

PUBLIC NOTICE

The Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) wishes to advise the public that with effect from 1st January 2016, charges for mobile cellular voice calls and SMS services including VAT, Excise duty and revised USF levy should not exceed the following maximum thresholds:

Mobile net on net calls (per minute)	0.16
National calls to mobile network	0.16
National calls to Fixed and VoIP networks	0.16
Net on net SMS	0.055
Cross network SMS	0.055

Charges for the rest of other chargeable services shall be as advertised by the mobile operators.

The above cited charges are in line with the Notice on Revised Implementation of Results of Long Run Incremental Costing (LRIC) Cost Studies Glide Path] Regulatory Notice Number 5 of 2015, that was issued to all operators on 2 December 2015. The revised implementation takes into account the 5% excise duty that was introduced on telecommunication services, the increase in Universal Service Fund (USF) levy from 0.5% to 1.5% as well as the reduction in the national interconnection rate from USD0.05 to USD\$0.04.

Any person, who is charged in excess of the thresholds indicated above, should lodge a complaint with POTRAZ using any of the contact details listed below.

consumer@potraz.gov.zw

the.regulator@potraz.gov.zw

www.potraz.gov.zw



'creating a level playing field'