt as if we were outside of this world, knowing nothing about what was happening around us except for the killing, destruction, and sounds of bombing. My personal suffering was greatest when my husband went to work in the civil defense. I had no information about him or how he was doing amid the intense targeting. In the past, we were always in contact and could check on each other, but since communications were cut off at the end of December 2023, we had no way to do so. With every missile that exploded, our anxiety grew, as my husband could be away for three or four days at a time. Sometimes, he would briefly stop by the house when working nearby, giving us hope that we would be okay. We remained in this situation for more than a month, until my husband bought two Israeli Cellcom SIM cards at a very high price so that we could communicate again. It was expensive, especially when we needed the money for food, but it was the only solution to the anxiety that had consumed us. I cannot describe the relief and peace of mind we felt once we could finally communicate, even though we were at war and being bombed from all sides.”



ANNEX III: SUDAN TESTIMONIES

INTERNET SHUTDOWNS IN ARMED CONFLICT: A TYPOLOGY OF HARMS

accessnow

Annex III: Sudan Testimonies

Note: All testimonies below have been anonymized to protect the safety of those affected. We have included only those for which we received consent to publish.

Classification of harm	Gender	Profession	Location	Shutdown date	Excerpts from testimony
Psychological, Societal / Cumulative	Female	Student	Khartoum	Unspecified	"I can't contact my family and friends."
Psychological, Societal / Cumulative	Female	Undisclosed	Omdurman Kassala	February 6, 2024	"I have family in Kassala and Omdurman, and we can't reach them or check on them. Even calls don't go through. May God protect them and keep them safe."
Psychological, Societal / Cumulative	Female	Student	Zagazig, Egypt	February 4, 2024	"I can't contact my family."
Physical, Psychological, Societal / Cumulative	Female	Pharmacian	Merowe Kassala	February 7, 2024	"I lost contact with my father, mother, and my ill grandmother in Sudan, each in a different city. I need to send them flight booking details to get them out of the war zone, but I am unable to do so. I know nothing about their fate or their conditions."
Economic/ Financial	Female	Doctor	Sennar	February 6, 2024	"Financially, all my money is tied up in a banking app."
Economic/ Financial, Societal / Cumulative	Male	Student	Khartoum	February 5, 2024	"The internet shutdown denied me even my most basic rights: being able to communicate with my father in Omdurman or send him financial assistance because all banking services are disrupted with the internet shutdown."
Psychological, Societal / Cumulative	Male	Worker	Wad Madani	February 7, 2024	"I can no longer contact my family or relatives."
Psychological, Societal / Cumulative	Undisclosed	Undisclosed	Undisclosed	Unspecified	"I can't reach my grandmother because of the internet shutdown."
Psychological, Societal / Cumulative	Female	Undisclosed	Kosti	February 4, 2024	"I can't check on my family (my mother, father, and siblings) in Sudan. The internet shutdown has also halted the process of issuing my certificates and passport. These days feel wasted from my life, as I can't renew my passport or travel to the country where I want to study."
Psychological, Physical, Economic/ Financial	Female	Student	Al Qadarif Wad Madani Gezira State Port Sudan	February 7, 2024	"I can't check on my relatives in Sudan. Many families and friends are suffering from hunger, lack of medication, and basic necessities. They heavily rely on financial support from outside Sudan or wealthier relatives within the country. With the network shutdown, we have no idea what's happening in this isolated part of the world or what our relatives and friends are going through. Thoughts like these are driving us mad. I pray to God to give us mercy and take care of them all."
Societal / Cumulative, Economic/ Financial	Male	Undisclosed	Kosti	February 7, 2024	"The communication blackout has impacted my ability to stay in touch with family inside and outside Sudan, as well as my ability to purchase basic necessities."
Economic/ Financial, Physical	Undisclosed	Student	Sudan	February 5, 2024	"Life has come to a halt because financial transactions that depend on the internet to send money to sellers and for medicines are no longer possible. Chronic disease treatments are unavailable, and banks have stopped working due to the war, causing massive destruction and devastation."
Psychological, Societal / Cumulative	Female	Dentist	Khartoum	February 5, 2024	"I can't communicate with my family."
Economic/ Financial, Psychological, Societal / Cumulative, Civil and Political	Undisclosed	Doctor	Gezira State Khartoum	February 4, 2024	"I couldn't contact my family outside Sudan, and they were very worried. We also faced financial problems due to the Bankak app, and we were cut off from the world in a terrible way. We had no idea what was happening outside; all we could hear were the terrifying, loud sounds of clashes."
Societal / Cumulative, Economic/ Financial, Civil and Political	Male	Student	Shendi	Unspecified	"I could not carry out my work, nor could I communicate with those who are far from me."
Psychological, Societal / Cumulative	Male	Employee	Sudan	February 4, 2024	"I lost communication with my family in Sudan. There is no contact or internet."
Societal / Cumulative, Civil and Political, Economic/ Financial, Psychological	Male	HR Coordinator	Sudan	February 5, 2024	"The internet and communication services were cut off in Sudan by the rebel Rapid Support Forces militia. The majority of Sudanese use Zain Network, whose operational rooms and fiber optic servers are located in the "Jabra" area under the militia's control. They prevented fuel supply to the stations, shut them down, and damaged parts of them, isolating Sudan. This has severely affected those of us who fled the country, as we cannot check on our families or use banking apps to send money. Cutting communications is a violation of human rights and extends war crimes against innocent Sudanese civilians. #SaveSudan #SudanOffline "

