



**NATIONAL
COMMUNICATIONS
AUTHORITY**

NEWSLETTER

QUARTER ONE - 2017



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Communications Minister Supports GLACY+ National Coordinator on Proactive Fight Against Cybercrime Menace

The Ghana National Coordinator of the Global Action on Cybercrime extended (GLACY+) programme has advocated for a shared reporting system to combat the menace of cybercrime in the country.

The National Coordinator, Mr. Joe Anokye, who is also the Ag. Director General, of the National Communications Authority (NCA) made these remarks at a three-day International Workshop on Criminal Justice Statistics on Cybercrime and Electronic Evidence in Accra on Wednesday, 29th March, 2017.

The National Coordinator for the GLACY+ project in Ghana, is responsible for coordinating the efforts of the various law enforcement agencies and judiciary to protect Ghanaians from the threat of cybercrime on the platform of the Budapest Convention. Mr. Anokye was also recently appointed a member of the National Security Council, to support government's efforts in protecting the country's critical national infrastructures.

The workshop which was organised by the Council of Europe as part of the GLACY+ project is expected to interrogate the current systems available in each member country with regards to reporting, collating and interpreting statistics on Cybercrime and Electronic Evidence and build capacity to develop measures in this regard. The workshop brought together



Mr. Joe Anokye, Acting Director General of the National Communications Authority speaking to the media after the Opening Ceremony.

several local and international law enforcement and justice professionals involved in collecting, collating and interpreting statistics for offences of cybercrime from countries including Mauritius, Philippines, Tonga, Sri Lanka and Morocco.

Mr. Anokye, said, with Ghana's total mobile data subscriptions at 20,064,110 and with an increasing penetration rate, Cybercrime cases are expected to escalate. He said as new technologies and strategies are being developed to advance network security, sometimes they have the effect of preventing Law Enforcement and Justice Agencies from securing the much needed electronic evidence.

To this end, Mr. Anokye called for the development of a shared system which would enable all

relevant institutions upload cases and share information to avoid duplication of efforts and ensure data and statistics integrity.

In her keynote address, Mrs. Ursula Owusu-Ekuful, the Hon. Minister for Communications, noted that cybercrime poses challenges to the technological development of Ghana and called for concerted efforts of all users of the cyberspace.

She also spoke of government's strategic plans to combat e-crime; these include the establishment of a National Cyber Security Council and a Cybersecurity Centre to oversee Cyber Security Incident Reporting and the establishment of a Forensic Laboratory in place to support investigations and prosecutions. The workshop was facilitated by Mr. Matteo Lucchetti, a

Project Manager at the Council of Europe who has led the GLACY+ project in Ghana. Mr. Lucchetti was also involved with the 2016 GLACY+ assessment of the cybersecurity space situation in Ghana.

Also at the opening ceremony was Mrs. Maria Luisa Trancoso, the Head of Governance of the EU Delegation in Ghana. She stated that government has a

duty to protect citizens from crime and breach of privacy. She acknowledged that one of the biggest challenge in fighting cybercrime is under-reporting of cybercrime and a lack of statistics and data for analysis.

Cabinet in November 2016 approved Ghana's accession to the Budapest Convention on Cybercrime which aims at harmonising national laws on

e-crime, improving investigative techniques and increasing cooperation among nations to foster the protection of countries against cybercrime.

Ghana is one of the few African countries and presumably, the first in West Africa that has signed the treaty and has keenly taken steps to ratify the treaty pursuant to cabinet's decision.



A cross section of participants at the workshop



Participants in a group photograph

NCA Announces Winners for the Digital Terrestrial Television (DTT) Free-To-Air (FTA) Programme Channel Authorisation

The National Communications Authority (NCA) announces for the information of the general public that after evaluation of the applications received on 30th January, 2017 for the award of Digital Terrestrial Television (DTT) Free-To-Air (FTA) Programme Channel Authorisation, eight entities have been selected for the award.

The Authority received Twelve (12) applications for national coverage and Four (4) applications for regional coverage in the Ashanti, Greater Accra, Northern and Volta Region.

