



# National Telecommunications Commission

## NATCOM

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## REGULATOR PENALIZES MNOs FOR POOR SERVICE DELIVERY

Three Mobile Network Operators (MNOs) in Sierra Leone on Wednesday 30th August 2017 came under the sledge hammer of the national telecoms authority, NATCOM, for persistently providing poor services to consumers.

At a press conference held at NATCOM, the Chairman of the Commission on behalf of the Board and Management levied varying fines against the three defaulting companies to the tune of one million three hundred and fifty thousand US Dollars payable in seven working days.



Being the worst performer, Airtel/Orange received the heaviest fine of seven hundred and fifty thousand dollars, followed by Africell, four hundred thousand dollars and Sierratel two hundred thousand dollars.

In addition, the penalized companies should also compensate their customers with free calls for three days in accordance with provisions of the Telecoms Laws in Sierra Leone.

It could be recalled that in April this year, the Commission approved an increment in voice tariffing on condition that quality of service delivery will improve within four months of the new charges.