



16th June, 2021

Concerns of MTN network distribution in Nigeria

LAGOS, NIGERIA: MTN Nigeria Communications Plc (MTN Nigeria) is aware of misleading media coverage related to a notice sent to a select group of our enterprise customers on the 15th of June, 2021 about potential service disruptions.

To clarify the issue Karl Toriola, CEO of MTN Nigeria said “Maintaining network stability and high levels of customer service remains a key priority for us. In line with MTN Nigeria’s standard practice, this includes communicating to and informing customers of any potential disruptions in a timely manner, whether due to maintenance on the network, outages due to faults or other circumstances that may pose a risk, enabling them to plan appropriately and put in place business continuity measures.

The notice in question was a routine notification to a small group of businesses affected by a specific challenge in **very few** specific locations. These notices are regularly distributed to partners and are not out of the ordinary.

Small, medium and large enterprises are key to driving economic growth in Nigeria, and with the rise of digital solutions, are becoming more reliant on secure and reliable connectivity solutions. We recognise and understand the importance of service availability and strive to deliver a seamless and uninterrupted high-quality network experience, so that they are able to meet their customer’s needs.

As a responsible Nigerian company, we remain committed to supporting the sustainable growth and development of our country. We are dedicated to delivering the highest levels of service possible, and steadfast in our drive to ensure our customers have the information they need to make critical personal and business decisions and will continue to update them on relevant developments,” concludes Toriola.

A handwritten signature in black ink, appearing to read 'Uto Ukpanah', is positioned above the printed name.

Uto Ukpanah
Company Secretary



About MTN Nigeria

MTN Nigeria is one of Africa's largest providers of communications services, connecting over 71.5 million people in communities across the country with each other and the world. Guided by a vision to lead the delivery of a bold new digital world, MTN Nigeria's leadership position in coverage, capacity, and innovation has remained constant, since its launch in 2001. MTN Nigeria is part of the MTN Group – a leading emerging market operator, connecting more than 280 million subscribers in 21 countries in Africa and the Middle East. To learn more about MTN Nigeria and its various initiatives, visit www.mtnonline.com

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