Applicants were assessed in Four (4) categories namely, Programming Philosophy, Legal Organisation, Technical Capabilities and Financial Capabilities. As part of the evaluation process, applicants made documentary and oral submissions between 15th February, 2017 and 21st February, 2017.

DTT Programme Channel – National Coverage

Successful applicants for the award of DTT FTA Programme Channel Authorisations are ranked as follows:

No.	Name of Applicant	Authorisation Category	Rank
1.	The Multimedia Group	DTT Programme Channel – National Coverage	1st
2.	Kessben Television	DTT Programme Channel – National Coverage	2nd
3.	Mobile Zone Limited	DTT Programme Channel – National Coverage	3rd
4.	Notice Board Limited	DTT Programme Channel – National Coverage	4th

DTT Programme Channel – Regional Coverage

With regards to the available 10 advertised regional channels, only four applications were received. All four applicants have thus been selected for the award of DTT FTA Programme Channel Authorisations with regional coverage and are listed as follows:

No.	Name of Applicant	Authorisation Category
1.	Royal Image Broadcasting Limited	DTT Programme Channel – Regional Coverage (Ashanti)
2.	OTV Broadcasting Limited	DTT Programme Channel – Regional Coverage (Greater Accra)
3.	Kyirfo Multimedia Broadcasting Limited	DTT Programme Channel – Regional Coverage (Northern)
4.	Tony D. Company Limited	DTT Programme Channel – Regional Coverage (Volta)

Successful applicants have a period of sixty (60) days to validate their Provisional Authorisations by paying the requisite Authorisation fees.

The Authority has offered unsuccessful applicants of the DTT Programme Channel (National Coverage) the opportunity to apply for any of the 6 remaining Regions for which no applications were received.

The National Communications Authority takes this opportunity to thank all applicants and other stakeholders for their interest during this process.


About DTT

Ghana signed the Geneva 2006 (GE06) Agreement establishing the digital terrestrial broadcasting plan in the bands 174 – 230 MHz and 470 – 862 MHz at the Regional Radiocommunications Conference (RRC-06). The agreement requires signatory countries including Ghana to migrate from analogue television broadcasting to a digital TV platform by 17th June 2015 (UHF band) and 17th June 2020 (VHF) band. The application of digital techniques to television broadcasting results in several advantages over analogue including the following:

- Better picture quality, clearer sound, introduction of new services and more interactivity including electronic programme guide (EPG) for television viewers.
- A higher number of television programme channels and choice for the viewer.

- Reduced operational cost for broadcasters.
- Efficient use of spectrum as digital broadcasting technology enables transmission of more TV stations.
- The radio frequency (RF) spectrum used for terrestrial television is considered a scarce and finite natural resource. This makes it necessary to judiciously manage the spectrum both technically and economically for national interest. Economic benefits from the spectrum availability after the switch from analogue to digital transmission is known as the digital dividend.





NATIONAL COMMUNICATIONS AUTHORITY

REQUEST FOR APPLICATIONS

REQUEST FOR APPLICATIONS FOR DIGITAL TERRESTRIAL RADIO (DTR) SERVICE ON THE DIGITAL TERRESTRIAL TELEVISION (DTT) MULTIPLEX AUTHORISATIONS



The **NATIONAL COMMUNICATIONS AUTHORITY (NCA)**, is calling for applications from eligible entities registered under the Ghana Companies Code, 1963, Act 179, for the grant of authorisations to establish, maintain and operate a Digital Terrestrial Radio (DTR) Service on the Digital Terrestrial Television (DTT) Multiplex.

Authorisation Category	Coverage Location	Available slots
Digital Terrestrial Radio (DTR) Service on (DTT) Multiplex for Nationwide coverage	Nationwide	12 slots

All applications must be sealed and submitted at the Director General's Secretariat on or before **5:00pm on Friday, 2nd June, 2017** after which applications shall not be received. The application should be addressed to: **The Director General, National Communications Authority, NCA Tower, No. 6. Airport City, Accra.**

Only entities with valid existing FM radio broadcasting Authorisations can apply for a DTR Service on the DTT Multiplex. Applications submitted must include a non-refundable application fee of One Thousand Ghana Cedis (GHc1,000.00).

