



LTA Order: 001-2024 Implementing the Quality of Service (QoS) Regulations

March 4, 2024

Republic of Liberia

Liberia Telecommunications Authority (LTA)
Menetamba Road, Cooper Beach, ELWA
Paynesville, Liberia

LTA-ORDER – 001-2024

PURSUANT TO PART III SECTION 11 (1) (r) AND PART X SECTION 58 OF THE TELECOMMUNICATIONS ACT (2007), THE LIBERIA TELECOMMUNICATIONS AUTHORITY HEREBY ISSUES AND PUBLISHES THIS ORDER.

WHEREAS, the Telecommunications Act 2007 (the Act) empowers the LTA to make orders respecting any matter or thing within the jurisdiction of the LTA under the Act, a regulation or rule, including orders to compel a person to comply with or implement the purposes of the Act, a regulation, rule or license, and, upon publication by the LTA such orders shall have the same legal force as a rule;

WHEREAS, the Quality of Service (QoS) Regulations are made to provide a regulatory framework for periodically obtaining appropriate information on the level of QoS to identify problem areas, publish information on QoS performance so that consumers are better informed, and take appropriate measures to constructively engage Telecommunications Service Providers to encourage and foster improved service quality;

WHEREAS, the implementation of The Quality of Service (QoS) Regulations will ensure the protection and promotion of the interests of consumers against unfair practices including matters relating to the availability and quality of telecommunications services, equipment, facilities, tariffs and charges;

WHEREAS, the QoS Regulations are intended to improve service quality by identifying service deficiencies and by encouraging, enforcing, effecting, and/or requiring appropriate changes and solutions.

WHEREAS, the QoS Regulations are intended to provide information that will help consumers make informed choices of services and service providers,

and to improve the operation and performance of interconnected networks; and to assist in the development of related telecommunications markets;

WHEREAS, the QoS Regulations are intended to ensure the measurement of quality-of-service parameters from time to time in line with the service parameters annexed to the QoS Regulations in order to assess the level of performance;

WHEREAS, following due notice, opportunities to be heard and inputs from various stakeholders, and taking into account the results of public consultations in line with the LTA's Consultation Process Guidelines, 2009, the LTA has finalized regulations on service quality, which have been adopted as the Quality of Service (QoS) Regulations; and

WHEREAS, all Telecommunications Service Providers and other relevant stakeholders have agreed to implement the Quality of Service (QoS) Regulations for the benefits of the people of Liberia and the country;

NOW THEREFORE, in consideration of the foregoing premises, the LTA hereby orders:

1. That no later than forty-five (45) days following the coming into effect of the QoS Regulations, Service Providers shall provide to the LTA baseline measurements for all the parameters contained in the Regulations; and
2. That no later than sixty (60) calendar days following the coming into effect of the QoS Regulations, the LTA shall begin the monitoring and enforcement of the Regulations.

THIS ORDER SHALL TAKE EFFECT UPON PUBLICATIONS. ONCE PUBLISHED IT SHALL HAVE THE SAME LEGAL FORCE AS A REGULATION OF THE LTA, AND SHALL REMAIN IN FORCE AND EFFECT UNTIL OTHERWISE ORDERED BY THE LTA OR PURSUANT TO LEGAL PROCESSES.

DONE BY THE LIBERIA TELECOMMUNICATIONS AUTHORITY

IN MONROVIA, LIBERIA ON THIS ____ DAY OF MARCH 2024

Hon. Cllr. Osborne K. Diggs, Jr.
Commissioner, LTA

Hon. James Gbarwea
Commissioner, LTA

Hon. D. Zotawon Titus.
Commissioner, LTA

Hon. Israel Akinsanya.
Commissioner, LTA

Hon. Edwina Crump Zackpah
Chairperson, LTA