

LEGAL NOTICE NO. OF 2021

**COMMUNICATIONS (COMPLIANCE MONITORING AND REVENUE
ASSURANCE) REGULATIONS, 2021**

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COMMUNICATIONS (COMPLIANCE MONITORING AND REVENUE ASSURANCE) REGULATIONS, 2021

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COMMUNICATIONS (COMPLIANCE MONITORING AND REVENUE ASSURANCE) REGULATIONS, 2021

Pursuant to section 55 of the Communications Act, 2012¹, I

SAMUEL TŠOINYANE RAPAPA

Minister responsible for communications, science and technology make the following Regulations:

PART I – PRELIMINARY

Citation and commencement

1. These Regulations may be cited as the Communications (Compliance Monitoring and Revenue Assurance) Regulations, 2021 and shall come into operation on the date of publication in the Gazette.

Interpretation

2. In these Regulations, unless context indicates otherwise –

“**Act**” means the Communications Act, 2012;

“**BTS**” means base transceiver station;

“**call detail records**” (CDR) means information generated by telephone exchange or any other telecommunication equipment which contain detailed information about where calls are originating from, terminating at, or through the exchanges or equipment;

“**Caller line identification presentation**” (CLIP) means a service that enables a person to view details of the calling party such as phone number, date and time on the subscriber’s terminal equipment;

“C-MART” means compliance monitoring and revenue assurance tool;

“data” means a representation of facts, concepts and instructions presented in a formalized manner suitable for communications, interpretation or processing by human beings, or by automatic means;

“gateway” means switching system through which telecommunication traffic is sent and received or interconnected between local telecommunication operators and international carriers, with provisions for allowing physical monitoring of traffic flow;

“grey traffic” means telecommunication traffic that falls outside the regular course of business between the licensees where, at the far international incoming end, the call is made to appear as if it originates locally, as a domestic call, rather than an international call, thus by-passing billing process of licensee;

“IBCS” means an interconnect border control system that is the traffic gatekeeper installed at the domestic and international interconnect to record the traffic data entering into the networks;

“ICT” means information communication technology;

“IMEI” means international mobile equipment identity;

“IMSI” means international mobile subscriber identifications;

“international incoming telecommunication traffic” means all successful and billed international incoming telecommunication traffic originating outside Lesotho and terminating in a national fixed and mobile telecommunication networks in Lesotho;

“international money transfer operator” means a financial service provider that accepts monetary instruments in a location outside Lesotho and pays a corresponding sum in cash or any other form to a beneficiary in Lesotho by means of telecommunication network;

“international outgoing telecommunication traffic” means telecommunication traffic, originating from Lesotho and terminating in any other country outside Lesotho, from a licensee;

“micro fee” means fees collected from end-users for mobile device registration, mobile money cash out transactions, OTT usage transactions and international money transfer operators;

“mobile money” means a payment instrument represented by a claim on its issuer, that stores funds or monetary value electronically in exchange of funds paid to the issuer and is able to be used as a means of undertaking payment to any person other than the issuer, that is linked to the use of a mobile device, mobile phone number or SIM;

“mobile money service provider” means a licensed mobile money issuer that develops and deploys financial services through mobile devices and telecommunication networks;

“monitoring” means observation, supervision and record-keeping of telecommunication traffic, in particular, signaling data for purposes of facilitating regulatory activities stipulated in these Regulations, excluding the capability to record, monitor or tap into the content of any electronic communication;

“national interconnection traffic” means telecommunication traffic exchange between local operators in Lesotho;

“NOC” means network operations center;

“OTT” means over the top mobile voice messaging communication applications that use internet and existing telecommunication network;

“revenue assurance” means systems and processes in place to ensure that revenues for licensed service providers are declared with accuracy, completeness and integrity;

“SIM” means subscriber identification module;

“tariff” means a published charge or rate and other usage conditions approved by the Authority, under which a customer may receive communication service;

“telecommunication” means any transmission, emission or reception of signs, signals, writing, images and sounds or intelligence of any nature by wire, radio, optical or other electromagnetic systems;

“telecommunication traffic” means a profile of signs, signals, writing, images and sounds or intelligence of any nature flowing within a telecommunication network including the volume of data, volume of voice or the number of messages carried over a communication channel in a given period;

“USSD platform” means unstructured supplementary service data; and

“VOIP” means voice over internet protocol.

