

N° 00000009 /ART/DG.

Yaoundé, le 11 SEPT 2024

COMMUNIQUÉ

The Director General of the Telecommunications Regulatory Agency (TRB) informs public opinion that there has been a continuous deterioration in the quality of mobile electronic communications services offered by the mobile telephone operators MTN Cameroon, ORANGE Cameroon and CAMTEL to subscribers of their 2G/3G/4G networks.

After a series of controls carried out by the TRB team, it appears that this disruption is caused by an insufficient supply of electrical energy as observed in their current networks and the difficulty of supplying the various technical sites infrastructure operators with fuel, especially in our major cities, on the one hand, and on the other hand, the multiple breaks in fibre optic cables on certain segments of the national grid.

Currently, the technical teams of the operators MTN Cameroon and ORANGE Cameroon are working in the field, in conjunction with CAMTEL, to ensure the restoration, as soon as possible, of optimal operating conditions for their electronic communications networks open to the public.

The TRB has received instructions from the Government to carry out an operational audit of CAMTEL's national fibre optic network. Although this operation is still ongoing, the initial results of the audit show that this national fibre optic infrastructure is in a state of continuous degradation, and the current conditions of its maintenance need to be reassessed.

With this in mind, the public authorities are determined not only to improve maintenance conditions for the national network, but also to rehabilitate and extend it with a view to enhancing performance.

Finally, it is important to underline that TRB actively monitors the implementation of operators' annual investment plans aimed at extending

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network coverage and offering better quality of service to consumers, throughout the national territory.



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