

**BOARD DECISION N° 03/BD/RURA/2021 OF 23/12/2021 APPROVING THE  
EXTENSION PERIOD OF MTN RWANDACELL PLC TO IMPROVE THE QUALITY  
OF SERVICE IN THE CITY OF KIGALI**

**The Regulatory Board of Rwanda Utilities Regulatory Authority;**

**PURSUANT** to Law N°09/2013 of 01/03/2013 establishing Rwanda Utilities Regulatory Authority (RURA) and determining its mission, powers, organization and functioning, especially in article 2.1°, 4.2° and 4.10°;

**PURSUANT** to Regulation N° 006/R/STDQOS/ICT/RURA/2019 of 30/01/2019 governing the quality of service of cellular mobile networks services in Rwanda, especially in articles 5 and 16;

**PURSUANT** to Board Decision N° 02/BD/RURA/2021 of 19/08/2021 issuing an Enforcement Notice to MTN RWANDACELL PLC;

**AFTER EXAMINATION** of all reports on interim drive test results and current status of remediation plans being implemented by MTN RWANDACELL PLC;

**AFTER CONSIDERING** the request of MTN RWANDACELL PLC dated 14<sup>th</sup> October 2021 to extend the deadline to complete the remaining activities and solve all network connection related issues and Quality of Service in the City of Kigali;

**IN EXERCISING** its powers under articles 4, 10 of the Law N°09/2013 of 01/03/2013 establishing Rwanda Utilities Regulatory Authority (RURA) and determining its mission, powers, organization and functioning;

**UPON DUE CONSIDERATION AND DELIBERATION** in its session of 23/12/2021;

**THE REGULATORY BOARD HEREBY DECIDES:**

## **I. PURPOSE OF THIS DECISION**

The purpose of this Decision is **to extend the deadline provided for in the Board Decision N° 02/BD/RURA/2021 of 19/08/2021 for MTN RWANDACELL PLC** to solve all network connection related issues and Quality of Service (QoS) in the City of Kigali.

## **II. EXTENSION PERIOD GRANTED TO MTN RWANDACELL PLC**

The **Regulatory Board hereby approves an additional period of five (5) months effective from 29<sup>th</sup> October 2021** for MTN RWANDACELL PLC to comply with the Quality of Service Regulation in the City of Kigali. The new deadline given to MTN Rwandacell Plc is **31<sup>st</sup> March 2022**.

## **III. NOTIFICATION AND PUBLICATION OF THIS DECISION**

The Director General of RURA shall notify this decision to **MTN RWANDACELL PLC** and publish it on RURA's Website.

## **IV. EFFECTIVE DATE OF THIS DECISION**

This Decision takes effect on the date of its signature.

**Kigali, on 23<sup>rd</sup> December 2021**

.....Sé.....

**Dr. Ignace GATARE**

**Chairperson of the Regulatory Board**

..... Sé .....

**ABABO Peace**

**Vice Chairperson**

.....Sé .....

**Dr. KAYIHURA M. Didas**

**Member**

..... Sé .....

**MUKANDOLI Fortune**

**Member**

..... Sé .....

**UMWALI Mireille**

**Member**

..... Sé .....

**Dr. UFITIKIREZI Daniel**

**Member**

..... Sé .....

**Dr Ernest NSABIMANA**

**Member**