Application

3. These Regulations apply to a person who-
 - (a) terminates and originates international incoming and outgoing telecommunication traffic, including transit traffic, through networks in Lesotho;
 - (b) interchanges local telecommunication traffic using national gateways within Lesotho;
 - (c) uses telecommunication network services, own mobile devices, use mobile money services and receive international money transfers using mobile phone-based platforms; or
 - (d) provides international money transfer services using mobile phone-based platforms.

Objectives

4. The objective of these Regulations is to provide for the conditions, requirements and procedures for monitoring telecommunication traffic in Lesotho through the installation of tools or systems which shall-

- (a) ensure generation of reliable statistics for all incoming international calls and national interconnection traffic;
- (b) monitor quality of service (QOS) for international and national interconnection traffic;
- (c) detect, track and block bypass fraud through an anti-fraud system and ensure the elimination of network traffic fraud;
- (d) provide the IMSI details and SIM profile for fraudulent SIM;
- (e) provide the IMEI details for mobile devices;
- (f) detect all new mobile devices that are connected to any telecommunication licensee's network;
- (g) verify the international returns of licensees for international telecommunication traffic;
- (h) monitor mobile money gateways and transactions to capture transactional information from the USSD platform; and
- (i) monitor international money transfer gateways and transactions which use mobile phone-based platforms to remit international incoming transfers.

PART II – REGULATORY REQUIREMENTS

Compliance, monitoring and revenue assurance

5. The Authority shall-

- (a) exercise regulatory powers in respect of monitoring all telecommunication traffic;**
- (b) acquire, operate, maintain and install telecommunication traffic monitoring and revenue assurance tool at licensee's premises for the measurement of all forms of national interconnection and international incoming and outgoing telecommunication traffic at all international gateways and national interconnection gateways of all the licensees;**
- (c) ensure telecommunication traffic revenue assurance and transparent transit practices among licensees through gateway monitoring, billing system and service for all calls through monitoring of the billing and settlement of international traffic and national interconnection traffic;**
- (d) analyse telecommunication traffic for fraud detection and terminate fraudulent traffic routes and SIM;**
- (e) ensure and enhance telecommunication traffic revenue assurance and analysis of the anti-fraud test calls terminated in Lesotho;**
- (f) establish procedures for billing and settlement;**
- (g) verify the returns of telecommunication licensees;**
- (h) implement a monitoring tool for mobile money and money transfer transactions in compliance with the Act and Payment Systems Act, 2014² to monitor the traffic volume of mobile money transactions and incoming money transfer transactions in Lesotho;**

- (i) monitor quality of service for international and national interconnection routes;
- (j) request any data or information from the licensee's pursuant to these Regulations;
- (k) conduct inspections at the licensee's premises to ensure compliance with these Regulations;
- (l) adopt measures for the control of International VOIP gateways in Lesotho;
- (m) establish technical working teams for the purpose of implementing these Regulations;
- (n) impose fees on end-users, mobile money service providers and international money transfer operators as set out in Schedule I; and
- (o) take any necessary steps or action in line with its mandate to enforce compliance with these Regulations.

Procedure for installing C-MART

6. (1) A person shall not-
- (a) provide international incoming voice services;
 - (b) terminate and originate international incoming and outgoing telecommunication traffic, including transit traffic, through networks in Lesotho;
 - (c) interchange local telecommunication traffic using national gateways within Lesotho;
 - (d) provide mobile money services; or
 - (e) provide mobile money transfer services using mobile phone-based platforms;

without a licence issued by the Authority.

(2) A licensee shall allow the Authority or any person acting on behalf of the Authority, to conduct site survey on the licensee's network in order to facilitate design, dimensioning and installation of the C-MART, provided that all site survey for the C-MART shall be conducted in the presence of the licensee or his authorized representative.

(3) A licensee shall grant, the Authority or any person acting on behalf of the Authority, access to the licensee's gateways for monitoring all forms of national interconnection and international incoming and outgoing telecommunication traffic in Lesotho.

(4) A licensee shall allow the Authority to install, operate and maintain telecommunication traffic probing systems on the licensee's premises, for the purpose of extracting information to facilitate measuring, monitoring and billing of telecommunication traffic at all international gateways and national interconnection gateways.

