

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

for the

LIBERIA TELECOMMUNICATIONS CORPORATION

December 27, 2024

Table of Contents

Table of Contents 2

LIST OF ACRONYMS 4

FOREWARD 5

ACKNOWLEDGEMENT 6

1 INTRODUCTION 7

 1.1 Background 7

 1.2 Rationale 7

 1.3 Objectives 7

 1.4 Scope of Application..... 8

2 WHO WE ARE 9

 2.1 Vision 9

 2.2 Mission..... 9

 2.3 Values 10

3 OUR CUSTOMERS 10

4 OUR COMMITMENT TO YOU 11

 4.1 Service Guarantee 11

 4.2 Service Standards..... 12

5 FEEDBACK AND COMPLAINTS MECHANISM 12

 5.1 Providing Feedback 13

 5.2 Submitting a Complaint 13

 5.2.1 How to File a Complaint:..... 14

 5.2.2 Complaint Handling Process: 14

 5.3 Escalation Process..... 14

 5.4 Confidentiality and Anti-Retaliation..... 14

6 WHERE WE ARE LOCATED 15

7 OVERVIEW OF OUR SERVICES 16

 7.1 List of Services, Eligibility Conditions, and Timelines By Department 7-- 17 -

8 YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER..... 7-- 22 -

 8.1 Your Rights as a Service User 7-- 22 -

2

We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs

8.2	Your Obligations as a Service User	7-- 23 -
9	ANNEXES.....	8-- 24 -
9.1	Sample Feedback Form:	8-- 24 -

LIST OF ACRONYMS

Acronym	Meaning
GOL	Government of Liberia
SDC	Service Delivery Charter
LTC	Liberia Telecommunications Corporation
PMCS	Performance Management Compliance System
NOC	Network Operating Center

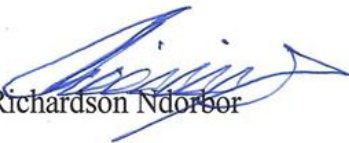
FOREWARD

Dear Customers,

We are pleased to present to you the Charter of the Liberia Telecommunications Corporation for the forthcoming five (5) years 2025-2030. The Service Delivery Charter (SDC) will serve as a guide to the public on the quantity, quality, and conditions of services that we provide. The Charter also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this Charter, we are making a commitment to providing our services at the highest possible standards and would do our best to ensure effective implementation of the Charter. We welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

The Liberia Telecommunications Corporation also recognizes that the delivery of quality service is also motivated through a professional workforce. As such, we shall continue to invest in our staff as a part of our strategies to enhance total quality management that will meet customers' needs and expectation. Therefore we look forward to continuous support from the public as we embark on implementing this Service Delivery Charter.



J. Richardson Ndorbor

Managing Director/Chief Executive Officer

Liberia Telecommunications Corporation

ACKNOWLEDGEMENT

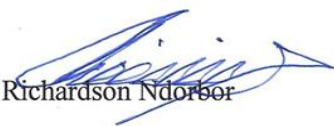
A document like this takes the collective effort of numerous stakeholders, tirelessly contributing to the initiation, information gathering, compilation, and most importantly, to its effective implementation.

Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., through whose signature initiative, the Performance Management and Compliance System (PMCS), as a requirement for service excellence was instituted. Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat, for their guidance and support with this noble initiative.

The development of this Charter would not have been possible without the vital technical assistance from the Consultant, Mrs. Doris Idahor, at the national level, and the Cabinet Secretariat.

Our appreciation also goes to the LTC Board, Senior Management, PMCS Focal Team, and entire Staff for their valuable contribution and inputs to the development of this Charter. Your consistent focus and efforts have brought remarkable progress with the successful completion of this project.

Finally, our deepest appreciation goes to our many hardworking and dedicated staff, particularly the frontline employees, who daily represent the LTC in interfacing with our valued customers and providing quality services to meet their needs. Your efforts and professionalism will bring to life the spirit of this Service Delivery Charter.



