

STATUTORY INSTRUMENT

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TELECOMMUNICATIONS (QUALITY OF SERVICE) REGULATIONS 2020

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THE TELECOMMUNICATIONS ACT, 2006
(ACT NO. 9 OF 2006)

TELECOMMUNICATIONS (QUALITY OF SERVICE) REGULATIONS, 2020. Short title.

IN EXERCISE of the powers conferred on the Commission by section 82 of the Telecommunications Act 2006, the Commission hereby makes the following Regulations –

PART I- PRELIMINARY

1. In these Regulations unless the contrary otherwise Interpretation require–

"Act" means the National Telecommunication Act, 2006 (Act No.9 of 2006);

"call connection success rate" means the number of successfully connected calls to the number of call attempts;

"call drop rate" means the percentage of calls when correctly established and have an assigned traffic channel, are interrupted prior to their normal completion by the user, the cause of the early termination being within the operator's network;

"Commission" means the National Telecommunications Commission established under the Act;

"critical" means involving an analysis of defect or fault with high severity;

"customer" means a person or legal entity subscribing to services provided by a service provider;

"downtime" means the sum of all the time during reporting period when the fault exists on the service;

"electronic communications services" mean transmission and provision of information by wire, radio waves, optical media or other electromagnetic systems, between or among points of the user's choice;

"fault" means a state where a network does not meet the service specifications and some repair action is required;

"mean opinion score" means a numerical indication of the perceived quality of received media after compression or transmission and mean opinion score is expressed as a single number in the range 1 to 5, where 1 is lowest perceived quality, and 5 is the highest perceived quality;

"network effectiveness ratio" means the ability of network to deliver a call to the called terminal;

"service" means a system supplying a public need such as transport, communications, or utilities such as electricity and water;

"service provider" means an entity engaged in the provision of electronic communications services;

"telephone service" covers collection, carriage, transmission and delivery of voice messages over licensee's public switched mobile or fixed telephone network; and

"time to repair" means the duration from a reported fault to service restoration.

2. These Regulations shall apply to providers of licensed Application. communications services in Sierra Leone, including-

- (a) mobile telephony network operators;
- (b) broadband internet service providers; and
- (c) cabled (copper & fibre optic) network services.

PART II-DUTIES AND OBLIGATIONS OF LICENSED SERVICE PROVIDERS

3. A licensed communications service provider shall-
- (a) establish and maintain information or data to assist customers with queries relating to the services offered, installation and access requirements, processes, and customer support facilities;
 - (b) provide customers with equal access to services within the licensed area at the same quality of service and at the same tariff;

Duties and obligations of service providers.

- (c) notify all its customers of the terms and conditions of the service level agreement of its licensed services and thereafter provide services based upon the agreement;
- (d) submit to the Commission, samples of its service level agreement containing the minimum quality of service standards to which customers are entitled to, and the remedies and compensation available when the quality of service is below such standards;
- (e) notify the customer of any modification to an existing service level agreement.

Obligations
of licensees.

4. Subject to the Act and regulations made under the Act, each licensee shall -

- (a) deliver services at a performance level that meets or exceeds levels of performance as set out in these regulations; and
- (b) provide information on such performance levels to the Commission to ensure that customers are allowed to make informed decisions on the choice of services.

Performance
measurement
and
compliance.

5. The electronic communications services provider shall establish performance measurement systems consistent with these Regulations.

6. The electronic communications services provider shall provide services to a person who applies and is capable of paying the appropriate charges for the licensed services.

Provision
of services
to paying
customers.

7. An electronic communication service provider shall not in the normal course of business-

Provision of
uninterrupted
services to
customers.

- (a) intentionally interrupt or hinder the operation of its services; or
- (b) interrupt telephone services during major or critical events.

Unless in advance it first notifies the Commission in writing of the interruption and then its customers who are to be affected by the interruptions.

PART III-QUALITY OF SERVICE

8. (1) The network licensee shall install, repair and maintain electronic communications facilities to deliver quality services at performance levels that meet the required parameters.

