

PRESS RELEASE

The Association of Mobile Telephony Operators in Cameroon ("The Association") whose members are CAMTEL, MTN CAMEROON, ORANGE CAMEROUN and Viettel CAMEROUN ("The Members") was created in 2019 as an industry collaborative platform with the objective of promoting the development of electronic communications, establishing between its members, the supervisory authorities and more generally all the administrations as well as institutions that intervene in the electronic communications sector, a structured dialogue in order to maintain a climate conducive for the growth of their activities and ensure at the level of its members dialogue with consumer protection associations.

Noting concerns and various engagements with industry stakeholders including our consumers, on the very important subject of Quality of Service, the Association wishes to renew to the National Community the commitment of its Members to offer Cameroonians qualitative electronic communications services, in accordance with the obligations set out in the specifications attached to their concession agreements.

Well aware of the essential role of mobile telephony in human, social and economic development, the Members have over the years, made and honored commitments to investments in the industry, being also among the most significant made in Cameroon. These investments have been made to honor the commitment to our consumers on the quality and availability of service, as well as technology innovation within the industry. The Members continue to hold these commitments, notwithstanding a particularly difficult economic situation, in order to enable the coverage of a large majority of the population of Cameroon with 2G, 3G and 4G technologies.

While a lot of progress has been made within the industry, with now 95% of the national population covered by telephony services, the Members acknowledge that additional efforts are needed to achieve a greater satisfaction of users of electronic communications services.

Following audit engagements by the Telecommunications Regulatory Board (TRB) in 2022, each Member has shared clear plans, investments and timelines with the Regulator on actions to be taken for improved Quality of Service. Each member is making progress against these plans. While some of these works take significant amounts of time to roll out, the Members confirm that network optimization works in line with the investment plans submitted to the Telecommunications Regulatory Board are underway in several cities and roads across the country. These works will allow a significant improvement of the quality of service.

Further still, the specific commitments made by the Members at the workshop on quality of Service organized on December 13, 2022, by the Association, under the chairmanship of the Minister of Posts and Telecommunications and in the presence of the Telecommunications Regulatory Board, will indeed be honored, including (1) increased investment amounting to XAF 156 billion to be made in 2023, (2) greater sharing of infrastructure and (3) improved management of fiber optics, all of which will serve to further improve consumer experience.

The Members however note that there are many external factors impacting quality of service, with the Members networks being only one link in the value chain required for the sustainable improvement of the quality of service of electronic communications. Sustaining good quality of service requires a multisectoral mobilization of means and efforts, as well as the support of the Cameroonian Authorities. To this end, the Members would like to assure the National population that engagements with all concerned parties are well underway in order to minimize the external factors currently affecting the delivery of quality of service.

Each Member of the Association of Mobile Telephony will continue to keep the consumers of their services updated on progress being made and will call for continuous feedback through the various communication channels.

As an Association, we remain committed to play an active role in the constant drive for the delivery of optimal quality of service provided, as well as contribute to the digital agenda of Cameroon.

Done in Yaounde, on 16 February 2023