J. Richardson Ndorbor

Managing Director/Chief Executive Officer

Liberia Telecommunications Corporation

1 INTRODUCTION

1.1 Background

The Liberia Telecommunications Corporation (LTC Mobile) is 100% owned by the Government of Liberia. The amended Telecommunications Act of 2020 designates the corporation as the “National Operator”. In section 12(3) of the act states that “a license shall be designated by the LTA to the Liberia Telecommunications Corporation as the “National Operator” to ensure that the provision of telecommunications networks and services to Government departments, are met and that sector policies achieved.” The Corporation is headed by a Managing Director (Mr. J. Richardson Ndorbor), who reports to a 7-man Board of Directors along with two (2) Deputies: the Deputy Managing Director for Administration (Mr. Ralph N. Sonkarlay) and Deputy Managing Director for Operations (Mr. Wolobah Gbozee).

This Service Delivery Charter (SDC) for the LTC therefore, constitutes a social contract, commitment and agreement between the LTC and citizens of Liberia. It sets out LTC services and responsibilities to continuously improve performance and quality of services to all customers. It enhances and fast tracks the delivery of services to improve the lives of LTC customers through digital technologies. The SDC enables service beneficiaries to understand what they expect and forms the basis of engagement.

1.2 Rationale

The rationale for the development of this Service Charter is to guide the delivery of quality services to all customers and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains what LTC is supposed to provide in terms of services, as well as eligibility conditions for accessing these services. The charter will also serve as a benchmark to assess the LTC performance, as defined by its mandate and the GOL’s development plan.

The SDC shall allow the LTC to:

- Define the services offered to all customers
- Outline the service standards that underpin the services offered
- Inventory its commitments towards meeting the general and specify needs of the public.

1.3 Objectives

The objectives of this Service Delivery Charter (SDC) are to establish clear service commitments and to enhance the relationship between the LTC and its customers. It is designed to guide the institution in delivering high-quality, accessible, and responsive services that facilitate the following objectives:

1. **Enhance Service Delivery Culture:** Foster a culture of high standards and responsiveness within the institution, ensuring that public services are delivered effectively, efficiently, and professionally.

2. **Clarify Roles and Responsibilities:** Define the responsibilities of both the institution and service users, helping to set clear expectations and promoting accountability on both sides.
3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.
4. **Encourage Continuous Improvement:** Establish a foundation for ongoing improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance.
5. **Strengthen Public Trust:** Build and maintain public confidence in the LTC by demonstrating commitment to service excellence and addressing public needs with integrity and fairness.
6. **Support National Development Goals:** Align institutional service delivery with the Government of Liberia's broader goals for development, good governance, and citizen engagement.
7. **Combat Corruption and Promote Ethical Standards:** Reinforce ethical standards in public service, reduce opportunities for corruption through an efficient internal control, and promote fair and equitable treatment for all customers.

This Service Delivery Charter serves as a framework to fulfill these objectives, ensuring that the LTC operates with transparency, reliability, and a focus on customers'-centered service.

1.4 Scope of Application

This Service Delivery Charter (SDC) applies to all departments, offices, and staff members of the LTC encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens of Liberia, aligning with the standards and commitments outlined within this document.

Specifically, this Charter covers:

1. **All Service Locations:**

- This includes the central office, regional branches, and any sub-national offices that provide public services on behalf of the LTC.

2. **All Service Personnel:**

- The SDC applies to all staff, from frontline service providers to senior management, who interact with the public or contribute to service delivery.

3. **All Public Services Provided by the Institution:**

- Each service offered by the LTC falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and customer care practices for all public-facing services.

4. Interactions with All Service Users:

- The Charter governs the institution's interactions with all clients, including citizens, businesses, and organizations that seek or utilize services from the LTC.

This Charter establishes a unified approach to service delivery across all levels and locations of the LTC ensuring that every citizen receives the same high standard of service, regardless of location or point of contact.