Hotline – 0307 - 011 - 419 | Toll Free – 0800 - 110 - 622

 National Communications Authority Ghana |  @NCAGhana |  National Communications Authority

Website: www.nca.org.gh **Communications for Development**

The National Communications Authority Hosts Ethiopian Delegation on Study Visit

The National Communications Authority (NCA), on Monday, 30th January, 2017, welcomed an Ethiopian delegation on a study visit to the Authority. The main objective of the study tour was to give the delegation the opportunity to learn about the Authority's regulatory activities.

The four member delegation was led by Mrs. Freyhiloot Nadew and accompanied by two representatives from Farm Radio, Ghana. Ethiopia has 44 radio stations including 10 community radio stations.

In his welcome remarks, the Ag. Director General, Mr. Joe Anokye, expressed his appreciation to the delegation for recognising the Authority's impact and regulatory efforts within the communication industry. He added that the visit would afford both parties the



Ag. Director General, Mr. Joe Anokye giving his welcome address

opportunity to foster a beneficial relationship.

Mr. Anokye outlined the roles and benefits of community radios in the communication industry from its impact on socio-development to the dissemination of information and educational support as is done with campus radios which is another authorisation under community radio.

He spoke of the importance the Authority attaches to engagements with the Ghana Community Radio Networks which have enabled NCA to be privy to some of the challenges the group faces in terms of managing the stations, competition from the commercial radio stations and their various requests for more authorisations for community radio stations.

Mr. Anokye also highlighted the Authority's major challenge with community radios concerning their gradual attempts to convert from community radio stations to commercial stations. He hoped that through continuous engagements these issues would become a thing of the past.

Mrs. Nana Defie Badu, Director for the Consumer and Corporate Affairs Division of the Authority,



Ag. DG, Mr. Joe Anokye interacting with the delegation

made a presentation on the activities and roles of the Authority within the communication sector.

Discussions at the meeting centred around the benefits of community radio such as providing teaching support and tools for social development. Other issues discussed include research practices and funding for community radio, capacity building and financial sustainability of the stations without external funding.

The meeting was informed that the Authority had embarked on a consumer survey and the results would be made available on the Authority's website soon.

The members of the

delegation on their part spoke on the problems community radios face in their country concerning inferior or poor standard equipment such as transmitters and antennas and the difficulties in reaching the citizenry within certain localities due to the terrain.



Ag. DG Mr Joe Anokye presenting a kente sash to the Leader of the Ethiopian delegation



Mrs. Nana Defie Badu giving a presentation on the activities of the Authority



Ethiopian delegation in a group photograph



**CONSUMER
TIPS**

KNOW ABOUT THE BILLING FEEDBACK MESSAGE

WHAT IS BILLING FEEDBACK?

The Billing Feedback is a system mandated by the NCA to ensure that all Mobile Network Operators in Ghana send a simple notification to prepaid consumers after any cost transaction on their mobile phones by USSD. The message will show you the duration of the call or activity, how much you were charged, as well as your balance remaining.

10 THINGS YOU SHOULD KNOW ABOUT THE BILLING FEEDBACK MESSAGE USING USSD

1. As a Consumer, You have the **Statutory Right** to request or access information on your bills.
2. The Billing Feedback Message is one of such ways of exercising your Right.
3. The Billing Feedback Message will provide you with information on your call and/or any mobile activity to help you use your units/credit judiciously and to promote transparency between the Mobile Network Operators and their customers.
4. The Billing Feedback Message will tell you exactly how long you were on a call or on the internet and exactly how much you were charged including your balance left as well as the rate of the call/mobile activity per second/minute.
5. The Billing Feedback Message will **Only** be received by Pre-Paid Customers for the time being. (Customers who top up credit using recharge cards)
6. The Billing Feedback Message **Does Not Apply** to value added or enhanced services like the receipt of News Updates, Daily Bible/Koran Messages, Sports Updates, etc.
7. The Billing Feedback Message is automatic once you finish making a call or end your mobile activity. You do not have to subscribe to receive it.
8. The Billing Feedback Message is deleted once you finish reading it. It will not be stored on your phone.
9. The Billing Feedback Message is **Absolutely Free**. You will not be charged for it.
10. As a Consumer, You have the Right to contact your Network Operator if you are not receiving the Billing Feedback Message within 5seconds of ending your call or mobile activity.