Quality
of service
network
compliance.

(2) The electronic communications services provider shall operate electronic communications network and deliver services in manner as set out in these regulations.

9. The Commission may review the quality of service parameters set out in the first schedule from time to time and shall within 30 days prior to the review notify operators of the proposed review.

Review
of quality
of service
parameters.

10. The key performance indicators in these Regulations shall supersede the parameters that may be provided as conditions in licence.

Quality of
service to
override.

Parameters for inter-connection services.

11. (1) A licenced electronic communications service provider shall meet the quality of supply benchmarks for interconnected services set out in the in First Schedule for each specified parameter measured by real calls on any interconnected route.

(2) A service provider shall submit to the Commission a monthly report on daily peak hour conditions.

Parameters for mobile telephone services.

12. (1) A mobile telephone service provider shall meet the quality of service benchmarks for cellular mobile service as set out in the Second Schedule for each specified parameter measured by test traffic.

(2) A service provider shall submit to the Commission a monthly report based on daily network peak hour conditions for various localities as set out in the Second Schedule.

Parameters for wireless broadband services.

13. (1) A licensed internet service provider shall meet the quality of service benchmark for broadband services delivered via wireless new services as set out in the Third Schedule for each specified parameter measured by test in any locality.

(2) A licensed internet service provider shall submit to the Commission a monthly report based on network peak hour conditions.

Parameters for cabled communications services.

14 (1) A licensed internet service provider shall met the quality of service benchmarks for activated electronic communication services delivered through cabled network as set out in the Fourth Schedule for each specified parameter measured by test in any locality.

(2) A licensed internet service provider shall submit to the Commission a monthly report based on network peak hour conditions.

15. The Commission shall publish results of service measurement quality for all licensed electronic communications service providers on monthly basis, disaggregated into geographical or service categories and the service quality measurements shall be published in the Commission's website on monthly basis.

16 (1) A licensed service provider shall provide performance management data in the format that is consistent with International Telecommunications Union file transfer standards including but not limited to autonomous system number (ASN) .1,CSV,TXT, or XML (3GPP TS 32.410).

(2) A Licenced service provider shall provide access to the quality of service performance data on a daily basis, with performance data for the preceding 24 hours.

17. (1) The Commission may in the event of national emergency, require the licensee to provide call centre services to the Government on a priority basis, including communications to emergency operations necessary to handle the emergency.

(2) The licensee shall submit to the Commission its plan for the operating procedures, which the licensee shall follow, and upon request by the Commission, update the emergency plan to make it more effective.

(3) Where an emergency or a crisis is related to matters concerning national security, the licensee shall coordinate with the relevant authorities indicated by the Commission and shall implement the emergency plan as far as reasonably practicable in accordance with the instructions as may be given by the Commission.

Notifications of service outage.

18. Where there is a major or critical service outage which extends beyond 4 hours for urban and per-urban areas and 6 hours for rural areas, the electronic communications service provider shall notify the Commission within an hour before the planned service outage or an hour after the unplanned service outage.

Procedures for rectifying quality of service failures.

19. (1) Where there are cases of quality of service failures, a formal notice shall be sent by the Commission to the electronic communications service provider to respond with a resolution plan within a maximum period of 5 working days.

(2) Where the quality of service failures persist beyond the period provided in the resolution plan or repetitive cases in the terms and conditions of the resolution plan, an applicable sanction as set out in the Fifth Schedule shall be applied.

(3) Where the period provided in the resolution plan is not achieved, the electronic communications service provider shall further inform the Commission about the failure to achieve the target date with justifications and such failure shall not be deemed a breach of the terms and conditions of the proposed fault resolution plan.

Publication of quality of service results.

20 (1) The Commission shall publish result of service quality measurements for all licensed electronic communications service providers on a monthly basis disaggregated into geographical or service categories .

