



L E S O T H O
C O M M U N I C A T I O N S
A U T H O R I T Y

**DATA & INFORMATION
DISSEMINATION
SERVICE LEVEL STANDARD**

BACKGROUND

The Communications Act, 2012, section (4) (i) mandates the Lesotho Communication Authority to promote Lesotho's participation in the global information society.

The Authority through the Division of Economics and Sector Development performs this duty and has a defined data management function which amongst others, ensures timely, accurate and reliable data and information dissemination to the relevant stakeholders at both domestic and international level.

DATA & INFORMATION DISSEMINATION APPROACH

At the international level, the Authority shares data and information with organizations that include but not limited to, International Telecommunications Union (ITU), World Bank, International Monetary Fund (IMF). At regional level, data and information is shared with bodies such as Communications Regulators' Association of Southern Africa (CRASA), African Telecommunications Union (ATU) and other communications regulators. Lastly, domestically, data and information are shared with all relevant stakeholders.

In order to create predictability and ensure an effective data and information dissemination function, the Authority has developed a service level standard that defines the timelines that will be applicable as per the information requested and the channels through which stakeholders should use to lodge data and information request with the Authority.

Upon receipt of the Data and Information Request (DIR), depending on the applicable category as per the table below, the Authority will acknowledge receipt of the request within 48 hours.

Data & Information Requests could be lodged:

- a) In writing by email at research@lca.org.ls or
- b) In writing and submitted physically at **LCA offices at 30 Princess Margaret Road, Old Europa, Maseru**

| CATEGORY | NATURE OF DIR | SOURCE OF DIR | TIME TAKEN TO RESPOND |
|----------|---|--|-----------------------|
| A | Data readily available within the LCA | Primary Source of data | 15 working days |
| B | Data sourced outside LCA | Secondary Source of data | 45 working days |
| C | Data sourced within LCA and outside LCA | Mixture of primary and secondary sources of data | 45 working days |