



PAKISTAN TELECOMMUNICATION AUTHORITY
HEADQUARTERS, F-5/1 ISLAMABAD

**Enforcement Order under section 23 of Pakistan Telecommunication (Re-organization) Act,
1996 against Fiber Link (Pvt.) Limited**

No. PTA/RA/Consumer-Protection/131/2024/524

Show Cause Notice: 11th September, 2024
Venue of Hearing: PTA HQs, Islamabad
Date of Hearings: (i) 27th February, 2025 &
(ii) 29th May, 2025

Panel of Hearing:

Maj. Gen. Hafeez UR Rehman (R): Chairman
Dr. Khawar Siddique Khokhar: Member (Compliance and Enforcement)
Mr. Muhammad Naveed: Member (Finance)

The Issue:

“Consumer Complaints against Fiber Link (Pvt.) Ltd.”

Decision of the Authority

1. Precisely stated facts of the case are that **Fiber Link (Private) Limited** (the “**licensee**”) is engaged in the business Local Loop telecommunication services pursuant to non-exclusive license No. LL-71-2018/LTR dated 18th April, 2018 and license No. LL-71-2018/KTR dated 18th April, 2018 (the “**license**”) issued by the Pakistan Telecommunication Authority (the “**Authority**”) to establish, maintain and operate licensed system and to provide licensed services in LTR and KTR regions on the terms & conditions contained in the license.
2. The licensee is required to comply with provisions of prevailing regulatory laws comprising the Pakistan Telecommunication (Re-Organization) Act, 1996 (the “**Act**”), the Pakistan Telecommunication Rules 2000 (the “**Rules**”), the Pakistan Telecommunication Authority (Functions & Powers) Regulations 2006 (the “**Regulations**”), Telecom Consumer Protection Regulations, 2009 (the “**CP Regulations**”) and the terms and conditions of the license.
3. In accordance with clause (a) of sub-section (4) of section 21 of the Act read with clause 8.1 of the Appendix B of the Rules and license condition No.3.1 of the license, the licensee is under obligation to observe the provisions of the Act, the Rules, the Regulations, orders, determinations, directions and decisions of the Authority.
4. As per section 4 (1) (m) of Act, one of the function(s) of the Authority is to regulate competition in telecommunication sector and protect consumer rights. More so section 6 (f) of the Act provides that the Authority shall ensure the interests of users of telecommunication services are duly safeguarded and protected. Further, section 21 (4) (1) of the Act provides obligations for protection of consumer interest.
5. Under license condition No. 7.3.1, the licensee is under obligation to establish an efficient and easy-to-use system to promptly receive, process and respond to complaints, claim or suggestion by

customer of the licensed services. Furthermore, as per license condition No. 7.3.2, the licensee shall make all reasonable efforts to resolve customer complaints or dispute without delay and recourse to the Authority. As far as the instant matter is concerned, numerous complaints from consumer regarding fault/disruption in broadband services were received against the licensee. All complaints were processed as per applicable procedure and after providing opportunity of hearing the licensee vide orders dated 25th April, 2024 and dated 22nd July, 2024 was directed as under:

a. **Order dated 25th April, 2024**

- i. *M/s Fiber link shall stop annual package hence forth.*
- ii. *M/s Fiber link shall return payment to all subscriber of the annual package who have raised complaints.*
- iii. *M/s Fiber link shall resolve all pending complaints immediately failing to which case shall be initiated for suspension of license.*
- iv. *M/s Fiber link is directed to submit compliance report to the above orders by June, 3, 2024."*

b. **Order dated 22nd July, 2024**

"3. after hearing the Complainant and other participants, and in accordance with Regulations 15 (8) of the "Telecom Consumer Protection Regulations, 2009," M/s Fiber link (Pvt.) Ltd. is hereby directed to refund the advance payment to the Complainant immediately, but not later than three days from the issuance of the order, with intimation to this office"

6. Due to failure on the part of licensee in complying with aforesaid orders, a Show Cause Notice (SCN) dated 11th September, 2024 was issued wherein the licensee was required to remedy the aforementioned contravention by submitting compliance report / updated status of the aforementioned orders and sharing the resolved status / compliance report of all the pending complaints and also to explain in writing, within thirty (30) days of the issuance of this notice, as to why an enforcement order should not be passed against the licensee under section 23 of the Act.

7. In order to proceed further, the matter was fixed for hearings on 27th February, 2025 and 29th May, 2025 before the Authority. Mr. Usman Masroor (Manager OPS.) and Mr. Sohail Shahzad (CEO) (the "**representatives**") attended the hearing on 27th February, 2025. Pursuant to the hearing held on 27th February, 2025, the licensee vide letter dated 11th March, 2025 was directed to resolve all complaints and furnish compliance report on or before 11th April, 2025. In response, the licensee vide email dated 30th April, 2025 intimated that all previously reported approximately 100 complaints have been duly addressed and resolved. Necessary internal processes have been improved to ensure timely and effective resolution of customer issues. Additionally, the licensee conveyed that cheques will be delivered to remaining complainants in 07 days.

8. After examination of the compliance report submitted the licensee through email dated 30th April, 2025, the matter was again fixed for hearing on 29th May, 2025 before the Authority. Mr. Usman Masroor (Manager OPS & Regulatory) attended the hearing on the said date. The representative submitted that it has already complied with the direction of the Authority and also

made efforts to deliver remaining cheques on account of refund to the consumers. However, he requested for further time for providing status of delivery of cheques to the consumers.

9. In light of hearing held and as requested by the licensee further time to comply with the direction was extended. As agreed by the licensee during hearing with the time lines, the licensee vide letter dated 12th June, 2025 was directed to implement the direction as already conveyed through letter dated 11th March, 2025 and required to submit compliance report along with evidence of refund on or before 23rd June, 2025. For ready reference direction issued through letter dated 12th June, 2025 is reproduced below:

“In continuation of PTA's letter dated 11th March, 2025, the matter was fixed for hearing on 29th May, 2025 on the issue of compliance report as required through the said letter. Mr. Usman Masroor (Manager OPS & Regulatory) (the "representative") appeared on the behalf of the licensee on the said date. He concluded that the instructions issued by PTA on 11th March, 2025 will be implemented in letter and spirit with a period of 10 days and compliance along with evidence of refund is required to submit on or before 23rd June, 2025.

2. Please note that in case of non-submitting the aforementioned compliance report within the aforesaid stipulated timeframe i.e., by 23rd June, 2025, the licenses bearing No. LL-71-2018/LTR dated 18th April, and LL-71-2018 /KTR dated 18th April, 2018 shall be terminated without further notice.”

10. However, despite extending and providing ample opportunities to the licensee for compliance of the direction of the Authority, the licensee has miserably failed to adhere the same.

11. In light of the above, since the licensee has failed to comply with direction of the Authority as per agreed time line thus license No. LL-71-2018/LTR dated 18th April, 2018 and license No. LL-71-2018/KTR dated 18th April, 2018 are hereby terminated with immediate effect.

12. All LDI, LL, TIP and Mobile licensees are directed to suspend immediately all telecommunication facilities extended to the licensee pursuant to the license till further orders of the Authority.

Maj. Gen. Hafeez Ur Rehman (R)
Chairman

Muhammad Naveed
Member (Finance)

Dr. Khawar Siddique Khokhar
Member (Compliance & Enforcement)

Signed on 28th day of August, 2025 and comprised (03) pages only.