

The Gambia Government LTE Internet Usage Policy – 2024

1. Background

The Government LTE Network currently under the management of the Ministry of Communications and Digital Economy (MOCDE), was established in 2015 as part of the ECOWAS Wide Area Network (ECOWAN) project and transferred to the then M. Initially comprising four base stations, the network has since been upgraded and significantly expanded to include eight strategically located sites across The Gambia such as in Banjul, Serrekunda, Kotu, Brusubi, Abuko, Yundum, Brikama and Basse. This expansion has significantly increased the network's coverage, ensuring wider access to essential communication services for Senior Government Officials and Government Offices.

The network's primary objective is to deliver reliable, secure and high-speed wireless broadband internet connectivity to government officials at work, home or on mobile and government offices. This is achieved through the provision of internet dongles and CPE routers, empowering users with enhanced bandwidth capacity and efficient communication tools.

Over the years, the Government LTE Network has revolutionized communication within government institutions. Besides providing a cost-effective and efficient solution, the network has also enabled government officials to stay connected, collaborate effectively, and access vital information.

This Government LTE Network Usage Policy aims to guide the responsible usage and utilization of the network, ensuring its optimal performance and security for all users.

2. Purpose

The purpose of this policy is to ensure that there is proper management and usage of the Government LTE Network, particularly the end devices (Dongles/CPEs), ensure that the network bandwidth is effectively and efficiently utilize and as well as its security.

3. Scope

The scope of the policy is limited to all Senior Government Officials, Offices and other privilege users such as ICT Officers, Technicians or Support Staff, using or connected to the Government LTE network.

4. Procedures

For the purpose of this policy, the following are the procedures set forth when an institution is requesting for a Dongle/CPE, replacing a Dongle/CPE, returning a Dongle/CPE or re-allocating a Dongle/CPE, for the case of a new or transferred staff or a staff whose employment service is no longer active, and as well as the issuing authority (MOCDE):

4.1. Requesting for LTE Dongle/CPE

The Gambia Government LTE Internet Usage Policy – 2024

- I.** All LTE Dongles/CPE Routers for Senior Government Officials or Office use must be requested formally via an official letter or an official Government email, addressed to the Permanent Secretary of MOCDE.
- II.** Any requesting institution within the scope of this usage policy, when requesting for LTE Dongle/CPE Router must indicate the name, grade of the user or office and other details as per the annex.
- III.** LTE Dongles request can only be done for Senior Government Officials only
- IV.** LTE Dongles request can exceptionally be done for ICT officers, technicians or support staff deemed relevant, supporting networks or I.T systems or their institutions.
- V.** CPE Routers' request can only be made for Government Offices where no or limited internet is available.

4.2. Replacement of LTE Dongle/CPE

- I.** If an LTE Dongle/CPE Router or Sim Card is lost or broken, the staff of the institution or office using it must immediately inform MOCDE, and request for its replacement if needed.
- II.** To request for the replacement of LTE Dongle/CPE Router and/or Sim Card, the user institution must fill in the issuing/replacement form in the annex and attached it with a formal letter/email addressed to the Permanent Secretary, MOCDE with justifications for replacement.
- III.** An LTE Dongle/CPE Router that is lost or broken due to the negligence of the user, the institution or user must be liable and pay for its replacement as per its current market price.

4.3. Return/Re-Allocation of LTE Dongle/CPE

- I.** User institutions must make sure that a user who is being transferred, redeployed, retired, or on secondment must handover their LTE Dongles/CPE Routers.
- II.** An LTE Dongle must be returned to MOCDE, if its user is transferred, retired, on study leave, leave of absence or on secondment.
- III.** A deceased staff whose LTE Dongle/CPE Router is not accessible or traceable, that LTE Dongle will be considered lost and MOCDE must be informed using the Issuing/Replacement Form, so that the associated Sim Card will be deactivated.
- IV.** In the case of a transferred, retired, on study leave, leave of absence, secondment and deceased staff, upon writing formally by the User Institution, MOCDE may choose to re-allocate their Dongle/CPE Router to another staff of the same institution, if requirements set forth in this usage policy are met.

The Gambia Government LTE Internet Usage Policy – 2024

- V. If a particular Office is no longer using the LTE CPE Router for whatsoever reason, that CPE Router must be returned to MOCDE immediately through formal communication.

4.4. Issuing LTE Dongle/CPE

MOCDE the issuing institution/authority, must ensure the following:

- Requests for LTE Dongles/CPE Routers and Sim Cards are done formally in the right way
- All serial numbers of LTE Dongles/CPE Routers to be issued and their associated Sim Cards must be recorded, kept in a database or inventory, and details of institutions or users it has been issued recorded.
- A staff or some staff of MOCDE to be assigned with the responsibility of reviewing LTE Dongle/CPE Router requests and be issuing them once requirements are met, using the Issuing/Replacement Form.
- Replaced or Re-Allocated LTE Dongles/CPE Routers and Sim Cards must always be recorded, kept in a database or inventory.

5. Policy elements

The following are the conditions set forth for the usage of the Government LTE Dongles, CPE Routers and associated Sim Cards, which are applicable to all institutions and users of the Government LTE network:

5.1. Acceptable Use

- I. Use LTE Dongles/CPE Routers to connect to the internet to do official work-related activities.
- II. Use LTE Dongles/CPE Routers to do research for both official work-related and for personal purposes.
- III. Give the LTE Dongles/CPE Routers to a co-worker to connect to the internet to do work related activities and do research for both official work-related and personal purposes.

5.2. Unacceptable Use

- I. Use the LTE Dongles/CPE Routers to do personal business activities over the internet or sell it as a service to other people.
- II. Use the LTE Dongles/CPE Routers to conduct hacking or do malicious activities over the internet.
- III. Use the LTE Dongles/CPE Routers for defamation, trolling and bullying activities over the internet
- IV. Use the LTE Dongles/CPE Routers for Entertainment/Gam streaming over the internet.

