

PRESS RELEASE

The quality of electronic communications in Cameroon is an issue that concerns all operators!

Yaounde, 18 September 2024 – Over the past few days, Cameroon Telecommunications (CAMTEL) has been witnessing a growing number of statements aimed at discrediting the quality of its transmission network. These assertions are part of a deliberate strategy to cast aspersions on the incumbent operator.

However, CAMTEL, as the guarantor of Cameroon's digital sovereignty, has always taken all necessary steps to ensure continuous and permanent communication, even in the event of a network incident.

These constant efforts to ensure service quality culminated in the ISO 9001:2015 certification of CAMTEL's transport segment, which represents a guarantee for increased customer satisfaction. The company is experiencing an undeniable reality: an increase in acts of vandalism against its network, and incidents linked to the execution of public works.

Despite this situation, CAMTEL has always taken appropriate measures to guarantee redundant connectivity, thus ensuring permanent availability of services to customers.

On the other hand, some operators, due to their big subscriber bases and the inadequacy of their efforts to ensure smooth traffic, are encountering congestions that are degrading the quality of service on their networks. Unfortunately, they, displaying a lack of discernment, take pleasure in unfairly pointing fingers at CAMTEL's backbone.

The aforementioned assertions stand in stark contrast with the strong financial performances the said operators are reporting, putting them at odds with MINPOSTEL's instructions inviting them to invest more in extending their radio networks with a view to improving service quality.

While CAMTEL cannot absolve itself of all fault, the latter should only be proportional to the company's share of responsibility in the situation. CAMTEL reasserts its trust in its customers and assures them of its determination to work tirelessly for the emergence of quality electronic communications in Cameroon.

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