Compliance with C-MART Connectivity

7. (1) A licensee shall not resist, deny access, obstruct or delay installation-
- (a) of a connection linking the C-MART NOC to the licensee's network; and
 - (b) by the Authority on the licensee's premises, on IBCS and transmission links between the same to the Authority's NOC.

(2) The Authority or its authorized agent, shall ensure that interfacing with existing licensee's international gateway shall be performed without affecting or changing their current traffic routing and carrier configurations, as provided in their existing international gateway licences, that allow them to terminate and send international traffic in partnership with carries of their choice.

(3) A licensee shall provide the Authority with any information relating to the entity or carrier managing international incoming traffic including but not limited to their IMSI or the BTS used for a specific call.

(4) The Authority or its authorised agent, shall ensure that the IBCS and any co-location equipment, for the purposes of C-MART, shall not cause any interference to the licensee's equipment, plant, facilities, networks and the equipment of any other licensee in the co-location space, including when installing the IBCS equipment. In the event of interference, all concerned parties shall take in good faith reasonable measures to resolve the problem promptly.

(5) A licensee shall ensure that the licensee's employees, agents and approved sub-contractors comply with the procedures for access to shared sites including any directions, put in place by the Authority, for the effective implementation of these Regulations.

Requirements for extraction, use and storage of data

8. (1) A licensee shall keep signaling data, required to monitor telecommunication traffic, in accordance with these Regulations.

(2) The signaling data, under these Regulations, shall include origin, destination, service information, time and path of communication and shall be processed and stored exclusively for the purpose of monitoring compliance with these Regulations.

(3) The signaling data shall be stored in modified versions with the appropriate security measures, both physical and logical data and shall only be stored for the duration necessary for the purpose of monitoring compliance under these Regulations.

(4) A licensee and the Authority shall not transmit the signaling data to third parties except as permitted by law.

(5) A licensee shall notify the Authority, in advance, of any upgrades or changes of their signaling system with detailed timelines to ensure the proper functioning of the C-MART.

Safety and security of C-MART devices

9. (1) A licensee shall be responsible for ensuring the safety of C-MART devices installed in or on the licensee's network and premises.

(2) Where a device installed in terms of sub-regulation (1) is tampered with, destroyed or damaged, a licensee shall-

- (a) pay for the cost of replacement of the tampered with, destroyed or damaged device; and
- (b) pay the amount payable to the Authority based on the previous highest invoice plus 10% of the invoiced amount, during the period the device remains tampered with, destroyed or damaged.

(3) Where the device is destroyed or damaged by natural calamity, the Authority shall take responsibility.

Provision of information for monitoring

10. (1) A licensee shall submit, to the Authority, CDR or information related to telecommunication traffic within six days after the end of each month.

(2) Upon request by the Authority of CDR or information related to telecommunication traffic, a licensee shall submit such information to the Authority within fourteen days from the date information is requested.

(3) A licensee shall submit the CDR or any information requested under these Regulations online, by electronic means or in portable device such as external memory device or compact disk.

(4) For the purpose of implementing these Regulations, a licensee shall provide the Authority with the following information:

- (a) the CDR for all national on-net and off-net traffic and international incoming and outbound telecommunication traffic, including transit and international telecommunication traffic in a format prescribed by the Authority;
- (b) billing statements by international carriers or licensee for the telecommunication traffic terminated in Lesotho or invoices sent to international carriers or licensees;

- (c) the traffic volume in minutes and revenue for telecommunication traffic terminated to each international carrier contracting the termination service with the licensee; and
- (d) any other necessary information that is related to the management of the licensee's network for the provision of data, SMS, voice services, including the licensee's network signaling data links, recorded telecommunication traffic, contracts and invoices with other carriers.

Collection of fees

11. (1) Licensees shall-

- (a) charge international carriers not less than the minimum rate per minute, for termination of telecommunication traffic in Lesotho for all international incoming electronic communication traffic, including transit traffic, as set out in table 1 of Schedule 1; and
- (b) collect from end-users the micro-fees as set out in table 2 of Schedule 1.

(2) The micro-fees, minimum rate and distribution as set out in Schedule 1 to these Regulations may be reviewed by the Authority.

(3) The international incoming traffic fees or charge, referred to under sub-regulation (1), shall be determined by agreement between the licensee and international carriers.

(4) A licensee shall impose a higher premium tariff or block all international inbound traffic without proper CLIP in order to encourage international carriers to comply with CLIP recommendations and standards.

