National Communications Authority
13 Regent Road, Hill Station, P.O. Box 121, Freetown, Sierra Leone.
Tel: +232 75 105000/ +232 76 929422/ +232 76 630640
Email: info@natca.gov.sl Website: www.natca.gov.sl

PUBLIC NOTICE

21st October, 2024

NatCA Issues Seven-Day Ultimatum to Orange SL Over Poor Service Quality

The National Communications Authority (NatCA) has given Orange SL seven days to resolve ongoing issues with poor service quality. Public complaints about network outages, call drops, and delays in restoring services have increased, disrupting both business and personal communication.

NatCA has made it clear that if Orange SL fails to address these disruptions within the deadline, strict measures under the NatCA Act will be enforced to ensure compliance.

NatCA is actively taking steps to improve service standards and ensure better consumer experiences.

NatCA Management