(2) The service quality measurements referred to under sub-regulation (2) shall be published in the Commission's website on a monthly basis.

PART IV—MISCELLANEOUS PROVISIONS

21. (1) Where the operator fails to acquire the set target of key performance indicators, the Commission will inform the operator in writing to improve on the target figures. Sanctions

(2) Where the operator fail to remedy the default key performance indicator target for 3 consecutive reporting months, a sanction for defaulting the set target shall be imposed when the operator fails to remedy the quality of service target.

(3) The sanctions set out in the Fifth Schedule shall apply for non compliance with quality of service provisions under these regulations.

22. Notwithstanding the application of the sanctions set out in the Fifth Schedule, affected customers shall be compensated by the electronic service provider in a manner prescribed by the Commission except in cases of force majeure. Customer compensation.

FIRST SCHEDULE

Reg

Quality of Service Parameters for Interconnection Services

It is required of every licensed electronic communications service provider to meet the following Quality of Service benchmarks for interconnected services in respect of each specified parameter measured by real calls on any interconnected route. All service providers shall submit a monthly report based on daily peak hour conditions.

FIRST SCHEDULE**Reg 11(1)****Quality of Service Parameters for Interconnection Services**

No.	Parameter Name	Definition	Measurement Formula	Measurement tool	Target
1	Interconnection Route Utilisation	The percentage of provisioned route/links that is carrying traffic	(Capacity in use/Capacity agreed) *100	Performance Management System	< 75% of agreed capacity
2	Time To Repair Interconnection Route	The duration from a reported interconnection fault to service restoration	Time of reported service restoration – Time of reported fault	Performance Management System	< 6 Hours
3	Network Effectiveness Ratio (NER)	The ability of a network to deliver a call to the called terminal. (Reference: ITU-T E.425 Rec.)	100 * (Answered Calls + Ring no answer + User busy + Terminal Reject) / Seizures	Performance Management System	>90%

SECONDSCHEDULE**Reg 12(1)(2)****Quality of Service Parameters for Mobile Telephony Service****(i) Technical Performance Measurement**

No.	Parameter Name	Definition	Measurement Formula	Measurement Tools	Target
1	Call Connection Success Rate	The percentage of initiated MS calls that are connected to the intended recipient	100* (Number of calls connected to the intended recipient /Number of MS calls initiated)	Performance Monitoring system / Test stations / Drive test system	>95% (90% of site should record measurement values >95% of real traffic)
2	Call Drop Rate	The percentage of connected calls to intended recipients that terminate without Calling or called party's' will	100 * (Number of calls terminated without calling or called parties' will / The number of connected calls to intended recipients	Performance Monitoring system / Test stations / Drive test system	< 2% (80% of site should record measurement values ≤2% for real traffic)
3	Standalone Dedicated Control Channel (SDCCH) Congestion	The probability of failure of accessing a stand-alone dedicated control channel during call set up	[SDCCH congestion of the total number of SDCCH seizures attempts/(channel allocation attempt counter on SDCCH+ channel allocation attempt counter on sub cell)]* 100	Monitoring system / Test stations / Drive test system	≤1.5% for urban ≤3% for peri-urban ≤5% for rural
4	Handover success Rate	The ratio of the number of successful handovers of the number of handover requests	(Successful handovers/total handovers requests)* 100	Monitoring system / Test stations / Drive test system	≥ 90% for urban ≥ 95% for peri-urban ≥ 93% for rural