(5) The Authority shall collect from licensees, micro-fees and fees generated from the international incoming telecommunication traffic as set out in Schedule 1.

(6) The Authority shall, in collecting micro-fees and fees generated under sub-regulation (1), issue an invoice with the following:

- (a) for international incoming telecommunication traffic-
 - (i) the number of minutes;
 - (ii) the amount owed based on the specified per minute fee; and
 - (iii) the due date for payment;
- (b) for micro-fees relating to mobile device registration-
 - (i) the number of mobile devices registered;
 - (ii) the amount owed based on the amount collected from end-user; and
 - (iii) the due date for payment;
- (c) for micro-fees relating to mobile money cash-out fees-
 - (i) the number of cash-out transactions;
 - (ii) the amount owed based on the total amount of cash-out transactions; and
 - (iii) the due date for payment;
- (d) for micro-fees relating to OTT usage-
 - (i) the total number of OTT usage transactions recorded;
 - (ii) the amount owed based on the total number of OTT usage transactions; and
 - (iii) the due date for payment;
- (e) for micro-fees relating to local money transfer operators-
 - (i) the total number of incoming money transfer transactions;

- (ii) the amount owed based on the total value of transactions, and
- (iii) the due date of payment.

(7) A licensee shall pay invoices in their entirety and payment shall be made not later than thirty days from the date of issuance.

(8) A query relating to an invoice shall be raised and communicated to the Authority within five working days from the date of receipt and such queries shall be addressed within seven working days.

(9) Where there is late payment to the Authority by a licensee, the Authority shall impose a penalty of 10% of the amount due and in the case of a delay of payment after seven calendar days, the Authority shall impose a further penalty of 2% compounded for every day during which the payment remains outstanding.

(10) A licensee shall disclose all international interconnect gateways and routes to the Authority, including registration of all international carrier agreements with the Authority within sixty days of these Regulations coming into operation.

(11) Subject to sub-regulation (1), a licensee shall-

- (a) collect revenues generated from the international incoming traffic through international gateways within Lesotho, which terminate on national networks;
- (b) apply the international termination rate as agreed with the international carriers in accordance with Schedule 1 for incoming traffic;
- (c) remit a fee of 25% of the applicable rate for the international incoming traffic as invoiced by the Authority;
- (d) comply with international incoming transit terminated in Lesotho, as per rate specified in the agreements between licensees and carriers and submit it to the Authority;
- (e) not charge a rate less than that set out in Schedule 1, failing which, the licensee shall be liable to pay, to the Authority, a

penalty of twice the difference between the specified rate and the rate actually charged;

- (f) not increase the prevailing tariffs because of adoption and application of the minimum rates as set out in Schedule 1 without the approval of the Authority; and
- (g) a licensee who increases the tariff without approval of the Authority shall be liable to pay a penalty twice the sum of the value of the increase to the Authority.

(12) For the avoidance of doubt, where a licensee transits an international incoming traffic from outside Lesotho through an international gateway within Lesotho and terminates it on any national network, such traffic shall remain an international traffic up to its final destination, irrespective of its origin.

(13) The Authority shall disburse the fees collected in terms of sub-regulation (1) for the following categories of digital transformation projects aimed at supporting a digital economy:

- (a) to cover the operational and administrative expenses of the C-MART;
- (b) using technology and innovation to support development and job creation in the ICT industry;
- (c) promotion of inclusive and sustainable growth in the ICT industry;
- (d) building enabling infrastructure to support a digital economy;
- (e) strengthening of human capital in ICT to support a digital economy; and
- (f) strengthening governance and accountability within the communications sector.

Fraudulent telecommunication traffic

12. (1) A person or an entity shall be considered to be engaged in the movement of fraudulent telecommunication traffic when the person or an entity uses telecommunication facilities or services-

- (a) with the intention of avoiding payment;
- (b) without correct payment or with no payment; or
- (c) by making someone else unknowingly pay, or by using wrongful or criminal deception in order to obtain a financial or personal gain from the use of those facilities or services.

(2) Notwithstanding sub-regulation (1), international incoming telecommunication traffic is considered as fraudulent when-

- (a) it is managed by an entity without the relevant licence or authorization from the Authority;
- (b) it is managed by a licensee, but not declared to the Authority;
- (c) it is managed by a licensee, but charged at a rate below the minimum rate, as set out in Schedule 1;
- (d) it is grey traffic by third parties or carriers whose traffic is terminated to networks in Lesotho where a network licensee is unable to bill or collect payment; or
- (e) there is a reasonable expectation that an end-user is not likely to pay the telecommunication bill because the calls are disputed as not originating from the telecommunication line for which the respective end-user is responsible.

