



NATIONAL
COMMUNICATIONS
AUTHORITY

KNOW ALL ABOUT NCA



Communications for Development

Background

The National Communications Authority (NCA), was established by the National Communications Act of 1996, Act 524, now repealed and replaced by the National Communications Authority Act of 2008, Act 769, to regulate communications by wire, cable, radio, television, satellite and similar means of technology for the orderly development and operation of efficient communications services in Ghana.

Vision

To become the most forward-looking and innovative Communications Regulatory Authority in the sub-region; by creating and maintaining an efficient, transparent and business friendly environment to enable Ghana become the premier destination of ICT investment in the sub-region.

Mission

To regulate the communications industry by setting and enforcing high standards of competence and performance to enable it to contribute significantly and fairly to the nation's prosperity through the provision of efficient and competitive services

What We Do

- Grant licenses and authorizations for operation of communication systems and services
NCA assigns, allocates and regulates the use of frequencies in conformity with policies and develops strategies for the communications industry (civil and security use).

These include:

1. Radiocommunication Licences
 - A. Aeronautical Service
 - B. Land/Mobile Services
 - C. Marine Services
 - D. Trunk Radio Network
 2. Broadcasting Authorizations
 - E. Radio Broadcasting Services
 - F. Television Broadcasting Services
 3. Telecommunications Licences / Authorizations
 - G. Mobile Cellular Operations
 - H. Broadband Wireless Access Operations
 - I. Submarine Cable Landing Licence
 - J. Communications Tower Licence
 - K. Internet Data/Public Data Services
 - K. Value Added Services
 - M. Private/Corporate Data Network
 - N. Public Paging Services
 - O. VSAT for Public Use
 - P. VSAT for Private/Corporate Use
 - Q. VSAT Data Network (Direct-to-Home (DTH))
 - R. VSAT for Carrier Network Licence
 - S. Inmarsat Terminal (Terrestrial)
 4. Equipment Dealership Licences
 5. Equipment Type Approval
- Ensure fair competition among licensees
The core responsibility of NCA is to promote and ensure fair competition in the telecommunications industry. These include implementing policies on competition within the remit of the Authority.

- **Establish and monitor quality of service indicators for operators and service providers**
The Authority routinely conducts network end-to-end quality of service monitoring exercises. This is done once every quarter in all Metropolises and twice a year in all Districts within the country. In addition NCA monitors the spectrum to ensure compliance and avoid interference.
- **Educate and Protect consumers**
The Authority ensures consumers are protected by providing safeguard mechanisms for seeking redress on communications issues. NCA encourages and seeks resolution of all disputes between subscribers, licensed operators and other entities in accordance with processes stipulated by the law.
- **Ensure Conformance to Standards**
Equipment standards and type approvals are technical requirements for vendors, manufactures, dealers and network service providers. NCA manages this activity to ensure that communication equipment that are sold and used by the public networks meet specific standards.
- **Collaborate With Other Countries For Effective International Frequency Management**
To ensure good quality of service for consumers, the Authority constantly engages in international frequency coordination with our neighboring countries particularly Burkina Faso, La Côte d'Ivoire and Togo. This is to ensure that telecommunications services and broadcasting services provided in our country do not interfere with emissions from these countries and vice-versa.

NCA is currently Engaged in

- **Digital Terrestrial Switchover Project**
NCA will be embarking on the transition from analogue to digital broadcasting. This will ensure that

television viewers receive better quality video and audio signals, more channels and greater interactivity. It will also result in the release of frequencies for other services such as mobile broadband.

The NCA is working in accordance with the Geneva 2006 (Ge06) agreement of the International Telecommunications Union (ITU) to ensure that by 2015, terrestrial television stations: GTV, TV3, TV Africa, Crystal TV, Metro TV, Viasat1, Net-2 TV, e-TV Ghana, Coastal TV, GhOne, Top TV and all others with similar licenses migrate their transmissions from analogue to a digital platform.

- **SIM Card Identification**

On July 1, 2010, Ghana embarked on a SIM card registration exercise which required users of mobile telephony services to identify with their phone chips or SIM cards.

- **Mobile Number Portability (MNP)**

Mobile number portability is now a reality in Ghana. That means consumers can move from one mobile network to another and still retain their existing telephone number. Ghana's feat with MNP is achieving a port within less than five (5) minutes.

- **Broadband Wireless Access**

In accordance with its mandate under the Electronic Communications Act, 2008, Act 775 and the National Telecommunications Policy 2005 (NTP'05), the Authority has awarded licenses for provision of Broadband Wireless Access (BWA) Licenses in the 2500 – 2690 MHz frequency band.

- **Decentralization**

The Authority has embarked on decentralization to bring its services closer to consumers. To date NCA has 8 offices in 8 regional capitals to facilitate easy access to NCA services by stakeholders.

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