

MEMORANDUM OF UNDERSTANDING

**For the implementation of the ECOWAS Regulation
N°C/REG.21/12/17 on roaming on public mobile
communications networks in the ECOWAS Region**

between

CÔTE D'IVOIRE

and

LIBERIA

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Preamble:

- i. Considering Regulation C/REG.21/12/17 on roaming on public mobile communications networks in the Community space (ECOWAS Regulation);
- ii. Considering the need for ECOWAS Member States to facilitate the mobility of populations through ICTs, by implementing roaming at lower cost;
- iii. Considering the 16th meeting of ECOWAS Ministers in charge of Telecommunications, held from 1 to 3 October 2019, during which Côte d'Ivoire was designated as the "CHAMPION" for the implementation of ECOWAS roaming;
- iv. Considering the decision taken at the 18th meeting of ECOWAS Ministers in charge of Telecommunications/ICT/Digitalization and Post held on 22 April, 2022 that Member states should adopt a phased implementation approach on the basis of reciprocity;
- v. Considering the correspondence between the Liberia Telecommunications Authority (LTA) and the Regulatory Authority of Côte d'Ivoire (ARTCI) between January 2024 and July 2025, in which both countries agreed to fully implement the ECOWAS roaming regulation;
- vi. Recognizing the common will of Côte d'Ivoire and Liberia to fully implement community roaming for the benefit of their respective populations;
- vii. Recognizing that the reduction or even elimination of roaming charges is a catalyst for integration and a business opportunity for both countries;
- viii. Having regard to the conclusions of the meeting held between the Regulators in Liberia and Côte d'Ivoire and their respective Mobile Network Operators (MNOs) (hereinafter the "Parties") from 4th to 6th August 2025 in Monrovia, Liberia.

The Parties agree as follows:

1. General Terms:

- 1.1. The purpose of this Memorandum is to define the terms and conditions for the implementation by Côte d'Ivoire and Liberia of Regulation C/REG.21.12.17 of 16 December 2017 on roaming on mobile communications networks open to the public within the ECOWAS space.
- 1.2. The Parties shall ensure the application of all the provisions of Regulation C/REG.21.12.17 of 16 December 2017 on roaming on mobile communications networks open to the public within the ECOWAS space.
- 1.3. This Memorandum of Understanding related to roaming service between Liberia and Côte d'Ivoire concerns voice, SMS and data services.

The parties agree that it may be extended to other services.



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2. Governance and monitoring of the implementation of the agreement

- 2.1. There is an established Monitoring Committee (the Committee), composed of representatives of the ARTCI, the LTA and the MNOs of both countries, to ensure coordination and periodic monitoring of the implementation of the provisions of this Agreement.
- 2.2. The Monitoring Committee shall be responsible for the preparation of a work plan and a detailed action plan for the implementation of this Agreement.

The Committee shall convene in accordance with the work plan and may do so online or in person at the request of one of the Parties.
- 2.3. The ARTCI and the LTA shall chair the meetings on a rotational basis.

3. Surcharge on Incoming intra-community roaming traffic

- 3.1. No surcharges (minimum rate for international electronic communication traffic) on incoming intra-community roaming traffic between the two countries will be applied in the implementation of this Agreement.

4. Roaming links

- 4.1. Roaming traffic between Côte d'Ivoire and Liberia shall be routed via direct and indirect links.
- 4.2. MNOs are encouraged to set up direct links to route the roaming traffic between Côte d'Ivoire and Liberia.
- 4.3. MNOs with direct links are encouraged to make these links available to other MNOs without direct links under transparent, non-discriminatory conditions and at minimal rates.
- 4.4. The Parties agree to remove all obstacles to the implementation of this Protocol.

5. Wholesale roaming charges:

- 5.1. The wholesale roaming rate that the visited mobile network operator may levy on the customer's roaming provider shall not exceed 60% of the pre-tax retail tariffs applied for voice and SMS, and 80% for data.
- 5.2. The NRAs will engage with MNOs to agree on a call termination rate for Mobile Termination Call (MTC) no later than two (2) weeks after the signing of this MOU.

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6. Retail charges for roaming services:

- 6.1. The roaming call reception service is free of charge for roaming customers in both countries for thirty (30) consecutive days.
 - 6.1.1 Beyond this 30-day limit, Community roaming conditions are no longer applicable, except at the MNOs' convenience.
 - 6.1.2. However, the customer shall only renew their free call reception in the same visited country after seven (7) consecutive days in their home country.
- 6.2. The local retail charge (excluding VAT) that an operator may levy on a customer for the provision of roaming calls originating on a visited network and terminating on any network of the visited country shall not exceed the highest tariff for local calls in the visited country.
- 6.3. The tariff that an operator may charge its roaming customers in one of the two (2) countries, Parties to this Agreement, for an international call made to an ECOWAS space outside the two (2) countries, may not exceed the highest international tariff charged in the visited country to the concerned destination.
- 6.4. Mobile operators are requested to implement specific call originating rates for "back-home" traffic flows.
- 6.5. The local retail charge (excluding VAT) that an operator may levy on a roaming customer for an SMS originating on a visited network and terminating on any network of the visited country shall not exceed the highest tariff for local SMS in the visited country.
- 6.6. SMS messages sent to the home country are billed at the rate applied by the visited network operator for SMS messages to the customer's home country, may not exceed the highest international tariff charged in the visited country to the concerned destination.
- 6.7. Data services for roaming users are charged at a rate that does not exceed the highest megabyte rate applied in both countries.
- 6.8. The Parties shall regularly update these tariff ceilings applicable in both countries.