2 WHO WE ARE

The Liberia Telecommunications Corporation (LTC Mobile) is 100% owned by the Government of Liberia. The amended Telecommunications Act of 2020) designates the corporation as the “National Operator”. In section 12(3) of the act states that “a license shall be designated by the LTA to the Liberia Telecommunications Corporation as the “National Operator” to ensure that the provision of telecommunications networks and services to Government departments, are met and that sector policies achieved.” The Corporation is headed by a Managing Director (Mr. J. Richardson Ndorbor), who reports to a 7-man Board of Directors along with two (2) Deputies; the Deputy Managing Director for Administration (Mr. Ralph N. Sonkarlay) and Deputy Managing Director for Operations (Mr. Wolobah Gbozee).

2.1 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 connections today.”

2.2 Mission

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

Keys to Success

LTC Mobile keys to success are as follows:

1. Our People
2. Our Customers
3. Our Relationships and Partnerships
4. Our Leadership
5. Our Innovation
6. Our responsiveness and efficiency

2.3 Values

Our core values are:

- ❖ **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.

3 OUR CUSTOMERS

The **LTC** is committed to serving a wide range of customers who rely on its services for various needs. Our customers include:

1. Citizens of Liberia

- All Liberian citizens, regardless of background, who seek services provided by the LTC.

2. Residents and Non-Citizens

10

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- Individuals residing in Liberia who may require access to certain public services offered by the LTC.

3. **Government Entities**

- Other national, regional, and local government agencies, ministries, and commissions that collaborate with or depend on our services for public administration and governance.

4. **Businesses and Private Sector Organizations**

- Companies, non-profits, and other private sector entities that engage with the LTC for permits, licenses, compliance, or other regulatory services.

5. **Development Partners and International Organizations**

- International organizations, NGOs, and development partners working with the Government of Liberia who depend on our services and information for project planning, implementation, and policy support.

6. **Civil Society Organizations (CSOs)**

- Advocacy groups, community organizations, and other CSOs that partner with or engage with the LTC to support transparency, accountability, and citizen rights.

4 **OUR COMMITMENT TO YOU**

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.

4.1 **Service Guarantee**

Our service guarantee ensures that we will:

- **Listen and Respond to Your Needs:** Actively listen to your questions, concerns, and feedback, and respond promptly.
- **Provide Friendly and Professional Service:** Approach every interaction with courtesy, professionalism, and a focus on helping you achieve your goals.
- **Deliver Accurate and Timely Services:** Strive for precision in all services provided and adhere to published timelines, minimizing delays whenever possible.
- **Ensure Confidentiality:** Safeguard your personal information and handle all inquiries with the utmost respect for privacy.

4.2 Service Standards

At LTC, we are committed to providing exceptional service to our valued customers. Our key service standards include:

- a. **Reliability:** We maintain a seamless network to ensure you stay connected with minimal interruptions.
- b. **Timely Support:** Our customer support team is available 24/7 to address your inquiries and resolve issues promptly.
- c. **Clear Communication:** We provide transparent and accurate information about service updates, billing, and technical matters.
- d. **Quality Service:** We deliver fast internet, clear voice calls, and dependable mobile connectivity tailored to your needs.
- e. **Feedback Inclusion:** We value your input through regular surveys, helping us improve our services based on your experiences.
- f. **Innovation Commitment:** We invest in the latest technologies to offer cutting-edge solutions for our customers.
- g. **Personalized Solutions:** Our team works with you to provide tailored services for home, business, or mobile needs.
- h. **Accountability:** We take responsibility for our commitments and promptly address any service shortcomings to ensure your satisfaction.

Thank you for choosing LTC, where your satisfaction is our priority.

- **Timely Responses:**

- Answer phone calls within three rings.
- Respond to emails and written inquiries within five business days latest.
- Acknowledge receipt of complaints within 48 hours and provide timely updates throughout the resolution process.

- **Professional Conduct:**

- Treat every customer with respect, fairness, and dignity.
- Offer clear, accurate information, avoiding technical jargon to ensure understanding.
- Adhere to best practices in customer service, including follow-ups to confirm satisfaction.

- **Accessibility and Inclusivity:**
 - Make services available to all citizens, including provisions for individuals with disabilities or special needs.
 - Provide information through multiple channels such as our website, social media platforms, jingles, talk shows, in person, and phone to ensure accessibility for all.
- **Commitment to Continuous Improvement:**
 - Regularly review our performance against established standards and adjust services based on customer feedback and new best practices.
 - Conduct periodic assessments and seek customer input to refine and improve our services over time.