No.	Parameter Name	Definition	Measurement Formula	Measurement Tools	Target
5	Coverage Signal Strength	Signal strength / transmitter output power (measured in dBm) received by a mobile phone / antenna from a Mobile network (on the downlink).	Field Strength Measurement	Test Station / Drive Test System	Indoor: > -85dBm Outdoor (Urban): -105dBm Outdoor (Rural): -100dBm In-Vehicle: > -90dBm
6	Voice Service Access Delay	Time duration between an initial bid by the user for a voice service and the instant the user has access to the voice service	Maximum time taken for voice service connection in all cases	Test Station or Drive Test System	< 12 Seconds
7	Voice Quality (Mean Opinion Score{MOS})	Numeric indication perceptibility of the conversation during a call expressed as numeric indication	Mean Opinion Score (MOS) (Reference – ITU – T P.863)	Test Station or Drive Test System	>1.5 for 2G >2.5 for 3G
8	Downtime for Site	The Cell (Site) Un-availability duration recorded downtime to site restoration time	Time of reported Site restoration – System Time of site outage	Performance Monitoring System	Urban < 4 Hours Peri-rural < 8 Hours Rural < 12 Hours
9	Downtime for Interconnect Route	The Interconnect Un-availability duration recorded downtime to interconnect route restoration time	Time of reported interconnect route restoration – System Time of interconnect route outage	Performance Monitoring System	< 15 minutes for major fault for 75% of the cases < 15 minutes for major fault for 90% of the cases
10	Minimum Data Speed Rate	The amount of user information transferred (download or upload) in a period of time	Throughput	Test Station or Drive Test System	2G: 20 Kbits/s 3G: >64Kbits/s (shared) 4G: >1000Kbits/s

No.	Parameter Name	Definition	Measurement Formula	Measurement Tools	Target
11	Data Service Availability	Availability of the data service to be in a state to perform a data request function at a given instant of time or at any instant of time within a given time interval	As measured in data networks	Performance Monitoring system / Test stations / Drive test system	≥ 95%
12	Data Service Utilization	The percentage of provisioned data capacity bandwidth that is carrying traffic at the Core/packet switch core nodes	As measured in data networks	Performance Monitoring system / Test stations / Drive test system	≤ 80%
13	Data Service Access Time	Maximum time taken for data service connection in all cases	(Moment PDP Request message is sent-Moment PDP Accept message is received)* 100	Performance Monitoring system / Test stations / Drive test system	< 5 seconds in 90% of the time
15	Data Access Success Rate	The percentage of initiated data service that are connected	100 * (Number of data service connections made/ Total number of data service connections requested)	Performance Monitoring system / Test stations / Drive test system	≥ 98%
16	Latency	The total round trip time for a data packet to be transmitted and return to the source	Average round trip time	Test Station or Drive Test System / ping test	≤ 80% for broadband wireless service (≤ 85ms for National and ≤ 300ms for International)
17	SMS delivery success	The percentage of sent messages that are delivered to the intended recipients	100* (Number of SMS received by intended recipients / Number of SMS sent)	Test Station or Drive Test System	>98%
18	SMS/MMS delivery time	Duration between the SMS/MMS sent time and SMS/MMS receiving time by the intended recipient	Time SMS/MMS received – Time SMS/MMS sent	Test Station or Drive Test System	< 5 seconds in 90% of the time

(ii) Billing and Customer Service Measurement

No.	Parameter Name	Definition	Measurement Formula	Measurement Tool	Target
1	Voice Call Billing Accuracy	Same duration use for a call should be recorded for charging	Per second charging provided by operator	Billing Assurance System	Accurate charging
2	Messaging Billing Accuracy		Message length of 160 characters	Billing Assurance System	Accurate charging
3	Interactive Voice Response (IVR) waiting Time	Total duration of IVR announcement option before a customer can make a choice	Time of IVR option to response from an agent – time IVR started	Test Stations	<15 Seconds
4	Call Centre Operator Response Time	Waiting duration after the option to an operator has been selected	Time operator assistance pick up – time caller making operator request	Test Station	< 90 Seconds
5	Customer satisfaction on overall quality of service		100* (Number of answers rated as “Good Quality” / Number of customers interviewed)	Trouble Ticket	>80%

(iii) Customer Satisfaction Measurement

No.	Parameter Name	Target
1	% of customers satisfied with the service availability	>80%
2	% of customers satisfied with the service accessibility.	>80%
3	% of customers satisfied with the reliability.	>80%
4	% of customers satisfied with billing performance.	>80%
5	% of customers satisfied with the help/ enquiry services	>80%

