



## **LIBERIA TELECOMMUNICATIONS AUTHORITY**

Menetamba Road, Cooper's Beach Community  
Paynesville, Liberia

Email: [info@lta.gov.lr](mailto:info@lta.gov.lr) [chairperson@lta.gov.lr](mailto:chairperson@lta.gov.lr)  
Contact No. 2244

# **Service Delivery Charter**

### ***Our Vision:***

**A digitally inclusive Liberia**

### ***Our Mission:***

To leverage Telecommunications & ICT for  
Socio-economic Development

**Our Core Values:**

- Integrity
- Transparency
- Compliance
- Non-Discrimination
- Collaboration

**Our Key Services**

SERVICE	ELIGIBILITY	CONTACT POINT
<p><b>MANAGE RADIO FREQUENCIES FOR THE FOLLOWING:</b></p> <ul style="list-style-type: none"> <li>• Cellular Mobile Services</li> <li>• Internet Services (Wireless Access)</li> <li>• Land Mobile</li> <li>• Satellite-based Data Services</li> <li>• Maritime Communication Services</li> <li>• Aeronautical Communication Services</li> <li>• FM Radio (sound broadcasting)</li> <li>• Shortwave (SW) broadcasting service</li> <li>• Television Services (Analogue, DDT, and DTH)</li> <li>• Amateur Radio Service</li> </ul>	<p>Minimum requirements:</p> <ul style="list-style-type: none"> <li>• File an Application with the LTA</li> <li>• Possess a valid Business Registration</li> <li>• Possess an up-to-date Tax Clearance</li> <li>• Articles of Incorporation (where applicable)</li> <li>• MICAT Broadcast Permit for FM Radio &amp; TV services</li> </ul>	<p>Engineering &amp; Technology Department                      Email:<a href="mailto:engineering@lta.gov.lr">engineering@lta.gov.lr</a>                      Phone No. 2244</p>
<p><b>MANAGE NUMBERING RESOURCES: E.164, M2M &amp; Short Codes</b></p>	<ul style="list-style-type: none"> <li>• Possess a valid LTA LICENSE</li> </ul>	<p>Email:<a href="mailto:engineering@lta.gov.lr">engineering@lta.gov.lr</a>                      Phone No. 2244</p>

<b>EQUIPMENT CERTIFICATION</b> <ul style="list-style-type: none"> <li>Type Approval- Certification given for equipment Compliance</li> </ul>	<ul style="list-style-type: none"> <li>File an Application with the LTA</li> <li>Internal Assessment of Application</li> <li>Bill for the service</li> <li>Settlement of bill with the LTA</li> <li>Payment Verification</li> <li>Certificate of type Approval</li> </ul>	Engineering & Technology Department Email: <a href="mailto:engineering@lta.gov.lr">engineering@lta.gov.lr</a> Phone No. 2244
<b>INFRASTRUCTURE AUTHORIZATION/LICENSE</b>	<ul style="list-style-type: none"> <li>Letter of application to Management</li> <li>Internal Assessment of Application</li> <li>Completion of internal form</li> <li>Conduct Due diligence</li> <li>Bill for the service</li> <li>Authorization</li> <li>Issuance of license</li> </ul>	Engineering & Technology Department Email: <a href="mailto:engineering@lta.gov.lr">engineering@lta.gov.lr</a> Phone No. 2244
<b>RELEASED OF BLOCKED SUBSCRIBER NUMBERS</b>	<ul style="list-style-type: none"> <li>In person Complaint</li> <li>Fill out a Complaint</li> <li>Fill an investigation form</li> <li>LTA Engage the service provider through email requesting Call Detail Records (CDR)</li> <li>Analyze the CDR</li> <li>Request the Service Provider to unblocked number</li> </ul>	International Gateway Services (IGS) and Government & Consumer Affairs Departments Email: <a href="mailto:consumersupport@lta.gov.lr">consumersupport@lta.gov.lr</a> Phone No. 4729/4739/2244
<b>PROVIDE TELECOMMUNICATIONS ACCESS TO UNDERSERVED AREAS</b>	<ul style="list-style-type: none"> <li>Set Threshold</li> <li>Conduct Annual Assessment</li> <li>Select Eligible Communities</li> <li>Determine the appropriate Project</li> <li>Implementation of the Project</li> </ul>	Universal Access Fund/Government & Consumer Affairs Departments  <a href="http://www.universalaccessfund.com">www.universalaccessfund.com</a> +21880777788/+231777788
<b>CONSUMER SUPPORT CENTER</b> <ul style="list-style-type: none"> <li>Provides a dedicated platform for consumer grievances</li> </ul>	Dial 2244 to speak with a Consumer Support representative.	Email: <a href="mailto:consumersupport@lta.gov.lr">consumersupport@lta.gov.lr</a> Phone: 2244

<ul style="list-style-type: none"> <li>• Ensures fair treatment and regulatory compliance by service providers.</li> <li>• Offers a transparent complaint resolution process</li> </ul>		
<b>CATEGORY OF LICENSE</b>		
a. Class License	<p>To be granted a license, a person or company shall:</p> <p>a. Submit a letter of intent signed by the person or the company’s CEO (or duly authorized representatives) with contact details such as physical and postal addresses, telephone number, emails, etc.</p> <p>b. Submit an article of incorporation and a business plan to include anticipated investment, types of telecom services, technical, marketing, operational, and rollout plans.</p> <p>c. Be a duly registered business with valid business registration certificate.</p> <p>d. Have (in the case of an existing business) a valid tax clearance from the Liberia Revenue Authority; and</p> <p>e. Have complied with the LTA’s licensing processes and have paid all required fees</p> <p>f. Provide authorization and release for the LTA to conduct due diligence.</p>	<p>Licensing &amp; Regulations Department  Email: <a href="mailto:licensing-regulation@lta.gov.lr">licensing-regulation@lta.gov.lr</a>  Phone:</p>
b. Individual License		