Our commitment to you is a promise of quality and reliability. We invite you to hold us accountable to these standards and to share your experiences so that we may continue to improve and serve you better.

5 FEEDBACK AND COMPLAINTS MECHANISM

The **LTC** values your feedback and is committed to addressing any concerns promptly and effectively. Our feedback and complaints mechanism is designed to ensure that every citizen has a voice in improving our services. We welcome both positive feedback and constructive criticism to help us continuously enhance the quality of our service.

5.1 Providing Feedback

We encourage you to share your experiences with us, whether positive or negative, so that we may understand your needs and expectations better. You can provide feedback through the following channels:

- **In-Person:** Visit our customer service desk at any **LTC** office, where a representative can assist you in submitting feedback.
- **Online Form:** Access our online feedback form on our website www.ltcmobile.com.lr to submit your comments, suggestions, or experiences at your convenience.
- **Email:** Send us an email at care@ltcmobile.com.lr and we will acknowledge receipt within 24 hours.
- **Suggestion Boxes:** Use suggestion boxes available at all of our service locations to submit anonymous feedback.

5.2 Submitting a Complaint

13

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If our services do not meet your expectations or if you encounter any issues, please feel free to file a complaint. We are committed to addressing all complaints with urgency and transparency.

5.2.1 How to File a Complaint:

- **By Phone:** Call us at **2211/0778228592/0778228593** to speak directly with a representative from our call center that will document your complaint and assist you with next steps.
- **Written Complaint:** Submit a written complaint by mail or at our service counters, addressed to care@ltdmobile.com.lk

5.2.2 Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of your complaint within 24 hours.
2. **Investigation:** Your complaint will be assigned depending on the nature of the complaint. If it relates to core infrastructure, it will be directed to the Network Operating Center (NOC) and if it has to do with physical link, it will be attention to Service Support. After assessment, a resolution time will be communicated to you through our call center.
3. **Resolution:** We aim to resolve complaints within 24-48 hours. If a resolution requires more time, we will provide you with regular updates.
4. **Follow-up:** After resolution, we may follow up with you to ensure satisfaction and receive any additional feedback.

5.3 Escalation Process

If you are not satisfied with the initial resolution, you may request an escalation to higher authorities within the **LTC Mobile**. We are committed to addressing escalated complaints with diligence to ensure a fair outcome.

5.4 Confidentiality and Anti-Retaliation

We handle all complaints and feedback with confidentiality and respect. Your feedback will not affect your access to services or result in any form of retaliation. We are committed to creating a safe environment for citizens to voice their concerns.

This feedback and complaints mechanism enables us to hear from you, respond effectively, and improve our services continuously. We value your input and are dedicated to providing the best possible service to the public.

6 WHERE WE ARE LOCATED

The LTC is committed to providing accessible services to all citizens, with multiple locations to serve the public effectively. Below are the main locations, contact information, and operating hours where our services can be accessed.

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
Head Office	Broad & Lynch Streets	+231778228592/+231778228593	care@lcmobile.com.lr	+231778228592/+231778228593
Sinkor Office	18 th Street Sinkor	+231778228592/+231778228593	care@lcmobile.com.lr	+231778228592/+231778228593
Paynesville Office	Police Academy Community, Opposite Benson Hospital Junction	+231778228592/+231778228593	care@lcmobile.com.lr	+231778228592/+231778228593

7 OVERVIEW OF OUR SERVICES

The **LTC** is dedicated to providing a range of services to meet the needs of Liberia's citizens. This section outlines the specific services we offer, including eligibility requirements, timelines, and contact information for each department.

7.1 List of Services, Eligibility Conditions, and Timelines By Department

Comprehensive List of Services, Eligibility Criteria, and Timelines for Deployment

At LTC, we offer a wide range of services tailored to meet the diverse needs of our customers. Below, you will find a detailed overview of our services, the eligibility conditions for each, and the timelines associated with service delivery by department.

