



**NATIONAL
COMMUNICATIONS
AUTHORITY**

NEWSLETTER

QUARTER TWO - 2018



2018 First and Second Quarter Quality of Service Monitoring (Drive Test) Results

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National Communications Authority, June 2018

Former ITU Secretary General Pays Courtesy Call on Director General

A former Secretary General of the International Telecommunications Union (ITU), Dr. Hamadoun Toure, on Monday, 4th June, 2018, paid a visit to the National Communications Authority (NCA) at the NCA Tower at the Airport City in Accra. He was received by the Director General of NCA, Mr. Joe Anokye and representatives from the management team.

Dr. Toure, who was on a private visit to Ghana, is a long-standing champion of ICT as a driver of social and economic development. During his tenure as Secretary General of the ITU from 2007 to 2014, he placed considerable emphasis on implementing the outcomes of the World Summit on Information Society (WSIS). Projects launched by Dr. Toure were based on partnerships with international organisations, governments, the private sector and civil societies.

Mr. Joe Anokye welcomed Mr. Toure to the Authority and took the opportunity and briefed him on some of the Authority's achievements over the past few years. Prominent amongst the achievement was the efficient supervisory role the Authority played in the AirtelTigo merger which incidentally was the first in Ghana's communication history.



Mr. Joe Anokye with Dr. Toure

Mr. Anokye touched on how the Authority through prudent regulatory adjustments enabled Mobile Network Operators (MNOs) with existing 2G Licences to deploy Universal Mobile Telecommunications Systems (UMTS), which is a 3G technology.

The system focused on providing affordable communication accessibility to unserved and underserved communities which will lead to expansion in the data coverage capabilities of the MNOs across the country.

He also touched on various ongoing projects such as the Type Approval laboratory which will be used to conduct relevant testings to assess the safety and appropriateness of electronic communications equipment. The lab which is the first of its kind in Africa is

expected to be launched in July, 2018.

He further spoke on the collaboration between the NCA and the Ghana Revenue Authority in the process of implementing a Common Platform Monitoring System (CPMS) to be accessed by the Ministries for Communication and Finance as well as agencies under both ministries.

Mr. Anokye added that the platform had four main features which would be used for Traffic Monitoring, Revenue Assurance, Mobile Money Monitoring and Fraud Monitoring.

On Quality of Service (QoS) and Broadcast Monitoring, he said it was the Authority's mandate to enforce compliance of the parameters stated in the Operators' licences and to



Mr. Anokye and Dr. Toure touring the Common Monitoring Platform Centre

ensure that consumers receive the required quality of service from their providers. He also briefed the former ITU boss on the publishing of the QoS results from across the country for consumers to appreciate the quality of their networks.

Mr. Anokye highlighted the progress of the Digital Terrestrial Television (DTT) migration process, the appointment of the Minister for Communications as the Minister in charge of National Cyber Security by the President of Ghana and the establishment of sectorial Computer Emergency Response Teams (CERTs) across the country with the NCA CERT being inclusive. These, he said, would assist in the fight against cyber-crime.

Dr. Hamadoun Toure who is

a Board Member of SMART Africa on his part, briefed the NCA on the background of SMART Africa as an alliance committed to the provision of leadership in accelerating socio-economic development through ICT. SMART has a total membership of 24 African countries including Ghana. Its main objective, he said, is for Africa to create partnerships, jobs, entrepreneurship and share knowledge with the rest of the continent.

Dr. Toure said to foster unity amongst member states, each country has the responsibility to pursue a flagship project upon joining SMART Africa. These projects include smart cities and communities, Smart Africa Scholarship Fund, Digital Economy amongst others.

He mentioned that Africa currently had no Clearing House (CH), with all calls coming to the continent being routed through Belgium. This he said had resulted in the revenue loss for players outside the continent.

To this end, he said there were ongoing consultations for Africa to create its own Clearing House to generate revenue. Smart Africa has contracted Global Voice Group (GVG) to build and carry out the operations of the CH, noting that this was the same company which was implementing the Common Platform in Ghana.

Dr. Hamadoun Toure was later taken on a tour of the NCA CERT and the Common Platform Monitoring Centre located within the NCA Tower.