Economic/ Financial, Societal / Cumulative	Male	Student	Merowe	February 6, 2024	“I cannot communicate with my family or even send them money. They have no source of income other than me.”
Economic/ Financial, Societal / Cumulative	Male	Student	Kassala	February 7, 2024	“Banking transactions were disrupted, and I lost contact with my family.”
Economic/ Financial, Societal / Cumulative	Male	Student	Dongola	June 2, 2024	“Miscommunication with my family. My family’s money is in BOK, and their passports are not with them, so they also lost contact with the person holding their passports.”
Economic/ Financial, Societal / Cumulative	Female	Student	Khartoum	February 6, 2024	“The internet shutdown in Sudan has left my family disconnected, and I have no news about them. I haven't been able to live my normal life since the internet was cut off. It was a deliberate act by rebel forces against Sudan. People can’t obtain passports or travel permits since everything was previously linked to the internet. My university switched to remote learning after the war, and now, with the internet shutdown, classes have stopped without any warning. This endangers people’s lives in terms of education, healthcare, and much more.”
Psychological, Societal / Cumulative	Female	Undisclosed	Undisclosed	Unspecified	“Anxiety from lack of communication with family and fear for their safety due to events in Sudan.”
Physical, Psychological, Economic/ Financial, Societal / Cumulative	Female	Pharmacist	Shendi	February 3, 2024	“I have no idea what is happening outside. In Sudan, the internet has been completely cut off in all states. We are socially isolated. Due to the war, banking transactions have shifted to online applications (which require the internet) because of the cash shortage. Now, with the internet shutdown, we are on the brink of starvation—we can’t even buy food or medicine. All my work and online courses have stopped. Now, I can’t even check on my family and friends or let them know I’m safe.”
Economic/ Financial, Societal / Cumulative	Male	Teacher	Shendi	February 6, 2024	“My entire life has been affected. I can’t access my money to buy food or drinks, I can’t obtain official documents or complete any government procedures. There is a war in Sudan, and I can’t check on my family in other areas.”
Psychological, Economic/ Financial	Male	Journalist	Mellit	April 2023	“We have been racially profiled since the beginning of the war, and most cities in Darfur have had their communications cut off by the army in areas under Rapid Support Forces (RSF) control. It seems that the RSF has now completely cut off communications in retaliation against the army. We are living under extremely difficult circumstances. Starlink operates here, but it is extremely expensive.”
Economic/ Financial, Societal / Cumulative	Undisclosed	Student	Sudan	February 6, 2024	“The shutdown affects people’s livelihoods, mobility, and ability to communicate with their families abroad. We need help to deliver aid to our people and ensure a better life.”
Economic/ Financial, Societal / Cumulative	Male	Laboratory Doctor	Khartoum	June 2, 2024	“I lost contact with all my acquaintances and friends, and I also lost my source of livelihood, which I used to access through my banking app.”
Psychological, Societal / Cumulative	Male	Sales Employee	Khartoum	February 6, 2024	“My family in Sudan has been affected by the internet and communication shutdown for two days, and I cannot contact them. They have been deprived of their right to access the internet. I suspect that the RSF militia, responsible for cutting off communications in Sudan, is committing massacres under media blackout.”
Economic/ Financial, Societal / Cumulative	Female	Student	Atbara	February 5, 2024	“I can’t continue my online studies, and banking applications are down, so we can’t buy medicine for my father.”
Psychological, Societal / Cumulative	Female	Doctor	Khartoum Madani	February 7, 2024	“I lost contact with all my family members who are in militia-controlled areas. I take sedatives just to be able to sleep.”
Societal / Cumulative, Economic/ Financial, Psychological	Male	Employee	Wad Madani	February 12, 2024	“The shutdown has disrupted communication, daily life, and banking transactions.”
Societal / Cumulative, Economic/ Financial, Civil and Political	Male	Student	Khartoum	September 2, 2024	“I am outside Sudan and can’t communicate with my family. I don’t know what is happening there, and I can’t send them money because of the internet shutdown.”
Psychological, Societal / Cumulative	Female	Employee	All cities blocked	February 6, 2024	“My entire family is in Sudan, and I can’t reach them or know how they are doing.”
Psychological, Economic/ Financial, Societal / Cumulative	Female	Student	Omdurman Port Sudan Gedaref Suki	Unspecified	“My family and friends are still in Sudan, and I haven’t heard from them. We can’t send financial aid, and they are missing critical online application deadlines.”
Economic/ Financial	Female	Physiotherapist	Khartoum	October 25, 2021	“I missed a job interview that could have changed my life. I lost complete contact with my family.”
Psychological, Societal / Cumulative	Female	Student	Khartoum Halfa	February 2, 2024	“I can’t reach my brother or my best friend.”

