REPUBLIQUE DU CAMEROUN

Paix - Travail –Patrie

AGENCE DE REGULATION
DES TELECOMMUNICATIONS

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REPUBLIC OF CAMEROON

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TELECOMMUNICATIONS
REGULATORY BOARD

Yaoundé, 1 0 NOV 2026

Release

The Director General of the Telecommunications Regulatory Board (TRB) hereby informs the public that, between 13 July and 10 August 2026, TRB's technical teams conducted a multidisciplinary inspection of the performance of the mobile services provided by the concession-holding operators CAMTEL, MTN Cameroon and ORANGE Cameroun.

The inspection covered the cities of Yaounde, Douala and Bafoussam, as well as three (03) road corridors: Yaounde–Edea–Douala, Douala–Nkongsamba–Bafoussam, and Bafoussam–Bafia–Yaounde.

Following analysis of the multidisciplinary inspection findings, TRB identified multiple breaches of the operators' respective obligations, namely twenty-nine (29) breaches for ORANGE Cameroun, twenty-three (23) for MTN Cameroon, and forty-one (41) for CAMTEL.

The identified breaches include the following:

1) In the case of ORANGE Cameroun, the identified breaches are assessed at a total amount of CFAF 5,800,000,000 (five billion eight hundred million CFA francs) and relate to:

- ✓ Equipment type approval;
- ✓ Compliance with the use of service frequencies and microwave links with the frequency assignment agreements issued by the TRB;
- ✓ 2G and 3G voice service quality in Yaoundé, Douala and Bafoussam; data service quality in Douala and Bafoussam; 2G network coverage along the three (03) aforementioned road corridors; and 3G network coverage along the Yaoundé–Edea–Douala corridor.

2) In the case of MTN Cameroon, the identified breaches are assessed at a total amount of CFAF 4,600,000,000 (four billion six hundred million CFA francs), and relate to:

- ✓ Equipment type approval;
- ✓ Compliance with the use of service frequencies and microwave links with the frequency assignment agreements issued by the TRB;
- ✓ 2G and 3G voice service quality in the three (03) cities; data service quality in Bafoussam; and 2G network coverage along the Yaoundé–Edea–Douala corridor.

3) In the case of CAMTEL, the identified breaches are assessed at a total amount of CFAF 8,200,000,000 (eight billion two hundred million CFA francs) and relate to:

- ✓ Equipment type approval;
- ✓ Compliance with the use of service frequencies in accordance with the frequency assignment agreement issued by the TRB;

- ✓ 2G and 3G voice, data and SMS service quality in the three (03) cities, as well as 2G network coverage along the three (03) road corridors;
- ✓ Core network performance, in terms of availability, service continuity, redundancy and failover.

Following these findings, the TRB issued formal notices to the three (03) mobile network operators, requiring each operator to implement specific corrective measures within fifteen (15) days.

Furthermore, regarding the national optical fibre network, for which CAMTEL acts as the network manager under a concession agreement to provide electronic communications transport services, the TRB commissioned an audit of the one hundred and twelve (112) optical fibre sections of the network during the 2025 financial year.

This audit, which is currently nearing completion, examines the fibre sections linking the sites of mobile telecommunications and other network operators across the various regions, divisions and subdivisions.

The audit revealed significant deterioration of the national optical fibre infrastructure, which is attributable to CAMTEL., and characterised by recurring outages stemming from installation and maintenance conditions, partially unavailable sections of the network, and failures affecting certain civil engineering components and optical equipment.

These deficiencies have adversely impacted the performance and continuity of electronic communications transport services, as well as the quality of service actually delivered to mobile subscribers. Consequently, the sector has suffered revenue losses amounting to several billion CFA francs.

In light of all the findings, the TRB is expected to conduct a follow-up inspection of the corrective measures implemented by CAMTEL, MTN Cameroon and ORANGE Cameroun, in accordance with the regulations in force. At the conclusion of this inspection, sanctions may be imposed.

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