



INFORMATION AND COMMUNICATION TECHNOLOGIES AUTHORITY

9th Floor, The Celicourt, Sir Celicourt Antelme Street, Port Louis, MAURITIUS

Ref. ICTA/TD/1/2026

12 May 2026

THE TELECOMMUNICATION DIRECTIVE 1 OF 2026

The Information and Communication Technologies Authority, in the discharge of its statutory functions under the Information and Communication Technologies Act 2001 (the Act), hereby issues the following directive, pursuant to sections 17(1), 17(3), 18(1)(b), 18(1)(h) and 18(1)(n) of the Act.

1. Short title

This Directive shall be cited as the Telecommunication Directive 1 of 2026 (TD 1 of 2026).

2. Interpretation

In this directive –

“Act” means the Information and Communication Technologies Act 2001 (as amended);

“Authority” means the Information and Communication Technologies Authority established under Section 4 of the Act;

“Broadband” means an always-on data connection that has the capacity of the minimum download speed of 256 kilobits per second to an individual subscriber;

“Crowdsourcing” means the voluntary collection of quality of service data from a large base of end-users performing quality of service tests directly from their end devices through mobile or web-based application;

“Crowdsourcing tool” refers to the mobile application or to the web-based application, named ‘KaliteNet’, available through standard browsers on desktop or mobile devices, to run QoS tests;

“Designated service provider” is the independent entity whose services have been procured by the Authority to implement the national QoS measurement platform;

“National test server” refers to the test server owned by the Authority and hosted at the Mauritius Internet Exchange Point (MIXP);

“Internet Service Provider (ISP)” is a public operator providing broadband Internet services over the territory of the Republic of Mauritius;

“National QoS measurement platform” refers to the integrated system including crowdsourcing tools, test servers, data storage infrastructure, dashboard interface and secure cloud-based environment used for the collection, storage, aggregation, analysis, presentation and visualization of quality of service data, for the purpose assessment of quality of broadband Internet services in Mauritius;

“Quality of Service (QoS)” refers to the performance of broadband Internet services as measured from the perspective of an Internet user.

“Residential subscribers” refer to home broadband and mobile Internet subscribers excluding business or enterprise. The terms ‘Internet users’ and ‘Internet subscribers’ used in this Directive shall refer to residential subscribers.

Any other term used in this Directive shall, unless the context otherwise requires, have the same meaning as in the Act or the Regulations made under it.

3. Application of Directive

This directive shall apply to Internet Service Providers (ISPs) involved in the provision of Broadband Internet services to residential subscribers in the Republic of Mauritius.

4. Explanatory Note

The Authority in exercise of its statutory powers under Section 18(1)(n) the Act, is mandated to “ensure the safety and quality of every information and communication services including telecommunication service and, for that purpose, determine technical standards for telecommunication network, the connection of customer equipment to telecommunication networks”.

The aim of this Directive is to:

- a) ensure an effective implementation and operation of the national QoS measurement platform with the collaboration of ISPs;
- b) facilitate widespread adoption of the crowdsourcing tools by Internet subscribers, through appropriate incentives;
- c) ensure collaboration of ISPs to empower Internet subscribers with meaningful information on the quality of the broadband Internet services to which they are subscribed;

5. Obligations of ISPs

- i. The ISP shall make available, at its own costs, a test server for the purpose of integration with the national QoS measurement platform.
- ii. Where an ISP already hosts or operates a test server in collaboration with the designated service provider, it may use the same test server for integration with the national QoS measurement platform.
- iii. The ISP shall ensure that its test server as per (i) or (ii) above, meets the required configuration and performance standards as specified by the Authority and/or the designated service provider.
- iv. The ISP shall provide such information required in the context of the operation of the national QoS measurement platform as may be required.
- v. The ISP shall ensure adequate connectivity with the Mauritius Internet Exchange Point (MIXP) so as to establish optimal peering with the national test server hosted at the MIXP.
- vi. The ISP shall collaborate with the Authority and the designated service provider for any installation, testing, monitoring and ongoing maintenance activities related to the national QoS measurement platform.

- vii. The ISP shall not enter into any contractual arrangement with any QoS Solutions provider for the purpose of ranking or awarding the said ISPs based on QoS assessment conducted by such QoS Solutions provider regarding any services offered by the ISPs in the territory of Mauritius.
- viii. The ISP shall ensure uninterrupted access to its test server, to support continuous QoS testing by Internet subscribers.
- ix. The ISP shall not engage in any practice that cause test results to be artificially enhanced, including but not limited to prioritisation of traffic towards test servers.
- x. The ISP shall implement appropriate incentives such as the zero rating of tests conducted via the national QoS measurement platform to minimize impact on subscriber packages and to encourage a maximum number of Internet subscribers to perform the QoS tests.
- xi. The ISP shall collaborate, as required, in any marketing campaign undertaken by the Authority, aimed at promoting the use of crowdsourcing tools by Internet subscribers.
- xii. The ISPs shall collaborate through corrective actions to improve the Quality of Service in concerned areas based on QoS reports as published by the Authority.

6. Commencement

This Directive shall come into effect on **12 May 2026**.