

Strengthening Collaboration for Consumer Protection & Fair Competition

Yesterday, Airtel Zambia paid a courtesy call on the Competition and Consumer Protection Commission (CCPC) to formally congratulate and engage with the newly appointed Executive Director, Ms Eunice Hamavhwa, who took office earlier this year.

Our meeting reaffirmed the importance of open dialogue, transparency, and partnership between regulators and industry players. As a service provider reaching millions of customers across the country, Airtel recognises that strong collaboration with CCPC is essential in ensuring:

- A fair, competitive marketplace
- Enhanced consumer protection mechanisms
- Responsiveness to customer concerns
- Better alignment on emerging market dynamics and digital trends

We appreciate the Commission's commitment to safeguarding consumer rights and promoting healthy competition—cornerstones for innovation and national development.

Airtel remains committed to continuous engagement with CCPC to ensure we deliver services that are reliable, responsible, and responsive to the needs of the Zambian people.