THIRD SCHEDULE

Reg 13(1)

Quality of Service Parameters for Wireless Broadband Services

(iv) Technical Performance Measurement

No.	Parameter Name	Definition	Measurement Formula	Measurement Tool	Target
1	Waiting time for service activation	Duration from service request/payment to service operations	Time of Service provisioning – Time of service request	Trouble Ticketing	≤ 14days
2	Service Delivery	The availability of service at customer's premise. Defined also in ITU-T E.804 and ETSI TR 103 219	No. of hours of service uptime out of 24hr period	Web based service monitoring tool	≥98%
3	Peak Hour Traffic Utilisation	The percentage of provisioned transmission links that is carrying traffic	(Capacity in use/Rated Capacity) *100	Performance Management System	< 85% of maximum capacity
4	Latency	The total round trip time for a data packet to be transmitted and return to the source	Average round trip time	Test Station or Drive Test System / ping test	≤ 80% for broadband wireless service (≤85ms for National and ≤ 300ms for International
5	Service Availability	End to end service availability to establish calls from, and to a customer. Defined also in ITU-T E.804 and ETSI TR 103 219	Session setup failure and telephony service non-accessibility	Test Station or Drive Test System	≥ 98%

6	Minimum Data Download Speed	The amount of user information transferred download in a period of time	Throughput	Test Station or Drive Test System	3G- ≥ 256kbps 4G- ≥ 1mbps
7	Minimum Data Upload Speed	The amount of user information transferred upload in a period of time	Throughput	Test Station or Drive Test System	4G- ≥ 256kbps
8	Downtime for Interconnect Route	The Interconnect Un-availability duration recorded downtime to interconnect route restoration time	Time of reported interconnect route restoration – System Time of interconnect route outage	Performance Monitoring System	Urban < 4 Hours Peri -rural < 8 Hours Rural < 12 Hours
9	Downtime for Radio Access & Core equipment	Controllers, Routers & switches unavailability duration within a 24 hr period	Time of reported Site restoration – System Time of site outage	Network uptime performance Monitoring System	Core Controllers < 2 hour, Urban < 4hours, Peri- Rural < 8 hours, Peri Rural <12 hours, in a 24 hour period
10	Mean Time To Repair	The duration from reported fault to service restoration	Time of reported Site restoration – System Time of site outage	Network uptime performance Monitoring System	Urban < 4 Hours Peri -rural < 8 Hours Rural < 12 Hours in a 24 hour period

(v) Billing and Customer Service Measurement

No.	Parameter Name	Measurement Formula	Target
1	Internet Service Billing Accuracy	Prorated application of service bills based on service uptime and availability	Accurate charging
2	Call Centre Operator Response Time	Time Operator Assistant pickup- Time making Operator request	< 90 seconds
4	Customer satisfaction on overall quality of service	100* (Number of answers rated as "Good Quality" / Number of customers interviewed)	80%

(vi) Customer Satisfaction Measurement

No.	Parameter Name	Target
1	% of customers satisfied with the service availability	>80%
2	% of customers satisfied with the service accessibility.	>80%
3	% of customers satisfied with the reliability.	>80%
4	% of customers satisfied with billing performance.	>80%
5	% of customers satisfied with the help/ enquiry services	>80%

FOURTH SCHEDULE**Reg 14(1)****Quality of Service Parameters for Cabled Communications Services****(vii) Technical Performance Measurement**