For more information, Please visit: www.nca.org.gh or Email: complaints@nca.org.gh

Or Contact: The Consumer & Corporate Affairs Division
National Communications Authority
NCA Tower, No. 6 Airport City
P. O. Box CT 1568, Cantonments, Accra
Tel: 0307 011419 | Email: info@nca.org.gh
Facebook: National Communications Authority, Ghana | Twitter: @ NCA Ghana

NCA Observes World Consumer Rights Day with a Consumer Roadshow



Mavis Obeng Aidoo and Baba Sabah (MC), explaining consumer issues to the gathering



Rahinatu Ali of the CCAD interacting with a trader at the Tema Station

The National Communications Authority (NCA) celebrated this year's international World Consumer Rights Day (WCRD), with a road show at the Tema Station in Accra Central. The day is celebrated on 15th March of every year. The road show was organised on the theme **"Know Your Telecom Rights"** and was aimed at educating and informing traders and commuters of their rights as consumers of telecommunication services.

The Authority also took the opportunity to educate the target audience on the activities of the Authority, Digital Migration, certified TVs and Set Top

Boxes, Unsolicited Electronic Communications (UEC) as well as the Authority's Consumer Complaint Process.

Ms Mavis Obeng of the Authority's Consumer and Corporate Affairs Division emphasised the Authority's concern for consumers and encouraged the gathering to approach the Authority in any of its offices located nationwide with their complaints if unresolved by their service providers.

Ms Mavis also spoke on the need for consumers and the public to be well informed of their right

to an appreciable quality of service from their mobile service providers.

As part of the roadshow staff of NCA moved throughout the Tema station and educated the traders, commuters and workers within the premises on consumer issues. Informative flyers were also distributed to them during the face to face interactions.

NCA branded souvenirs such as mugs, towels, measuring tapes and exercise books were given out to the members of the public who came to the stand as well as those who answered questions on the educational information



A trader rejoicing for winning an umbrella



A consumer answering a question at the road show

and winners of the dancing competitions.

NCA informative stickers with the Authority's toll free numbers and contact details nationwide were pasted on a lot of passenger vehicles within the premises.

A member of the audience, Mr. Baba Sabah, in an interview during the roadshow encouraged the Authority to organise more of such events to ensure that people in both the rural and urban areas are fully informed

and aware of their rights as consumers. He expressed his gratitude to the Authority for coming to their door-steps and proposed that consumer rights day be celebrated twice in a year.

About World Consumer Rights Day (WCRD)

The World Consumer Rights Day (WCRD) is celebrated on 15th March worldwide. It is an occasion for expression of

solidarity within the international consumer movement. It marks the date in 1962 when President John F. Kennedy first outlined the definition of consumer rights.

Various countries take opportunity of the day to educate consumers and the general public on their rights to be respected and protected. Other countries also use the day to protest against consumer abuse and mishandling.



Edward Sutherland interacting with the traders and commuters within the Tema Station



A staff of NCA educating commuters



A cross section of consumers at the Road Show

Understanding Radio Frequency Interference

With the advances in wireless technology, the probability of the occurrence of Radio Frequency Interference (RFI) may increase which may result in an increasingly challenging spectrum environment for Regulators to manage.

Most electronic and electrical devices like toys, phones, blenders, electronic printers, computers, laptops, game consoles, etc. contribute to RFI. Radio Frequencies (RF) themselves or natural events such as storms and lightning can also interfere with or disrupt RF communications. RFI affects the performance of radio systems in general.

It is worth knowing that some level of interference can be tolerated depending on the nature of the service involved and the nature of the interference. Those that cannot be tolerated are known as harmful interference which is an extreme level.

