



PUBLIC NOTICE

The Malawi Communications Regulatory Authority (MACRA) pursuant to its mandate under section 53 (2) (3), Communications Act, Cap 68:01 of the Laws of Malawi, has determined emergency telecommunications as an essential service that should be provided by telecommunication providers.

With support from the Malawi Government, MACRA has established an Emergency Telecommunications Operational Center (ETOC) that is serving as a hub for coordinating, viewing, and monitoring the performance of telecommunications networks and the provision of emergency telecommunications by telecommunication providers. The establishment of the Center is in recognition of the important role of communications during emergency and disaster situations, particularly in disaster mitigation and relief operation. It is also a direct response to the flood disaster caused by Cyclone Freddy which hit the southern region of Malawi.

Below is an update from the center which is operating from Sunbird Mount Soche executed by MACRA in coordination with relevant stakeholders including representatives from each operator, officials from Blantyre City Council, officials from the Department of Disaster Management Affairs (DoDMA), officials from the ICT Association of Malawi (ICTAM), officials from MACRA and other stakeholders.

EMERGENCY TELECOMMUNICATIONS OPERATIONS CENTER

Number of Sites Down @ Every Hour : 15 March 2023

Time	Airtel	TNM	MTL	Inq	Access	OCL
6:00	23	42	4	3	14	23
7:00	23	42	4	3	14	23
8:00	20	42	4	3	14	23
9:00	20	33	4	3	26	23
10:00	28	33	4	3	26	23
11:00	28	33	4	2	26	23
12:00	23	26	4	2	26	14
13:00	23	26	4	2	26	14
14:00	23	26	4	2	26	14

Dated this of 15th March 2023

Daud Suleman

DIRECTOR GENERAL