

Liberia Telecommunications Authority

LTA, Liberia

Consumer Bill of Rights

The Liberia Telecommunications Authority maintains that “The Consumer is King” and that it is the obligation of all service providers to respect and uphold the rights of the consumer. The LTA therefore grants every consumer of the telecommunications services the following entitlements, rights and privileges, irrespective of their backgrounds and status in life.

These rights are:

THE RIGHT TO SAFETY: Consumers must be protected by service providers against the marketing of wholesome, poisonous, sub-standard, and toxic or defective goods/services provided by service providers. The LTA considers such practices as inappropriate, and shall impose adequate restrictions and penalties for such or similar conduct by service providers.

THE RIGHT TO PRIVACY: Consumers must be protected from improper use of information gathered by service providers in the course of providing telecommunications service. It is required of service providers to protect the privacy of the financial, personal and other confidential information on consumers, and the LTA shall impose sanctions and penalties to ensure that service providers respect this right.

THE RIGHT TO BE INFORMED: Consumers must be provided with accurate, timely and comprehensive information about products, services and likely difficulties in services, in a clear, accurate and understandable form, avoiding all misleading information contained in advertisements and public notices. Service providers are therefore obligated to assist consumers in making wide-ranging choices and decisions based on information provided by the service provider. Failure on the part of service providers to comply with any and all aspects of this right, shall amount to a breach of consumer’s right to disclosure of all relevant information relevant to products, services and operations.

THE RIGHT TO CHOICE: Consumers shall be provided with access to information on diverse and wide array of products and services offered by service providers, and at competitive prices that offers options on products and services that exist for all sectors of subscribers in the market. In accordance with the fundamental principles of a free market system, consumers have the right to choose between options without coercion, trickery or harassment by service providers.

THE RIGHT TO BE HEARD: Consumers have the right to be heard through acceptable and agreeable procedures and arrangement established by individual service providers. Service providers are therefore required to provide consumers with sufficient opportunities to lodge complaint, discuss their options and preferences, catalog complaints and recommend ways and means of improving the services delivered to consumers and users of telecommunications services.