No person is allowed to cause harmful interference to an authorised Radio Communications service as stated in the Electronic Communications Act 775.

Understanding RFI

The ITU Radio Regulations (Articles) 2016 Edition, defines the following terms as:

Interference: The effect of unwanted energy due to one or a combination of emissions, radiations, or

inductions upon reception in a radio communication system, manifested by any performance degradation, misinterpretation, or loss of information which could be extracted in the absence of such unwanted energy.

Harmful Interference:

Interference which endangers the functioning of a radio navigation service or of other safety services or seriously degrades, obstructs, or repeatedly interrupts a radio communication service operating in accordance with Radio Regulations.

Causes of RF Interference

The causes of RFI can be broadly classified into incidental, unintentional or intentional. Under these categorisation, the following may be the specific causes of interference:

- Transmitters
- Consumer devices - This occurs when the device is in close proximity to a radio receiver.
- Electrical equipment
- Weather conditions- for example wind and radiation from lightning discharges.

The unfortunate truth is that equipment find its way into the hands of consumers without being type approved.

Managing Radio Frequency Interference

In accordance to the Electronic Communications Act, the NCA operates frequency monitoring stations that aids in monitoring the use of the frequency spectrum

and carry out other technical function necessary for fulfilling the requirements of the Radio Regulations of the International Telecommunication Union.

The Authority uses spectrum analysers from Anritsu and spectrum monitoring equipment from TCI as well as AR-One communications receivers in conducting its spectrum monitoring exercises.

Spectrum analysers are devices that are used to identify and measure the strength of interfering RF signals while the spectrum monitoring equipment enables the Authority to continuously monitor signals, analyze spectrum occupancy, and identify interference between 9 kHz and 8.5 GHz band.

These are receive-only equipment, they have the ability to receive signals and detect the source of signals. It is important to understand that these equipment



Spectrum Analyser



Spectrum Analyser



Spectrum Analyser

licensed or authorised radio communications.

The NCA has received a lot of interference complaints in the past. When the Authority receives such complaints, the Authority investigates to establish the source of the interfering signal. During this process, the complainants signal is switched off to enable the Authority detect the available signal at the band.

Upon detection, the Authority may serve notice on the person in possession of the facility, terminal equipment or other equipment requiring that person to cease the use of the facility, terminal or equipment within seven days from the date of service of the notice. Alternatively, the Authority may impose limits as to when the facility, terminal, equipment or other equipment may be used, and whether or not reasonable steps have been taken to minimise the interference.

Suspension and revocation of frequency authorisations

The NCA in shutting down a radio communication service provider, will physically close the station down and monitor to see if it will go live again, which they cannot do without the Authority's monitoring equipment picking up their signals.

Before exercising the power of suspension or revocation, the

Authority gives the authorisation holder thirty days notice in writing of its intention to do so and specify in the notice the grounds on which it proposes to suspend or revoke the frequency authorisation.

Conditions under which the Authority will suspend or revoke a frequency authorisation are as follows:

- The authorisation holder has failed to comply materially with any of the provisions of the Electronic Communications Act or the terms and conditions of its frequency authorisation,
- The authorisation holder has failed to comply materially with a lawful direction of the Authority,
- The authorisation holder is in default of payment of a fee or other money charged or imposed in furtherance of the Electronic Communications Act, the National Communications Authority Act, 2008 (Act 769) or Regulations.
- The licensee ceases to operate the public communications network, provide the public electronic communications service, or use the frequency band,
- The suspension or revocation is necessary because of national security or is in the public interest, or
- Imposition of a fine under the Act will not be sufficient

do not have the ability to jam any RF signals because they are not transmitters. The Authority do not have transmitters and jammers.

When you identify the source, you can either remove the source to eliminate RFI, or shield the source properly.

The Authority do not have the equipment designed to intentionally block, jam, or interfere with

The NCA has equipment that aids in monitoring the spectrum, these are spectrum analysers from Anritsu and spectrum monitoring equipment from TCI.

under the circumstances.

Is there anything stakeholders can do to reduce this problem?