1. Residential/Business Services

-Internet Services

- **Description:** High-speed internet plans are available at various speeds to suit different usage needs.
- **Eligibility Conditions:**
 - Residential address within our service area.
 - No outstanding balances from previous accounts.
- **Timeline:**
 - Installation is typically completed within 10 business days after order confirmation.

2. Mobile Services

- Mobile Plans

- **Description:** A variety of postpaid and prepaid mobile plans, including data, voice, and text options.
- **Eligibility Conditions:**
 - Valid citizen identification card is required for service.
- **Timeline:**
 - Activation is typically completed within 1-2 business days.

- Device Sales

- **Description:** Range of mobile devices available for purchase or lease.
- **Eligibility Conditions:**
 - Payment up-front.
- **Timeline:**
 - Pickup is usually processed within 1 business day.

-Data Center Services

- Description:** Co-location, Server hosting, Website hosting, Server rack with and without data, Router & Microwave radio with and without meg.
- Eligibility Conditions:**

. **Customer Support and Account Management**

- Account Management Services
 - Description: Assistance with account setup, billing inquiries, and service modifications.
 - Eligibility Conditions:
 - Must be an existing customer with an active account.
 - **Timeline:**
 - Most inquiries are resolved during the first contact; complex issues may take longer.

- Technical Support
 - **Description:** Support for service-related issues, including troubleshooting and repairs.
 - **Eligibility Conditions:**
 - Active service subscription required.
 - **Timeline:**
 - Immediate support via phone or chat, with on-site visits arranged within 24-48 hours if needed.

By understanding our services, eligibility requirements, and timelines, you can make informed decisions that best suit your telecommunications needs. Thank you for choosing [Telecommunications Service Provider Name], where we are committed to delivering exceptional service to our customers.

7.1.1 Departments (Engineering/Operations/Business Development/Marketing)

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of Supervisors and work emails	Feedback channels
LTC-0001	Direct Fiber	All registered businesses, Government, homes, NGO and individuals 18 years and above	<ul style="list-style-type: none"> ▪ 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 	<ul style="list-style-type: none"> • Payment for installation 	Within five (5) business days	Department of Engineering & Operations	Engineering & Operations: Deputy Managing Director for Operations Wolobah Gbozee (+231775850578..wgbozee@lcmobile.com.lr) Director of Engineering Winston White (+231777322412..wwhite@lcmobile.com.lr)) Director of Operations Vernon Scott (+231777786985..vscott@lcmobile.com.lr))	Suggestion Box and hotline
LTC-0002	Dark Fiber Set-Up	All registered businesses, Government, homes,	<ul style="list-style-type: none"> ▪ Installation US\$500.00 ▪ Maintenance per meter –US\$0.65 ▪ School Connect ---US\$5.00 	<ul style="list-style-type: none"> • Payment for installation & 	Within five (5) business days	Department of Engineering & Operations		Suggestion Box and hotline

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of Supervisors and work emails	Feedback channels
		NGOs and individuals 18 years and above		Service				
LTC-0003	Point to Point & Point to Multi Point	All registered businesses, Government, homes, NGOs and individuals 18 years and above	<ul style="list-style-type: none"> ▪ Point to Point (PTP) Set Up--- US\$400.00 ▪ Point to Multi Point (PTMP) Set Up--- US\$250.00 	<ul style="list-style-type: none"> • Payment for installation & Service 	Within five (5) business days	Department of Engineering & Operations	Deputy Managing Director for Administration Ralph N. Sonkarlay (+231776057946..rsnkarlay@lcmobile.com.lr) Chief Marketing Officer (CMO) Jacqueline Capehart (+231777510399..jcapehart@lcmobile.com.lr)	Suggestion Box and hotline
LTC-0004	Gpon Fiber Set-Up	All registered businesses, Government, homes, NGOs and individuals 18 years and above	US\$300.00	<ul style="list-style-type: none"> • Payment for installation 	Within five (5) business days	Department of Engineering & Operations		Suggestion Box and hotline
LTC	Co-location	All registered businesses,	<ul style="list-style-type: none"> ▪ Co-location within LTC Mobile Data Center and Tower (outer & Microwave 	Payment for service	Within five (5) business	Engineering		Suggestion Box and hotline

