



Press Release

September 3, 2020

ZICTA fines Mobile Network Operators for poor Quality of Service

Zambia Information and Communications Technology Authority (ZICTA) **has fined the three Mobile Network Operators (MNOs)**. Airtel Networks Zambia Plc, Zamtel Limited and MTN Zambia Limited, a total of **ZMW5.4 million for failure to adhere to the Quality of Service (QoS) Guidelines** issued by ZICTA, in April and June 2020 respectively.

Airtel has been fined total of **ZMW4,800,000.00** for failing to meet the following QoS parameters:

- i. Call Setup Success rate in Chipata, Kalulushi, and Lusaka;
- ii. The Drop Rate in Ndola, Chipata, and Lusaka ; and
- iii. HTTP Download rate on 3G in Chisamba.

Zamtel has been fined a total **ZMW450,000.00** for failing to meet the following QoS parameters:

- i. Call Setup Success Rate in Chingola, Lusaka and Kitwe; and
- ii. HTTP Successful Internet Log-ins in Chingola, Chipata, and Kitwe.



MTN has been fined **ZMW225,000.00** for failing to meet the HTTP Success Internet Log-in Chipata, Ndola, and Chisamba.

In imposing these fines, the Authority took into account the MNOs efforts to improve the quality of service on their respective networks.

The fines were imposed on the MNOs on **August 26, 2020** and a period of seven days was given within which the MNOs should pay the fines. ZICTA further warned the MNOs that continued breach of the QoS Guidelines will result in further enforcement action.

ZICTA will continue to conduct QoS monitoring inspections in the various parts of the country and consumers are encouraged to continue reporting to ZICTA incidents of poor Quality of Service experienced, specifying the location and the time they experienced poor quality service.

Issued By:

A handwritten signature in black ink, appearing to be "Ngabo Nankonde".

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