

# REPUBLIC OF RWANDA



**RWANDA UTILITIES REGULATORY AUTHORITY**  
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## **DECISION N°004/BD/LSE-LCER/RURA/2016 OF 15<sup>TH</sup> JUNE 2016 ON ISSUANCE OF ENFORCEMENT NOTICE TO AIRTEL RWANDA LTD**

The Regulatory Board of the Rwanda Utilities Regulatory Authority, RURA,

PURSUANT to Law n° 09/2013 of 01/03/2013 establishing the Rwanda Utilities Regulatory Authority (RURA) and determining its mission, powers, organization and functioning especially in Articles 4,3°; 4,10°; 6,1°; 6,2°; 20, 4° and 21;

PURSUANT to Law n° 44/2001 of 30/11/2001 governing telecommunications, especially in its articles 3 and 14;

PURSUANT to the Presidential Order n° 04/01 of 15/03/2004 determining specific duties of the Regulatory Board in Telecommunications matters in the article 3;

PURSUANT to the Ministerial Order N°001/ICT.MIN/2011 of 21/12/2011 granting national telecommunications license to AIRTEL Rwanda Limited;

CONSIDERING the repetitive instabilities on the AIRTEL Rwanda Ltd network exhibited in frequent call drops, call set up failures and abrupt call disconnections on the entire AIRTEL Rwanda network;

IN EXERCISING its power in accordance with Law n° 44/2001 of 30/11/2001 governing telecommunications and after consideration and deliberation in the session of 15<sup>th</sup> June 2016;

**THE REGULATORY BOARD HEREBY DECIDES;**

### **Article 1: Purpose**

This decision aims at issuing an *Enforcement Notice* to AIRTEL Rwanda Ltd.

## **Article 2: Enforcement notice for non-compliance with license obligations**

The Regulatory Board hereby issues an *Enforcement Notice* to AIRTEL Rwanda Ltd for non-compliance with its license obligations related to *Quality of Services*.

By this Decision, AIRTEL Rwanda Ltd is hereby directed to comply with conditions imposed in *Enforcement Notice* within a period of 15 calendar days effective from the date of notification and to submit to the Regulatory Board an *Implementation Report* for the short term actions and *Implementation Plan* for medium to long term interventions.

## **Article 3: Actions to be taken in the case of non-compliance**

In case of failure to comply with the *Enforcement Notice* herein issued, the Regulatory Board shall take appropriate measures provided for in Law n° 44/2001 of 30/11/2001 governing telecommunications and in AIRTEL Rwanda Ltd license.

## **Article 4: Appeal**

AIRTEL Rwanda Ltd has a period of seven working days effective from the date of receipt of the *Enforcement Notice* to make representations to the Regulatory Board in writing if it has any complaint.

## **Article 5: Notification and Publication of the Board Decision**

The Director General of RURA shall notify the concerned Licensee of this Decision and publish it on RURA Website.

## **Article 7: Coming into force**

This Decision shall come into force on the date of its signature.

**Kigali, on 15/06/2016**

(Sé)  
**Coletha U. RUHAMYA**  
**CHAIRPERSON**

(Sé)  
**Eugene KAZIGE**  
**Vice-Chairperson**

(Sé)  
**Judith MBABAZI**  
**Member**

(Sé)  
**Fortune MUKANDOLI**  
**Member**

(Sé)  
**Liliane U. MUPENDE**  
**Member**

(Sé)  
**Patrick NYIRISHEMA**  
**Member & Rapporteur**