All stakeholders which includes consumers should make sure that any equipment to be used for connection to any electronic communications network for the purpose of receiving and, or transmitting electronic communication signals is approved by the Authority. This in technical term is known as Type Approval.

Type Approval in Ghana

Type Approval is supported by legal backing as enshrined in the Electronic Communications Act of 2008. In accordance with section 6 (n) of the Electronic Communications Act of 2008, Act 775 empowers the NCA to

certify and ensure the testing of communications equipment for compliance with international standards; and environmental health and safety standards including electromagnetic radiation and emissions. The Act makes it clear that all telecommunications equipment brought into the country should meet all national and international standards.

Conclusion

Authorised radio communications operators should notify the NCA of any harmful interruption. To file a complaint, visit www.nca.org.gh or call **0800 110 622, 0307 110419**.

For the avoidance of doubt, the Authority do not have the ability to block any radio communications

on any device that operates on radio frequencies. In this regard, the Authority do not have the equipment designed to intentionally block, jam, or interfere with licensed or authorised radio communications.

To Complain call

Toll free
0800 110 622

Hotline
0307 011 419

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Communications for Development

NATIONAL COMMUNICATIONS AUTHORITY

PUBLIC WARNING

The National Communications Authority (NCA), on behalf of the Ministry of Communications and the Digital Broadcasting Migration Committee (DBMC) has noted with concern the sale of some televisions and set top boxes as DTT compliant.

Some of the TV brands being sold without certification from the NCA are:

- NASCO
- Panasonic
- Bluteck
- Protec, and
- Daewoo

These TV sets have not been tested for Ghana's DTT Standards (ie. GS1099). Hence, the Authority cannot guarantee their performance to all the features which are required for Ghana's DTT migration. Television buyers are advised to buy only DTT certified TV sets and Set

Top Boxes with the Digital Ghana Conformance logo affixed to them.

Look out for the conformance logos below.

digitalghana^{HD}
Locate this logo on HD Televisions and Set Top Boxes/Decoders.

digitalghana^{SD}
Locate this logo on SD Set Top Boxes/Decoders.

Visit the Digital Ghana website at www.digitalghana.org for the list of certified Digital Television Sets and Set Top boxes.

Dealers and Retailers should note that it is **illegal** to sell digital television sets and Set Top Boxes as DTT compliant if it has not been certified as such.

Let's go digital for better sound and picture quality.

Hotline – 0307 - 011 - 419 | Toll Free – 0800 - 110 - 622

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Communications for Development



**NATIONAL
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HAVE YOU REGISTERED YOUR SIM CARD?

The National Communications Authority wishes to remind the general public that the SIM registration exercise is still in force and as required under the SIM Registration Regulations 2011 (L. I. 2006), every SIM Card **MUST NOT BE ACTIVE** until the subscriber has gone through the due process of registering that SIM/CHIP.

The Authority further wishes to remind the public that the only acceptable identification documents for registration are:

- Passport
- Driver's Licence
- National Identification Card
- National Health Insurance Card
- Voter Identification Card

By this reminder, consumers should **VERIFY** the status of their SIM registration by sending a blank text to **400 on all networks**. The short code to verify **SIM Registration is 400 Across All Networks**. In the same vein, all prospective SIM card owners must ensure that their SIM cards are duly registered and confirmed before use.

The Authority can be contacted through the following:

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Website: www.nca.org.gh
E-mail: info@nca.org.gh

Issued by:

The Director General,
National Communications Authority (NCA)
Accra

***Communications for
Development***



NATIONAL COMMUNICATIONS AUTHORITY

Complaining Isn't Wrong It's A Right

Every telecom consumer has the right to complain.

In forwarding your complaint(s) to your service provider or the NCA, ensure all relevant details relating to the complaint are provided.



HEAD OFFICE, ACCRA

Tel: +233 - 302 776621 / 771701, 0307 011 419
Fax: +233 - 302 763445
E-mail: complaints@nca.org.gh

BOLGATANGA

Tel: +233 (0)382021141
Email: complaints.bolgatanga@nca.org.gh

HO

Tel: + 233 (0)36- 202-6375, (0)36-202- 6339
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