7. ECOWAS roaming packages:

- 7.1. MNOs are encouraged to offer ECOWAS roaming packages to their roaming customers travelling in both countries.

8. Fraud Management:

- 8.1. The Monitoring committee shall define relevant Key Performance Indicators (KPIs) to manage roamers' abnormal behaviors, in accordance with the ECOWAS Roaming Regulation.

8.2. MNOs shall ensure that their SIMs are activated and registered using the applicable subscriber registration regulations in each country and that their subscribers use telecommunications/ICT services at least fifteen (15) days before any use of Community roaming services.

8.3. In order to prevent any abusive or abnormal use of Community roaming services, MNOs shall monitor indicators of their subscribers' roaming consumption and presence regularly.

These indicators and the control procedures shall be defined by the Committee.

8.4. The NRAs and MNOs of the two (2) countries shall exchange information on fraud and abuses observed. To this end, the Committee shall define the format of the document and the relevant information to be communicated.

8.5. The NRAs and MNOs shall take necessary and prompt actions to stop or reduce the impact of any fraudulent and damaging acts by using their respective fraud solutions.

8.6. The Monitoring committee shall define mechanisms as well as procedures for interaction, escalation and problem resolution **no later than three (3) months after the signature of this Agreement.**

8.7. MNOs shall take all steps to ensure correct and complete identification of their customers, in accordance with national laws.

9. Communication and stimulation of usage:

9.1. The NRAs and MNOs are encouraged to implement communication campaigns with a view to popularize Community roaming and increase the use of Community roaming services.

10. Effective launch date :

10.1. The effective date for the implementation of the roaming services under the ECOWAS Regulation between Côte d'Ivoire and Liberia is **October 31, 2025, at 23 hours 59 minutes p.m. at the latest.**

11. Dispute resolution:

11.1. Any dispute arising from the implementation of this Agreement shall be settled amicably by the Committee within a maximum period of sixty (60) days from the date of its notification to the Committee.

11.2. If the dispute is not settled within this period, the Committee shall refer the matter to the respective NRAs for resolution.

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12. Evaluation:

- 12.1. An evaluation report shall be submitted by the Committee as established under point 2.1, to the NRAs of both countries, **at the latest four (4) months after the effective implementation of roaming between the two (2) countries.**
- 12.2. The Parties agree to a periodic evaluation of this Memorandum of Understanding every six (6) months from the date of implementation.

13. Coming into force and revision:






- 13.1. This Memorandum of Understanding shall take effect from the date of signature and may be revised at the request of either Party.

Done in Monrovia, in eight (8) original copies, on August 6, 2025

Signed by:

<p>Liberia Telecommunications Authority (LTA), Liberia</p> <p>Name: <i>Clarence Mambaqui</i></p> <p>Signature: <i>[Signature]</i></p> <p>Designation: <i>Chairperson</i></p> <p>Date: <i>August 6, 2025</i></p>	<p>ARTCI, Côte d'Ivoire</p> <p>Nom: <i>KOUAKOU GUY NICHEL</i></p> <p>Signature: <i>[Signature]</i></p> <p>Fonction: <i>DIRECTEUR REGULATION</i></p> <p>Date: <i>06/08/2025</i></p>
<p>LONESTAR COMMUNICATIONS CORPORATION, (MTN Liberia)</p> <p>Name: <i>ROHIT NARAYAN</i></p> <p>Signature: <i>[Signature]</i></p> <p>Designation: <i>CMO</i></p> <p>Date: <i>06/08/2025</i></p>	<p>MOOV AFRICA, Côte d'Ivoire</p> <p>Nom: <i>SIRANSY Kabjo</i></p> <p>Signature: <i>[Signature]</i></p> <p>Fonction: <i>DJR</i></p> <p>Date: <i>06/08/2025</i></p>

[Handwritten signatures and initials]

<p>ORANGE Liberia</p> <p>Name: <i>Mr. Supu H. Cole, Sr.</i></p> <p>Signature: </p> <p>Designation: <i>Legal Director</i></p> <p>Date: <i>Aug. 6, 2025</i></p>	<p>MTN, Côte d'Ivoire</p> <p>Nom: <i>Natenin COULIBALY</i></p> <p>Signature:</p> <p>Fonction: <i>Secrétaire Générale</i></p> <p>Date: <i>12/08/2025</i>  P.O</p>
<p>LTC Mobile</p> <p>Name: <i>RALPHYN. Sonkarlay</i></p> <p>Signature: </p> <p>Designation: <i>Deputy Managing Director</i></p> <p>Date: <i>August 6, 2025</i></p>	<p>ORANGE, Côte d'Ivoire</p> <p>Nom: <i>YORBOUET RADUC RICHARD</i></p> <p>Signature: </p> <p>Fonction: <i>DG RI</i></p> <p>Date: <i>18/08/2025</i> </p>

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