




**Instruction**  
**On**  
**Measures to Improve Efficiency and Telecoms Quality of Service**

For the purpose of promoting public interest and business integrity and social responsibility, by improving the provision of telecoms services and strengthening the quality of mobile and internet services, the Ministry of Post and Telecommunications (MPTC) would like to inform all telecoms operators and the general public that MPTC has been working to finalize the draft regulations and principles relevant to the improvement of telecoms quality of service (QoS), the implementation of fines and penalties on any telecoms operators who fail to comply with the Law on Telecommunications, and the provision of quality services. MPTC has been measuring telecoms QoS in various locations in order to determine weak spots or other issues affecting QoS, so that appropriate actions can be put in place. In addition, MPTC will require telecoms operators to invest in necessary infrastructure. MPTC will also cooperate with relevant ministries and institutions to effectively facilitate matters in the telecoms sector. The above-mentioned tasks represent the most prioritized activities of the MPTC's reform programs for the telecoms sector.

In order to achieve the reform actions and programs for the telecoms sector, MPTC requires participation from all relevant stakeholders as follows:

**1. Telecoms Operators:**


- Strictly comply with the Law on Telecommunications and relevant regulations;
- Study and update plans to construct base transceiver stations in proportion of usage demand, number of subscribers, and coverage area sizes, and submit the plans to Telecommunication Regulator of Cambodia (TRC);
- Seek approval from TRC prior to constructing base transceiver stations and telecoms networks pursuant to Articles 14 and 17 of the Law on Telecommunications;
- Must seek import, export, supply, and distribution permits and Type Approval certificates for telecoms equipment from TRC, pursuant to Articles 14, 15 and 16 of the Law on Telecommunications;
- Ensure sufficient and stable electricity supply, and prepare electricity reserves at all base transceiver stations; 

- Avoid usage of counterfeit or old equipment, and avoid installations not in accordance with technical standards;
- Organize and revise the network architecture for contingency scenarios in preparing and ensuring high stability for service delivery;
- Strengthen regular maintenance, oversight, and monitoring of the performance of the base transceiver stations (BTS/NodeB/eNodeB) and connectivity network, and increase the capacity of the BTS/NodeB/eNodeB and connectivity network to avoid disruption or network congestion;
- Repair damaged underground fiber optical cable due to road construction or expansion in a timely manner;
- Provide internet service according to the Sharing Factor technical standards without exceeding the available capacity to the consumers;
- Clearly indicate the data speeds and prices in marketing materials and abide by codes and principles of integrity and honesty; and
- Not provide internet services at a speed slower than that listed in the data packages sold to consumers or in the data packages marketed.


## **2. Owners of Townships and High-Rise Buildings:**

- Not enter into an exclusive agreement to provide mobile and internet services in their townships and high-rise buildings, which is in violation of fair and lawful competition;
- Reserve a place for base transceiver station(s) in townships or install light poles capable of being equipped with telecoms equipment;
- Cooperate with operators to provide in-building solutions; and
- Treat telecoms services as essential utility services like electricity and water supply.

## **3. Citizens:**

- The World Health Organization has confirmed that radio frequency waves do not negatively impact people's health. Transmission of radio frequency waves from base transceiver stations is not an emission of radiation. All countries in the world have constructed and used base transceiver stations to provide telecoms services like Cambodia. If the base transceiver stations do not exist, there will not be any cellular mobile service. If negative health impact exists, countries will not have the base transceiver stations.
- Not prevent the construction of base transceiver stations on the properties of others for negative health impact reasons – such prevention is illegal under the laws and regulations in force;
- Should use quality and standard smartphones with proper trademarks, which allow easy connection and avoid risks to health, life, and service interruption; 

- Should accurately check the internet bandwidth to ensure that the bandwidth is the same as the internet package bought from operators; and
- Stop the installation and use of illegal radio-communications repeaters and cellular mobile boosters.
- Telecoms service users must also cooperate and report QoS issues such as poor coverage, slow internet speed, and poor outgoing and incoming calls in various locations, to the telecoms operators' customer service agents at the numbers in the attached list. For further information, users may contact TRC at toll-free 1272 during working hours.

In this regard, telecoms operators and the public shall be informed and cooperate with a sense of responsibility. 

Phnom Penh, <sup>30</sup> March 2021