

## REGULATOR SLAMS USD 1.2 M FINE FOR POOR QUALITY OF SERVICE

The National Telecommunications Commission (NATCOM) has slammed a fine of One Million Two Hundred Thousand USD on Airtel (SL) Ltd, one of the leading GSM Operators in Sierra Leone. The fine is in respect of poor quality of service delivery experienced by network users throughout Sierra Leone.

Announcing the fine against Airtel (SL) Ltd at a Press Conference held on Friday, 11<sup>th</sup> March 2016 at NATCOM Head Office, The Chairman Mr. Momoh Kemoh Konte said the action was in the interest of consumers, adding that results of Quality of Service (QoS) monitoring of the networks over time indicate that Airtel (SL) Ltd failed to meet the Key Performance Indicators (KPIs) thresholds, which also breached their commitment to a joint agreement “to maintain Sierra Leone Mobile Network Services at International Telecommunications Union (ITU) Standards” .

He made reference to the commitment he made to the Committee on Appointments of the House of Parliament shortly after his appointment as Chairman and Commissioner of NATCOM in February 2015, to ensure network integrity. “I promised then to transform the telecommunications sector in Sierra Leone”, he said.

Chairman Konte explained that the fine should be paid within seven working days effective 11<sup>th</sup> March, 2016.