Economic/ Financial, Societal / Cumulative, Psychological	Female	Student	Khartoum	Unspecified	“During the Sudan coup, the internet was cut off, making it difficult to transfer money or even recharge electricity. As a result, we had no electricity or money for days, and the situation was terrible. I wouldn’t wish this on anyone.”
Societal / Cumulative, Psychological	Male	Student	Omdurman	February 7, 2024	“I lost contact with my family. I can’t reach them, and I don’t know if they are okay.”
Societal / Cumulative, Psychological	Female	Doctor	Gezira	February 6, 2024	“I can’t communicate with my family or know if they are safe.”
Societal / Cumulative, Economic/ Financial, Psychological	Female	Student before war	Sudan	February 7, 2024	“I can't contact my family or friends, and I need to get a birth certificate, but there's no way now. Before the blackout, my friend traveled in this dangerous situation to take her university exam online. Now she can't communicate with me or her family, and she couldn't take the test. Before the blackout, she told me she was afraid of communication interruptions, especially since the country is unsafe.”
Psychological, Societal / Cumulative	Female	Student	Sudan	February 6, 2024	“I am unable to contact my relatives.”
Psychological, Societal / Cumulative	Female	Undisclosed	Undisclosed	Unspecified	“I lost contact with my mother, father, and siblings.”
Psychological, Societal / Cumulative	Undisclosed	Homemaker	Sudan	February 6, 2024	“I am abroad, and my family is in Sudan. Due to the communication blackout, I can't check on them or know what's happening. I am very worried. Please help us reach our families.”
Psychological	Female	Student	Undisclosed	February 7, 2024	“I am a Sudanese student living in Egypt with other Sudanese students. We are all worried about our families in Sudan and cannot reach any of our relatives, not even via international calls.”
Civil and Political, Societal / Cumulative	Male	University student	Sudan	February 7, 2024	“Sudan has experienced many network blackouts since December 2018 to suppress protests. We used VPNs back then. On June 3, 2019, after the Khartoum sit-in was violently dispersed, internet and calls were shut down, and people couldn't find out who had been killed, arrested, or injured. The internet returned after a month. After the October 25, 2021 coup, calls were cut for two days and later restored intermittently. Since the war started on April 15, 2023, networks have been unstable. As of February 2, 2024, MTN and Sudani were blocked in multiple cities, and on February 7, Zain, the last available network, went down. The RSF is believed to be responsible. This blackout is the longest and most damaging for Sudanese people.”
Physical, Psychological, Economic/ Financial	Female	Pharmacist	Sudan	February 5, 2024	“My elderly father, who has chronic illnesses, was traveling alone from an RSF-occupied area to a safe state to complete visa procedures. Due to the blackout, we couldn't complete the visa process or contact him. It has been five days, and we have no news. His ticket for February 9 has been lost. He has no money, no companion, and no knowledge of where he is. We can't even send him funds via Bankak. I am devastated and unable to eat, sleep, or do anything. Please help us.”
Psychological, Societal / Cumulative	Undisclosed	Undisclosed	Sudan	February 7, 2024	“I can't reach my family or check on them during the war.”
Psychological, Societal / Cumulative	Male	Student	Gezira	February 6, 2024	“I can't reach any of my family members in Sudan.”
Psychological	Male	Accountant	Sudan	February 6, 2024	“Extreme anxiety.”
Psychological, Societal / Cumulative	Male	Student	Port Sudan	February 6, 2024	“I can't contact my family or respond to them, nor can I help them.”
Economic/ Financial, Civil and Political, Physical	Male	Graduate	Sudan	February 6, 2024	“People cannot meet their daily needs due to a lack of internet, which prevents them from using banking apps and hinders their ability to relocate to safer areas or communicate with relatives.”
Psychological, Civil and Political, Societal / Cumulative	Female	Student	Port Sudan	February 1, 2024	“I can't get any news about my family. I don't know if they are alive, sick, or dead.”
Psychological, Economic/ Financial, Physical	Male	Laborer	Sudan	February 6, 2024	“I can't send money to my family. My mother has diabetes and needs medication. My father has diabetes, heart disease, and high blood pressure. They don't even have enough money for food. I am deeply worried and don't know how they are surviving.”
Psychological, Societal / Cumulative	Female	Doctor	Gezira	February 6, 2024	“I can't communicate with my family. All services are down.”
Psychological, Societal / Cumulative	Female	Student	Khartoum	February 6, 2024	“I can't contact my family or know how they are living. The internet blackout in Sudan signals that a crime is coming. We are all in constant fear and pray for our loved ones.”