No.	Parameter Name	Measurement Formula	Target
1	Service Connection Success Rate	(Number of successfully connected service attempts/Total number of attempts)* 100	>99%
2	Service Connection Drop Rate	(Number of incomplete service transfer/number of service transfers started successfully)* 100	< 1%
6	Downtime for ADM (Site)	Time of reported ADM Site restoration – System Time of ADM site outage	Urban < 4 Hours Rural < 6 Hours Peri Rural < 8 Hours
7	Downtime for Interconnect Route	Time of reported interconnect route restoration – System Time of interconnect route outage	< 15 minutes
8	Minimum Data Speed Rate	Throughput	2G: 20 Kbits/s 3G: >64Kbits/s (shared) 4G: >1001Kbits/s
9	Data Service Availability	As measured in data networks	≥ 99.9%
11	Service Access Time	(Moment PDP Request message is sent-Moment PDP Accept message is received)* 100	< 5 seconds in 100% of the time
12	Latency	Average round trip time	≤85ms national ≤300ms international
13	Uptime (towers)		
14	Mean Time to Restore	Average time to troubleshoot and repair failure	< 4 hours in a 24 hour period

(viii) Billing and Customer Service Measurement

No.	Parameter Name	Measurement Formula	Target
1	Service Billing Accuracy	-Per second charging, -Message length of 160 characters, -Volume charging -Time charging	Accurate charging
2	IVR Waiting Time	Time IVR option to Operator to speak to an agent-Time IVR started	< 15 seconds
3	Call Centre Operator Response Time	Time Operator Assistant pickup-Time making Operator request	< 90 seconds
4	Customer satisfaction on overall quality of service	(Number of answers as Good Quality/ Number of customers interviewed)* 100	>80%

(ix) Billing and Customer Service Measurement

No.	Parameter Name	Target
1	% of customers satisfied with the service availability	>90%
2	% of customers satisfied with the service accessibility.	>90%
3	% of customers satisfied with the reliability.	>90%
4	% of customers satisfied with billing performance.	>90%
5	% of customers satisfied with the help/ enquiry services	>90%

FIFTH SCHEDULE**Reg 19(2), 21(3), 22****Sanctions on Default on Quality of Service Compliance**

No.	Parameter Name	Sanction	Amount (I.e)
Mobile Telecommunications Services			
1	Call Connection Success Rate	Fine to be paid by defaulting Operator to the Commission	10,000,000.00/site/month (above the defined threshold)
2	Call Drop Rate	Fine to be paid by defaulting Operator to the Commission	10,000,000.00/site/month (above the defined threshold)
3	Coverage Signal Strength	Fine to be paid by defaulting Operator to the Commission	500,000.00/sector/day (above the defined threshold)
4	Voice Service Access Delay	Fine to be paid by defaulting Operator to the Commission	300,000.00/call/day (above the defined threshold)
5	Voice Quality (Mean Opinion Score {MOS})	Fine to be paid by defaulting Operator to the Commission	1,500,000.00/drive test cluster/3 monthly (above the defined threshold)
6	Downtime for Site	Fine to be paid by defaulting Operator to the Commission	4,000,000.00/site/month (above the defined threshold)
7	Downtime for Interconnect Route	Fines to be paid by both Operators to the Commission	2,000,000.00/route/day (above the defined threshold)
8	Minimum Data Speed Rate	Fines to be paid by defaulting Operator to the Commission and Compensation to customers determined by the Commission	250,000.00/site/day
9	Data Service Availability	Fines to be paid by defaulting Operator to the Commission	1,000,000.00/site/month (above the defined threshold)
10	Data Service Utilization	Fines to be paid by defaulting Operator to the Commission	750,000.00/sector/ hour

11	Data Service Access Time	Fines to be paid by defaulting Operator to the Commission	1,500,000.00/month (above the defined threshold)
12	Data Access Success Rate	Fines to be paid by defaulting Operator to the Commission	1,000,000.00/site/month (above the defined threshold)
13	Latency	Fines to be paid by defaulting Operator to the Commission	1,500,000.00/route (above the defined threshold)
14	SMS delivery success	Fines to be paid by defaulting Operator to the Commission	1,000.00/message for more than 5% failure (above the defined threshold)
15	SMS/MMS delivery time	Fines to be paid by defaulting Operator to the Commission	1,000.00/message for more than 6 seconds (above the defined threshold)
16	Interconnection Route Utilisation	Directives to expand , and fines to be paid by Routing Owner to the Commission	2,000,000.00/route/month for more than 80%
17	Time To Repair Interconnection Route	Fines to be paid by both Operators to the Commission	2,500,000.00/route more than 6 hour per failure
18	Network Effectiveness Ratio (NER)	Fines to be paid by defaulting Operator to the Commission	2,000,000.00/route less than 90%
19	Internet Service Billing Accuracy	Fines to be paid by defaulting Operator to the Commission and Compensation to customers to be determined by the Commission	1,000,000.00/service/5 % failure

