DIGITAL CONTINUITY

When the International Link Fails, Your Website Needs to Be Light

Twice this year a failure on a link to the outside world hit connectivity in Venezuela. The earthquakes of 24 June damaged the network in layers: according to Ookla's analysis, the power grid went down across the affected states, national connectivity fell to 66% of normal within hours and a subsea cable broke 1,800 metres offshore from its landing station in La Guaira.

The analysis of the outage and the recovery was published by Ookla on 14 July 2026.
https://www.ookla.com/articles/venezuela-earthquake-d2d-2026

On 7 July, with power in La Guaira already restored according to Ookla, Conatel, the telecoms regulator, said the break in the cable, owned by Cirion, could cause intermittent connections, slow browsing and more congestion at peak hours. Cirion completed the repair on 24 July, according to TeleSemana. On 10 November NetUno texted its customers that a failure on its international link was affecting service and that it was moving to a backup route. The same day, users of other providers also reported problems.

NetUno's message to its customers is reported in El Diario's article of 10 November 2026.
https://eldiario.com/2026/11/10/fallas-internet-venezuela/

Power and Signal, and the Page Still Stalls

As that El Diario article reports, Conatel estimated that the cable break cut about 50% of the country's internet service capacity. If your website is hosted outside Venezuela, every visit crosses an international link. When the link is congested, a customer can have electricity and coverage and still see a blank or half-loaded page.

A page does not arrive in one piece. The browser requests the document, then the styles, fonts, scripts and images, and many of those requests wait for another to finish. Every round trip pays the full latency. During the emergency, Ookla measured Starlink's median loaded latency rising from about 277 to a peak of 396 milliseconds on 25 June, back to normal within four days, while its downloads held at 34 to 35 Mbps; in La Guaira, that service went from about 3% to more than 40% of fixed-network tests. Do the arithmetic at 400 ms per trip: ten chained trips add four seconds before page weight even matters.

A Budget That Counts Round Trips, Not Only Megabytes

- Put the essentials in the server's first response, as HTML: opening hours, prices or price ranges, how to pay and how to get in touch, without waiting for a script to run.
- Set a limit on requests and kilobytes for the first view, and measure it after every change on a slow, high-latency network profile, not on office fibre.
- Serve images cropped for phone screens in compressed formats, and load the ones further down only as the customer approaches them.
- Use system fonts, or a single font hosted on your own domain.
- Remove third-party scripts that do not help you sell: every external widget, pixel or chat adds trips to other servers.

Keep the Catalogue on the Phone Already

An installable website (PWA) uses a service worker to keep the site's structure, the catalogue and the contact details on the phone from the first visit. Next time it opens without waiting for the network. The risk is showing an old price as if it were today's, so every stored price carries the date and time of its last update, and the page says when it is working offline. An order placed without a connection waits in a queue until the network returns, or goes out as a WhatsApp message, which needs very little data.

If the business's till, card terminal or ordering system depends on a single internet provider, a failure on that provider's international link stops sales even while the website responds. Two links from different providers are worth having, ideally using different technologies (fibre, fixed wireless, mobile or satellite), with automatic failover and a scheduled test. On 9 October Conatel formally authorised Starlink's satellite service nationwide; according to TeleSemana, users will be able to sign up and pay through the local banking network. It is one more option for that second link, not the only one.

The terms of the licence were described by TeleSemana on 13 October 2026.
https://www.telesemana.com/blog/2026/10/13/despues-de-los-terremotos-venezuela-habilita-a-starlink-para-operar-comercialmente-en-todo-el-pais/

How Resilient Websites Builds It

We set the budget before the design: how many requests and kilobytes the first view may use, and what must appear in the first response. Pages are generated in advance, the CSS that draws the first screen sits inside the HTML, images are prepared for each screen size and the main page loads no third-party scripts. The service worker stores the structure, the catalogue, opening hours, payment accounts and the link to the official WhatsApp. We test on mid-range Android phones with

slow network profiles and around 400 ms of latency, and the site is accepted on measurements taken on those profiles. Hosting serves pages from the cache of a content delivery network (CDN), and we write down what keeps working if the origin server or the international route fails.

> *A light website stored on the phone reduces what has to travel across the network, but it does not prevent provider failures or guarantee that a first visit loads while the link is down. Hosting and connection availability depend on each provider. The measurements cited are Ookla's and those of the sources named.*

A Check You Can Run

On a computer, open your website in a private Chrome window, open DevTools and, in the Network panel, tick Disable cache and choose a custom throttling profile with about 400 ms of latency and a modest download speed. Reload and time how long it takes for your opening hours, a price and your contact details to appear, and note the number of requests the panel shows. Then untick Disable cache, load the page once more at normal speed, switch the throttling menu to Offline and reload: what still appears is what a returning customer sees while the link is down. The test runs in your browser and changes nothing on your server.

Supporting guidance: Google's Chrome DevTools guide to throttling and offline mode.
https://developer.chrome.com/docs/devtools/network/reference

Continue with: Your Website Shouldn't Depend on the Power Staying On.
https://systems.kavaliero.com/en/blog/your-website-should-not-depend-on-the-power

For help with this work, see the scope of Resilient Websites.
https://systems.kavaliero.com/en/services/resilient-websites