Internet in Ukraine during the war

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Internet Identifiers in time of war

The project is supported by RIPE NCC and being implemented by iNGO European Media Platform (2023 year)

Design of the whole project

1. End-users survey (completed);
2. Expert survey of ISPs, LIRs, hosts, registrars;
3. Legal analyses of the results of surveys;
4. Recommendations

Internet in time of war
from Ukrainian end-users perspective

Ukrainian marketing agency Factum Group (on the request of EMP) surveyed 2,000 Ukrainian Internet users (men and women aged 18 to 65).

Methodology - CATI (Computer Assisted Telephone Interview)

The survey was conducted from February 2 to 20, 2023 in the territories under Ukrainian control.

Key Findings (general information)

9% of respondents had been to the occupation (37% of then did not have access to Internet);

24% of respondents lost their jobs because of the war;

60% of respondents experienced a lack of access to the Internet during the war;

73% of respondents had problems accessing the Internet during blackouts

Changes in the use of the Internet

15% of respondents changed their Internet service provider (44% due to disruptions in the work of the old provider, the providers of 6% of those who changed have ceased operations);

13% of respondents switched to distance work/learning (now 21% of respondents work/learn remotely)

Internet Use Issues Faced (open-ended question)

95% Ukrainians staying in Ukraine are Internet users;

60% met network access unavailability;

49% - Power outages;

26% - Internet connection interruptions;

20% - Internet/communication unavailability;

12% did not face any issues.

Internet Use Issues Faced (multiple choice question)

60% - network access unavailability;

29% - inability to pay with card;

22% - inability to withdraw cash;

19% - work/business/study problems;

14% - inability to send e-documents;

9% - inability to call a taxi;

5% - lack of personal data protection.

Internet in Ukraine today and in future

- approximately 90% of respondents attribute the Internet problems in Ukraine to russia's full-scale aggression;
- in the future, only 5% of respondents see problems with the Internet in shelling and physical destruction of infrastructure;
- at the same time 9% of respondents are afraid of fake news, 8% are concerned with the protection of their personal data, 6% consider russian invasion into infospace as a main threat to the Internet in Ukraine.

Internet Issues Under Occupation (multiple choice question)

56% - Internet access interruptions;

44% - limitations in communications with relatives via Internet;

34% - access restriction to certain resources/sites;

33% - work/business/study problems;

23% - Internet use control by the occupational government;

20% - freedom of speech restrictions;

19% - lack of personal data protection.

Next part of the project

We are developing questionnaire for Ukrainian ISPs, LIRs, hosters, registrars, experts.

This questionnaire will be based on the results of end-users survey, but will include some other aspects.

Please send us your comments, propositions and contacts for future interviews.

Thank you very much for your attention!

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