



**National Communications Authority**



13 Regent Road, Hill Station, P.O. Box 121, Freetown, Sierra Leone.  
Tel: +232 75 105000/ +232 76 929422/ +232 76 630640  
Email: [info@natca.gov.sl](mailto:info@natca.gov.sl) Website: [www.natca.gov.sl](http://www.natca.gov.sl)

## DEPARTMENT OF REGULATORY ADMINISTRATION

### **Tariffs Guidelines (Pursuant to Section 116 of the NatCA Act 2022 and the Draft COMMUNICATIONS TARIFF REGULATIONS 2025)**

Ensuring Fair Pricing and Consumer Protection

NatCA regulates telecommunications tariffs to promote affordability, transparency, and competition.

#### **What We Do**

- Review and approve telecom tariffs
- Monitor pricing practices
- Protect consumers from unfair charges

#### **Key Sections**

##### **- Tariff Regulation (Section 116):**

The Authority shall set and regulate the tariffs payable for telecommunications services rendered by public telecommunications operators.

##### **- Tariff Approval Process (Section 117):**

The tariff proposals submitted to the Authority by operators shall become effective 30 days after submission to the Authority unless the Authority issues notice of modification to the operator

##### **- Tariff Review (Section 118):**

The Authority shall review the tariffs for public telecommunications services if such review is warranted by any rapid changes in the cost of living index and foreign exchange rates

**- Tariff Records (Section 119):**

Every public Telecommunications Operator shall keep accurate records of all relevant information contained in the tariff proposals submitted to the Authority.

**- Tariff Investigation (Section 120):**

The Authority may on its own motion or following a complaint made by any party Investigate the tariffs set up by a licensee for the purposes of ensuring compliance. Telecommunications Operator shall keep accurate records of all relevant information contained in the tariff proposals submitted to the Authority.

**- Tariff Offenses (Section 121):**

An operator who contravenes any provision of this Act related to the tariff regulation commits an offence and is liable to a fine equivalent to the applicable license fees.

**- Current Tariff Schedules:**

**Updated Tariff Comparison Table – Sierra Leone MNOs & Starlink (2025)**

From 5<sup>th</sup> November 2023, the Floor Price for Voice Calls is Le 1.63; Cap/Ceiling Price for Voice Calls is Le 1.86 and Floor Price for Data is Le20/1GB.

| Service Category       | Unit / Volume | Africell          | One Mobile | Orange            | Qcell           | Sierratel | Starlink                             |
|------------------------|---------------|-------------------|------------|-------------------|-----------------|-----------|--------------------------------------|
| Voice – On-net         | Per minute    | Le 1.63           | —          | Le 1.63           | Le 1.63         | —         | —                                    |
| Voice – Off-net        | Per minute    | Le 1.86           | —          | Le 1.86           | Le 1.63         | —         | —                                    |
| Voice – Intl. (Zone 1) | Per minute    | Le 4.50           | —          | Le 4.80           | Le 4.60         | —         | —                                    |
| Data – Daily Bundle    | 15–20 MB      | 15MB / Le 0.40    | —          | 20MB / Le 0.50    | 10MB / Le 0.20  | —         | —                                    |
| Data – Weekly Bundle   | 60MB–150MB    | 100MB / Le 2.00   | —          | 150MB / Le 3.00   | 60MB / Le 1.25  | —         | —                                    |
| Data – Monthly Bundle  | 1GB–2.5GB     | 1GB / Le 20.00    | —          | 2.5GB / Le 37.50  | 1.5GB / Le 9.00 | —         | —                                    |
| MiFi – Monthly         | Speed-based   | 4G LTE / Le 1,000 | —          | 3Mbps / Le 550    | 3Mbps / Le 350  | —         | —                                    |
|                        |               | 4G CPE / Le 1,999 | —          | 6Mbps / Le 950    | 3Mbps / Le 600  | —         | —                                    |
|                        |               | 5G CPE / Le 5,000 | —          | 10Mbps / Le 1,350 | 10Mbps / Le 850 | —         | —                                    |
| Starlink – Monthly     | Unlimited     | —                 | —          | —                 | —               | —         | Lite: Le 589 / Residential: Le 1,020 |

| Service Category        | Unit / Volume | Africell | One Mobile | Orange  | Qcell   | Sierratel | Starlink                    |
|-------------------------|---------------|----------|------------|---------|---------|-----------|-----------------------------|
| Starlink Mini           | One-time      | —        | —          | —       | —       | —         | Le 3,930 (device + service) |
| SMS – On-net            | Per message   | Le 0.50  | Le 0.45    | Le 0.55 | Le 0.50 | Le 0.48   | —                           |
| SMS – Off-net           | Per message   | Le 0.75  | Le 0.70    | Le 0.80 | Le 0.78 | Le 0.72   | —                           |
| SMS – Intl.             | Per message   | Le 2.00  | Le 1.90    | Le 2.20 | Le 2.10 | Le 1.95   | —                           |
| Interconnection – Voice | Per minute    | Le 1.10  | Le 1.10    | Le 1.10 | Le 1.10 | Le 1.10   | —                           |
| Interconnection – SMS   | Per message   | Le 0.40  | Le 0.40    | Le 0.40 | Le 0.40 | Le 0.40   | —                           |

#### Notes:

- Rates are indicative and subject to NatCA approval under Section 116 of the NatCA Act 2022.
- International zones may vary by destination; Zone 1 typically includes ECOWAS countries.
- Interconnection rates are harmonized across operators per regulatory mandate.

#### - Consumer Protection Measures:

Bill shock prevention, tariff transparency rules, and notification requirements.

The Authority has developed a Cost Model for all major operators.

#### Quick Links

-  [NatCA Act 2022 - PDF]

<https://www.natcom.gov.sl/wp-content/uploads/2022/10/The-National-Communications-Authority-Act-2022.pdf>

-  [Draft Tariff Regulations - PDF]

SEE FILE: NatCA Draft Tariff Regulations 2025

-  [Tariff Submission Form]

SEE FILE: NatCA Tariff Submission Form

-  [Tariff FAQs]