Psychological, Societal / Cumulative	Undisclosed	Doctor	Sudan	February 7, 2024	“I can't reach my family.”
Civil and Political	Male	Engineer	Sudan	February 1, 2024	“I can't make any calls.”
Economic/ Financial, Societal / Cumulative, Psychological	Male	Merchant	Sudan	Unspecified	“I can't check on my family or transfer money to them.”
Economic/ Financial, Societal / Cumulative, Psychological	Male	Graphic Designer	Sudan	February 7, 2024	“Can't communicate with family in war zones or use banking apps.”
Physical, Psychological, Economic/ Financial, Societal / Cumulative	Female	Unemployed	Omdurman Merowe	February 6, 2024	“No way to check on family, relies on banking apps for survival.”
Psychological, Societal / Cumulative	Female	Medical Laboratory Spe	Atbara Khartoum Kassala	February 6, 2024	“Lost contact with family, unable to receive important documents.”
Physical, Economic/ Financial, Civil and Political	Female	Student	Port Sudan	February 6, 2024	“No communication, banking apps not working, survival at risk.”
Psychological, Societal / Cumulative	Female	Student	Gezira Al-Kamilin	February 1, 2022	“Can't communicate with family or continue education online.”
Psychological, Societal / Cumulative	Female	Unemployed	Dammam, Saudi Arabia	February 4, 2024	“Can't communicate with family.”
Psychological, Societal / Cumulative	Undisclosed	Student	Sudan	February 6, 2024	“No contact with family or friends.”
Psychological, Societal / Cumulative, Civil and Political	Undisclosed	Student	Sudan	February 7, 2024	“No internet or phone calls, people unable to check on relatives.”
Psychological, Societal / Cumulative	Male	Worker	Northern State	February 7, 2024	“Completely cut off from family and loved ones.”
Psychological, Societal / Cumulative	Male	No occupation	Sudan	February 6, 2024	“Can't reach family or friends, just hoping they are alive.”
Psychological, Societal / Cumulative, Economic/ Financial	Undisclosed	Marketing	Khartoum	Unspecified	“Lost entire income, no way to withdraw money or access essentials.”
Psychological, Physical, Economic/ Financial	Female	Student	Sudan	February 7, 2024	“No banking transfers, family at risk of starvation.”
Psychological, Societal / Cumulative	Female	Student	Khartoum	February 1, 2024	“Can't communicate with family and relatives.”
Psychological, Societal / Cumulative, Economic/ Financial	Undisclosed	Unemployed	Sudan	February 5, 2024	“No contact with family for four days, no access to electronic payment.”
Psychological, Societal / Cumulative, Physical	Undisclosed	Undisclosed	Undisclosed	Undisclosed	“11 days of no internet, no idea if family is alive or has necessities.”