

Parliament Summons NATCOM and the Telcos

On Wednesday, 5th March, 2014, NATCOM and the Telcos were summoned to Committee Room 3 of the House of Parliament by the Parliamentary Oversight Committee on Information and Communications. The purpose of the meeting was to discuss issues of poor quality of service provided by mobile telephony companies in the country.

Amongst issues deliberated were:

- Emphasis on customer perception as enough proof of poor quality of service (QoS).
- The imminent purchase by NATCOM of the Quick-view Quality of Service Monitoring Equipment.
- The scarcity of spectrum as complained by Airtel that is contributing to poor quality of service.
- The limited mobile telephony coverage in the country.
- The unlimited unsolicited SMS text in various marketing and other extraneous information.
- The need for NATCOM to enforce regulatory compliance.
- The positioning of the Universal Access as enshrined in the telecoms Act as amended.