(3) The Authority shall carry out the necessary regulatory surveillance for the detection and handling of fraudulent telecommunication traffic.

(4) Subject to sub-regulation (3), the Authority may, where there is fraudulent trafficking, direct or order a licensee to do any of the following:

- (a) comply with any fraud surveillance obligations;
- (b) disclose any fraud user SIM within an hour after detection;
- (c) deactivate any fraud user SIM within an hour after detection;
- (d) provide for a balanced reporting on a fraud user SIM;
- (e) share any other fraud information and those related to the SIM;
or
- (f) report any fraud or related criminal activity to the Authority and any other law enforcement institution for further action within forty-eight hours of detection.

(5) The delivery and termination of incoming telecommunication traffic, by licensee, shall be limited to the routing of the telecommunication traffic to either customers on their own network, or the customers of another licensee with whom they have an interconnection agreement for the provision of transit services, for the incoming telecommunication traffic.

(6) In the event of fraudulent traffic being detected in terms of these Regulations, a licensee shall be directed to block traffic without CLIP or with modified CLIP.

Monitoring and inspection

13. (1) In monitoring telecommunication traffic, a licensee shall-
- (a) allow the Authority or its representative, to install and maintain necessary equipment in, on, upon or under the licensee's network;
 - (b) provide all the required support and space for the installation of the monitoring system on their premises; and
 - (c) facilitate the installation of data transmission equipment between the Authority's monitoring system installed at their switch centers and the Authority's main operating center.

(2) The Authority shall ensure that the data collected, is for the exclusive purpose of monitoring compliance with these Regulations and that it is not transmitted or given to third parties, either public or private, except as permitted by law.

Site access, operation and maintenance of co-location equipment

14. (1) The Authority or its representative, shall be responsible for the installation, operation and maintenance of the C-MART equipment installed at all co-location sites.

(2) A licensee shall grant the Authority or its representative full access to the sites where C-MART equipment is co-located with the licensee's equipment.

(3) The procedure for accessing sites for the C-MART for the purpose of inspection, installation, operation, maintenance, replacement or repair by the Authority's staff or representatives, shall be determined by the Authority in consultation with all licensees.

(4) In the event of any direct damage to the co-location plant, network equipment or facilities arising out of or during the course of installation, operation, maintenance, replacement or repair of the co-located facility or network in the premises of a licensee, the damage shall be reported to the Authority, whose representative or staff shall rectify the damage without delay.

(5) The Authority and a licensee shall ensure that their staff observe and comply with all applicable or specified safety rules and conditions, for the purposes of maintaining the installed equipment.

Reports and record keeping

15. (1) The Authority shall prepare monthly monitoring reports including trends of telecommunications traffic for national and international termination traffic, quality of service for national and international interconnection routes and report on fraud detection.

(2) The Authority shall collect any information from a licensee in order to ascertain, amongst others, quality of service and volume of traffic carried over the network of the licensee.

Disclosure of information

16. (1) The Authority or any person employed by the Authority or a licensee, shall not disclose any information received during the exercise of its powers or duties under these Regulations, except where the release of such information is required by law.

(2) Sub-regulation (1) shall not apply where the information is required-

(a) by any law enforcement or security agency, court of law or other lawfully constituted tribunal; or

(b) for purpose of national security.

(3) An authorized person who executes or assists in the execution of a directive and obtains knowledge of any information may-

(a) disclose such information to another law enforcement officer to the extent that such disclosure is necessary for the proper performance of the official duties of the authorized person or the law enforcement officer receiving the disclosure; or

(b) use such information to the extent that is necessary for the proper performance of official duties.

Enforcement

17. (1) A licensee and the licensee's employees or representatives shall comply with the directives or orders of the Authority issued under these Regulations, on matters affecting any of its provisions or the implementation thereof.

(2) Within its powers under the Act and these Regulations, the Authority shall determine appropriate measures to ensure compliance with these Regulations.

