



Liberia Telecommunications Corporation

Broad and Lynch Streets
Monrovia, Liberia
Contact: 2211

Service Delivery Charter

Our Vision:

LTC Mobile is committed to exercising good corporate governance practices, being a socially responsible company, and a role model for other businesses in Liberia. As a state owned entity and as Liberia's National Operator, we realized that we are responsible not only to Government, but to the Liberian people who are our primary stakeholders, and to the communities in which we serve. To this end, LTC Mobile will seek to be a "citizen where we serve" by engaging in two primary focus areas: Education, and Community Volunteerism by "making tomorrow's

Our Mission:

LTC Mobile mission is to provide quality and affordable telecommunications with high standard customer service to all of Liberia.

Our Core Values

- ❖ **Respect for Diversity:** We treat all individuals with dignity and respect, valuing diverse perspectives and fostering an inclusive environment.
- ❖ **Integrity:** We adhere to the highest standards of honesty, ethics, and accountability in all our interactions and decisions.
- ❖ **Transparency:** We commit to openness in our actions and decisions, ensuring that our processes are clear and accessible to the public.
- ❖ **Customer Service:** We strive to treat our customers with the utmost respect and ensure that the services we provide them are optimal, reliable and prompt.
- ❖ **Professionalism:** We uphold professionalism in all our duties, delivering services with expertise, reliability, and a focus on quality.

Our Key Services

Service	Eligibility	Cost	Timeline	Contact Point
Direct Fiber	All registered businesses, Government, homes, NGO and individuals 18 years and above	Installation & Set-up –US\$500.00 Homes/Schools/Hospitals/Churches/Small Businesses –US\$100 for 1MBPS Medium Businesses ----US\$200.00 Corporate/Business/Office—US\$250.00	Within five (5) business days	Director of Engineering Winston White (+231777322412..wwhite@ltdcmobile.com.lr)
Dark Fiber Set-Up	All registered businesses, Government, homes, NGOs and individuals 18 years and above	Installation US\$500.00 Maintenance per meter –US\$0.65 School Connect --- US\$5.00	Within five (5) business days	Director of Engineering Winston White (+231777322412..wwhite@ltdcmobile.com.lr)
Point to Point & Point to Multi Point	All registered businesses, Government, homes, NGOs and individuals 18 years and above	Point to Point (PTP) Set Up--- US\$400.00 Point to Multi Point (PTMP) Set Up--- US\$250.00	Within five (5) business days	Director of Engineering Winston White (+231777322412..wwhite@ltdcmobile.com.lr)
Gpon Fiber Set-Up	All registered businesses, Government, homes, NGOs and individuals 18 years and above	US\$300.00	Within five (5) business days	Director of Engineering Winston White (+231777322412..wwhite@ltdcmobile.com.lr)
Co-location	All registered businesses, Government, homes, and NGOs	Co-location within LTC Mobile Data Center and Tower (outer & Microwave Radio (1 Set up to 50 meg) ---US\$10,000.00 Complete server and rack within LTC Data Center up to 5 meg --- US\$5,000.00 Router & Microwave radio on tower 1 set without data---US\$2,000.00 Server only within data center (Up to 10 meg) ---- US\$3,500.00 Microwave radio on tower only without meg ---US\$1,000 Complete server rack within LTC Mobile data center without meg---	Within five (5) business days	Director of Engineering Winston White (+231777322412..wwhite@ltdcmobile.com.lr)

Wireless Services	All registered businesses, Government, homes, NGOs and individuals 18 years and above	US\$3,000.00 Homes/Schools/Hospitals/Churches—US\$100.00 Small Businesses—US\$150.00 Medium Business/Office/Goal—US\$200.00 Corporate Business/Office—US\$200.00 1 STM ----US\$30,000.00 ½ STM ---US\$15,000.00	Within five (5) business days	Director of Engineering Winston White (+231777322412..wwhite@lcmobile.com.lr)
Bundle Packages	All registered businesses, Government, homes, NGOs and individuals 18 years and above	Small Business/Church/Hospital 5Mbps –US\$250.00 Small Business/Church/Hospital 10Mbps –US\$500.00 Gold Package 300Gb ----\$90.00 Premium Package 500Gb ---US\$125.00	Within five (5) business days	Director of Engineering Winston White (+231777322412..wwhite@lcmobile.com.lr)
LTE Network Services	All registered businesses, Government, homes, NGOs and individuals 18 years and above	Mifi-LTE Pro (75 GB) based on usage---US\$50.00 Outdoor Router Pro Package one month--US\$200.00 Indoor Router Pro Package 1 month---US\$100	Within three (3) business days	Director of Engineering Winston White (+231777322412..wwhite@lcmobile.com.lr)
LTE Simcard	All individuals 18 years and above with valid National Identification Card	75 Gb ---US\$30.00 130 Gb ---US\$50 200 Gb ---US\$75 300 Gb ---US\$100 500 Gb ----US\$125 Unlimited ---US\$155	Instant	Director of Engineering Winston White (+231777322412..wwhite@lcmobile.com.lr)

We Commit to:

The LTC is dedicated to providing high-quality, efficient, and transparent telecommunication (Mobile, Internet, Data Center Services, Colocation, Website Hosting and Design, etc.) services to all our customers. We are committed to upholding the following standards to ensure that every interaction is productive, respectful, and responsive to your needs.

How You Can Reach Us:

We value your feedback and are committed to improving our services.

- **In Person:** Visit our Customer Service Desk at Paynesville, 18street Sinkor and Broad and Lynch Streets
- **Phone:** +231778228592/+231778228593
- **Email:** care@ltdmobile.com.lr
- **Suggestion Boxes:** Available at all service locations.
- **Online:** www.ltdmobile.com.lr

Quality Services for a Better Liberia