



**ASAASE BROADCAST COMPANY LIMITED, ORGANISERS OF ASAASE SOUND CLASH**

**PRESS RELEASE**

FOR IMMEDIATE RELEASE

DATE: 14<sup>TH</sup> SEPTEMBER, 2020

ATTN: NEWS EDITOR

**ASAASE SOUND CLASH E-PAYMENT CHALLENGES**

Asaase Radio and its partner organisers of the just-ended Sound Clash event between Shatta Wale and Stonebwoy, which took place on the night of 12 September 2020, note with concern, various complaints received from the general public, who attempted to gain access to viewing and listening to the event by purchasing previously approved and advertised online tickets through MTN numbers.

The organisers wish to apologise most sincerely for the difficulties which many of our listeners, viewers and other members of the public faced and have since brought to our attention. We are in the process of conducting a thorough investigation into where and how the service failed and working with MTN to provide a comprehensive report on the matter. Any possible offer of reimbursement will duly be communicated to all those who purchased tickets for the event.

Initial indications are that there was a technical challenge which we tried diligently to rectify during the course of the evening. As all those who witnessed the event may have noticed, in view of the problems being encountered, and in order to ensure that those who had purchased tickets did not miss out, **Asaase Radio** facilitated a continuous video link via Facebook.

Your concerns are of great importance to us, as we take immense pride in bringing you the best in products and services, and we always work assiduously to achieve just that.

**Asaase Radio** once again apologises profoundly for any inconvenience that may have caused.

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