20	Call Centre Operator Response Time	Fines to be paid by defaulting Operator to the Commission	50,000.00/response for more than 90 seconds
21	Customer satisfaction on overall quality of service	Fines to be paid by defaulting Operator to the Commission and customer compensation to be determined by the Commission	100,000.00/ overall QoS for less than 80%
Fixed Wireless Broadband Services			
1	Waiting time for service activation	Compensation to customers	Cost of service refunded to customer after 14 days
2	Service Delivery	Fines to be paid by defaulting Operator to the Commission	300,000.00/service for less than 95%
3	Latency	Fines to be paid by defaulting Operator to the Commission	1,500,000.00/route (above the defined threshold)
4	Service Availability	Fines to be paid by defaulting Operator to the Commission	1,000,000.00/service/month (above the defined threshold)
5	Minimum Data Download Speed	Fines to be paid by defaulting Operator to the Commission	500,000.00/hour (above the defined threshold)
6	Minimum Data Upload Speed	Fines to be paid by defaulting Operator to the Commission	500,000.00/hour (above the defined threshold)
7	Downtime for Interconnect Route	Compensation to Routing Partner, and fines to be paid by defaulting Operator to the Commission	2,000,000.00/route (above the defined threshold)
10	Downtime for Radio Access and core controllers	Fines to be paid by defaulting Operator to the Commission	20,000,000.00/core controller/month -200,000.00/site/ month in Urban Areas -200,000.00/site in Peri-Urban Areas -200,000.00/site/for

11	Mean Time To Repair	Fines to be paid by defaulting Operator to the Commission	2,000,000.00/ month (above the defined threshold)
12	Internet Service Billing Accuracy	Fines to be paid by defaulting Operator to the Commission and Compensation to customers to be determined by the Commission	100,000.00/service/1% failure
13	Call Centre Operator Response Time	Fines to be paid by defaulting Operator to the Commission	30,000.00/response for more than 90 seconds
14	Customer satisfaction on overall quality of service	Fines to be paid by defaulting Operator to the Commission and customer compensation to be determined by the Commission	50,000.00/ overall QoS for less than 80%
Submission of QoS Performance Data			
15	Failure to Submit Data and QoS documents on time	Fines to be paid by defaulting Operator to the Commission	10,000,000.00/within 7days for infraction
16	Failure to Submit Data in Approved Format	Fines to be paid by defaulting Operator to the Commission	2,000,000.00/ within 7 days for infraction

Made this day of 2020

**MRS MADIANA NYANDA SAMBA
ACTING CHAIRMAN/COMMISSIONER
NATIONAL TELECOMMUNICATION
COMMISSION**

EXPLANATORY NOTE

This is not part of the regulations but it is intended to indicate their general purport

The objectives of these Regulations are to-

- (a) implement a transparent quality of service framework whereby the quality of service of electronic communications shall be objectively measured, reported and published based on definitions and measurement methodologies;
- (b) create conditions for improvement in the quality of experience of customer by making known the quality of services which the service provider is required to provide, and the user should expect;
- (c) objectively assess the quality of service provided by the service providers from time to time, by measuring and comparing them with established benchmarks and norms;
- (d) protect the interests of consumers of electronic communications services;
- (e) make information readily and publicly available to help with informed customer choice of services and comparative performance of licensees; and
- (f) improve the operation and performance of interconnected networks.