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of Supervisors and work emails	Feedback channels
0005		Government, homes, and NGOs	Radio (1 Set up to 50 meg) --- US\$10,000.00		days			
			▪ Complete server and rack within LTC Data Center up to 5 meg ---US\$5,000.00	Payment for service	Within five (5) business days	Engineering		Suggestion Box and hotline
			▪ Router & Microwave radio on tower 1 set without data---US\$2,000.00	Payment for service	Within five (5) business days	Engineering		Suggestion Box and hotline
			▪ Server only within data center (Up to 10 meg) ----US\$3,500.00	Payment for service	Within five (5) business days	Engineering		Suggestion Box and hotline
			▪ Microwave radio on tower only without meg ---US\$1,000	Payment for service	Within five (5) business days	Engineering		Suggestion Box and hotline
			▪ Complete server rack within LTC Mobile data center without meg--- US\$3,000.00	Payment for service	Within five (5) business days	Engineering		Suggestion Box and hotline
LTC 0006	Wireless Services	All registered businesses, Government, homes, NGOs and individuals 18 years and above	<ul style="list-style-type: none"> ▪ Homes/Schools/Hospitals/Churches— US\$100.00 ▪ Small Businesses—US\$150.00 ▪ Medium Business/Office/GoL— US\$200.00 ▪ Corporate Business/Office—US\$200.00 ▪ 1 STM ----US\$30,000.00 ▪ ½ STM ---US\$15,000.00 	Payment for service	Within five (5) business days	Engineering		Suggestion Box and hotline
LTC 0007	Bundle Packages	All registered businesses, Government,	<ul style="list-style-type: none"> ▪ Small Business/Church/Hospital 5Mbps –US\$250.00 ▪ Small Business/Church/Hospital 	Payment for service	Within five (5) business days	Engineering		Suggestion Box and hotline

CODE	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of Supervisors and work emails	Feedback channels
		homes, NGOs and individuals 18 years and above	<ul style="list-style-type: none"> 10Mbps –US\$500.00 Gold Package 300Gb ----\$90.00 Premium Package 500Gb ---US\$125.00 					
LTC 0008	LTE Network Services	All registered businesses, Government, homes, NGOs and individuals 18 years and above	<ul style="list-style-type: none"> 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 	Payment for service	Within three (3) business days	Engineering & Operations Department		Suggestion Box and hotline
LTC 0009	LTE Simcard	All individuals 18 years and above with valid National Identification Card	<ul style="list-style-type: none"> 75 Gb ---US\$30.00 130 Gb ---US\$50 200 Gb ---US\$75 300 Gb ---US\$100 500 Gb ----US\$125 Unlimited ---US\$155 	Payment for service	Instant	Sales & Marketing		Suggestion Box and hotline

8. YOUR RIGHTS & OBLIGATIONS AS A SERVICE USER

7.2 Your Rights as a Service User

As a service user, you have the following rights:

- **Right to Quality Service:** Receive efficient, timely, and respectful service in all interactions.

- **Right to Information:** Access clear information regarding services, requirements, and timelines.
- **Right to Privacy:** Have your personal data handled with confidentiality and in accordance with data protection laws.
- **Right to Redress:** Lodge complaints and receive appropriate and timely responses to resolve issues.

7.3 Your Obligations as a Service User

To help us serve you better, we ask that you:

- **Provide Accurate Information:** Ensure that all documentation and information submitted are complete and accurate.
- **Respect Service Protocols:** Follow the established procedures for each service to facilitate smooth processing.
- **Maintain Courtesy:** Treat staff members with respect and patience, as we are committed to helping you.

8 ANNEXES

8.1 Sample Feedback Form:



**[Name of Institution]
Republic of Liberia
Customer Service Feedback Form**

We value your feedback and are committed to improving our services. Please use this form to share your experience with us. Your comments help us serve you better.

Name:	
Date of Service:	
Service Department:	
Feedback/Comments:	
Suggestions for Improvement:	
Contact Information <i>(optional for follow-up):</i>	

