



MINISTRY OF POST  
AND TELECOMMUNICATIONS

Nº : 007 បទ.សជំណ

*[Unofficial Translation]*

**Announcement  
on  
Cellular Service Improvement**

The Ministry of Post and Telecommunications (MPTC) would like to announce to the general public that due to the spotty cellular signals in some areas, the MPTC has tasked the Telecommunication Regulator of Cambodia (TRC) with reinspecting cellular signals and urging all cellular operators to improve their signals by installing necessary equipment and building additional cell towers. However, the installation of cell towers has faced challenges stemmed from concerns by the general public; some of their concerns include lightning strikes and collapses of cell towers as well as negative health effects due to radiofrequency signal, which is often mistakenly perceived as radioactive.

Current circumstances have indicated the general public's demand for cellular and internet services, especially for online learning, via fast and quality technology system to support the development objectives. As such, the MPTC would like to announce and advise the followings:

1. All cellular operators must improve their signal in all areas, notably urban areas and new development zones by promptly installing additional equipment and new cell towers. The MPTC would like to emphasize that cellular operators must ensure quality cellular services for their consumers in accordance with their license agreements. Any provision of low-quality services demonstrates unethical practices, as stated in the law of consumer protection.

2. Past inspections have shown that all cellular service providers use broadcasting equipment in compliance with the International Telecommunication Union (ITU) standards. To date, the World Health Organization (WHO) has yet to find evidence suggesting any health hazard from cell towers, for cellular radio frequency transmission poses no radioactive risks. Moreover, cell towers are equipped with lightning protection devices. Thus, the MPTC would like to request cooperation from the general public when additional cell towers are installed in their communities. Likewise, the MPTC is charging TRC with inspecting cell services with the highest care and responsibility to ensure quality mobile services and that all equipment comply with technical standards.

This announcement shall serve as notice for all mobile operators to execute with great responsibility and as information for the general public.

Phnom Penh, 26 May 2020

*[Sealed]*