

## **I. OBLIGATIONS OF THE LICENSEE**

Under this license, the licensee shall ensure that:

- a. The satellite network is stable and reliable in order to keep good service to the subscribers;
- b. The required equipment (dishes, decoders) for receiving signal are always available on the local market;
- c. The television service, channels are distributed according to the agreement signed between the licensee and the subscriber;
- d. The content aired on the platform is lawful, upholds the Rwandan culture and norms;
- e. The Service Level Agreement (SLA) is signed between the licensee and the subscribers to provide any support services that the subscriber may need;
- f. The network-specific equipment including the installation, operation and maintenance for the licensed services complies with the domestic or international standards;
- g. The subscriber is notified for any disconnection at least seven (7) days before the disconnection;
- h. The Regulatory Authority is informed about any change on pricelist of services provided to the subscribers in thirty (30) days before implementing the price change;
- i. The annual audited financial statement is submitted to the Regulatory Authority;
- j. The regulatory fees are regularly paid as provided by the Regulations governing subscription satellite television services.

## **II. RIGHTS OF THE LICENSEE**

In terms of this license, the licensee shall have the following rights:

- a. To build up a subscription satellite television system in Rwanda and provide a Direct to Home (DTH) television services;
- b. To add or remove a channel to his/her bouquet and reorganize the existing channels accordingly upon notification to the Regulatory Authority within the timeframe specified in the Regulations in force;
- c. To disconnect a dishonest subscriber in accordance with the regulations into force;
- d. To collect subscription fees from the subscribers.

### **III. CONTROL OF FORBIDDEN CONTENT**

The Regulatory Authority shall order the Licensee to remove content for which it was established that it is illegal, against national security, damaging the national integrity, violating Rwandan culture and values.

### **IV. TRANSFER OF THE LICENSE**

The Licensee shall not transfer, assign, pass over to a third party in any manner the rights, interests or obligations under the License without the prior written consent of the Regulatory Authority.

### **V. SERVICE QUALITY LEVEL**

The Licensee undertakes to use all reasonable endeavors to comply with international standards of quality of services, in particular those set by the ITU. Furthermore, the Licensee undertakes to comply with the quality of service standards as prescribed by the Regulatory Authority.

### **VI. INSPECTION**

The Regulatory Authority or its authorized representative, has the right to inspect the premises of the licensee and its network facilities for a purpose of ascertaining compliance to the license conditions.

### **VII. COMPLIANCE WITH LAWS AND REGULATIONS**

The non-compliance with the terms and conditions of this License and the violation of relevant Laws, Regulations and Directives may lead to the monetary sanction, suspension and revocation of this License.