Offences and penalties

18. (1) A licensee, the licensee's employees or representatives of the licensee found guilty of contravention of any provision of these Regulations shall be guilty of an offence and be liable on conviction to a fine not exceeding M50,000.00 or to imprisonment for a term not exceeding five years, or to both.

(2) Notwithstanding sub-regulation (1), the Authority reserves the right to issue a civil penalty in terms of Schedule 2, or revoke the licence of the licensee for contravening the provisions of these Regulations.

(3) Where a licensee is found to have committed three breaches of these Regulations, the Authority may consider revocation of licence.

Transitional provisions

19. (1) Upon these Regulations coming into operation-

(a) a licensee shall within sixty days-

(i) amend existing carrier agreements and file these with the Authority; and

(ii) identify and comply with all the interconnection requirements for implementing these Regulations;

(b) service providers of-

(i) mobile money services; and

(ii) international money transfer services using mobile phone-based platforms;

shall apply for licenses from the Authority within ninety days.

DATED:

SAMUEL TŠOINYANE RAPAPA
MINISTER OF COMMUNICATIONS, SCIENCE AND TECHNOLOGY

NOTE

¹. Act No. 4 of 2012

². Act No.11 of 2014

SCHEDULE 1

TABLE 1

MINIMUM RATE FOR INTERNATIONAL INBOUND TRAFFIC

(Regulation 11(1)(a))

| No. | Subject Matter | Rate Per Minute Maloti | Percentage Rate [%] |
|-----|--|------------------------|---------------------|
| 1. | Minimum Rate for termination in Lesotho for all international inbound (incoming) telecommunications traffic (mobile) | M3.10 | 100 |
| 2. | Minimum Rate for termination in Lesotho for all international inbound (incoming) telecommunications traffic (fixed) | M2.75 | 100 |
| 3. | The licensees' share of per minute of incoming telecommunications traffic | | 75 |
| 4. | LCA regulatory cost | | 25 |

TABLE 2
MICRO-FEES

(Regulation 11(1)(b))

| CATEGORY | FEE | PAID BY | PURPOSE |
|-----------------------------------|----------------------------|---|---|
| Mobile Device Registration | M30.00 per annum | Local Mobile Subscribers | For identification and detection of stolen, counterfeited, cloned devices for blocking. |
| Mobile Money | 1% on cash out | Local Mobile Subscribers registered for mobile money services | For protection of mobile money users through detection of suspicious and irregular transactions within mobile money ecosystem for improved AML and CTF. |
| OTT Usage | 5% on OTT usage | Local Subscribers that use data/over-the-top services | For provision of cyber security and quality of service for end- users |
| Mobile Phone Based Remittance Fee | 2% on incoming remittances | International Money Transfer Operator | For identification and detection of suspicious and irregular transactions on mobile phone based remittance platforms for improved AML and CTF. |

SCHEDULE 2
CIVIL PENALTIES

(Regulation 18(2))

| Regulation | NON-COMPLIANCE | PENALTY |
|----------------------------------|--|---|
| 6(1) 12(1); (2); (4) | The provision of telecommunication traffic, mobile money services, international money transfer services without a licence and fraudulent telecommunication traffic; | Ten times the benefit obtained from the action defined as a breach. |
| 11(1) | The termination of all international incoming telecommunication traffic, including transit traffic at a price below the minimum rate stipulated in Schedule 1 | 10% of monthly NOI for the month that the non-compliance is detected. |
| 8(1);(2);(3); (4); (5) | The failure by a licensee to comply with extraction, use and storage of data as prescribed by these Regulations | M500 000 for each day that the non-compliance persists |
| 6(2);(3);(4)7(1) ; 13(1)14(2) | The failure or obstruction by a licensee to allow access and installation of any equipment or connection links for monitoring under these Regulations | M500 000 for each day that the non-compliance persists |
| 7(3) | Failure by a licensee to disclose all international interconnection gateways to the Authority | 10% of monthly NOI for the preceding month per route for each month from the date of activation of route. |
| 11(10) | Failure by a licensee to file or register all international carrier agreements with the Authority | 5% of monthly NOI for the month that non-compliance is detected per route for each agreement. |
| 10(1);(2);(3);(4)) | Failure to submit requested data or information to the Authority within the prescribed timeframe without a reasonable cause. | 2% of monthly NOI per day for each day after fourteen days until the day the information or |

| | | |
|--|--|-------------------------------------|
| | | data is submitted to the Authority. |
|--|--|-------------------------------------|