2018 First and Second Quarter Quality of Service Monitoring (Drive Test) Results

At the end of the first quarter of 2018, the Authority conducted a Mobile Network Quality of Service monitoring exercise in the district capitals of five (5) regions, namely, Ashanti, Eastern, Greater Accra, Northern and Western Regions. For the Ashanti Region, the NCA published Voice Quality monitoring results for only two (2) Districts as the results of the other districts were not yet ready.

Service attributes monitored included coverage obligations, voice quality and data quality as stated in the Mobile Network Operators (MNOs) licence conditions and with emphasis on specific Key Performance Indicators (KPIs). All MNOs are 3G Licence Holders, and are required to provide service in all 216 District Capitals. In addition, the MNOs are expected to meet and exceed the KPIs stated in their licences. The number of districts covered within the first five (5) regions totalled 120.

KEY HIGHLIGHTS OF THE MONITORING EXERCISE. Results of 3G Coverage Obligations as at first quarter 2018

Table 1 – MNO 3G Coverage Obligations

MNO	AirtelTigo	Glo	MTN	Vodafone
Number of Districts to Cover	120	120	120	120
Number of Districts Covered	112	40	120	117

Results of Voice Quality (Voice Quality and Technical Parameters)

The voice quality measurement is based on Mean Opinion Score (MOS). MOS is a quality measure that is used to assess the human user's opinion of call quality, testing of quality of voice transmission and measuring voice degradation. The standard for measuring MOS is an ITU accepted standard. MNOs are required per their Licence to meet a score of a minimum 3.5 for 95% of calls.

To check the Voice Quality Results for the five regions, visit www.mos.nca.org.gh

Results of Data Quality

NCA measures Data Drop Rate, Data Access Success Rate and Data Throughput, which determines the speed at which consumers are able to use data services.

The details of the first Quarter 2018 QoS Monitoring results are available on our website:

https://nca.org.gh/assets/Uploads/QoS_Test_Results_for_MNOs_v2.pdf

Other Highlights

AirtelTigo

- 3G Service covers 112 districts of the 120 District Capitals monitored.
- Need to address issues with Call Set Up time in Greater Accra region.

Glo

- Failed at least one (1) Voice KPI in four of the five regions where monitoring was conducted.
- Covered forty (40) District Capitals out of the 120 district capitals in the five regions.
- Covered two (2) District Capitals in the Northern Region.
- Data speed was good in areas where 3G reception was accessible.

MTN

- Met all the coverage obligations in the 120 districts of the 5 regions.
- Needs to improve on its Voice Quality, especially in highly populated areas.

Vodafone

- Met coverage obligations in 117 districts out of the 120 districts monitored.
- Exercise indicated data speed issues in some parts of Eastern Region.

Responses from the MNOs

The Authority met with the MNOs to discuss the QoS information gathered during the Drive Test. The meeting also discussed possible and certain causes for the shortfalls in the MNOs deliveries in certain areas.

Outcome from meeting

- ▢ **AirtelTigo** – AirtelTigo explained that multiple fibre cuts were the main challenges disrupting their service and which sometimes hindered them from meeting the KPIs.

- ▢ **Glo** - Glo has taken note of the coverage issues which will require new sites to improve coverage especially in new developing areas and will work to address this. They also submitted that some coverage issues were due to site outage and will focus on improving site availability.

- ▢ **MTN** – The network operator indicated that their three (3) main challenges had to do with Site Acquisition, Fibre Cuts and Permit challenges. In a few instances, they reported neighbourhood agitation with regards to the mast sites under construction.

- ▢ **Vodafone** – Vodafone indicated that they will make the necessary improvements in problem areas identified in the QoS Drive test.

Regulatory Actions after Monitoring

The Director General of the NCA, Mr. Joe Anokye at the meeting reminded the MNOs of their responsibility to meet the expectations of their customers as well as their licence conditions. He assured them that the monitoring exercise would be a continuous event in which the Authority would conduct another exercise in three months in the same regions to assess whether the situation has improved, stagnant or deteriorated. He stressed that MNOs who do not resolve their QoS issues or improved their performance would be sanctioned by the Authority.

The other five (5) regions, Central, Brong Ahafo, Volta, Upper East and Upper West are currently being monitored; this will cover 96 district capitals and will be published in July, 2018.

5 RIGHTS OF A CONSUMER

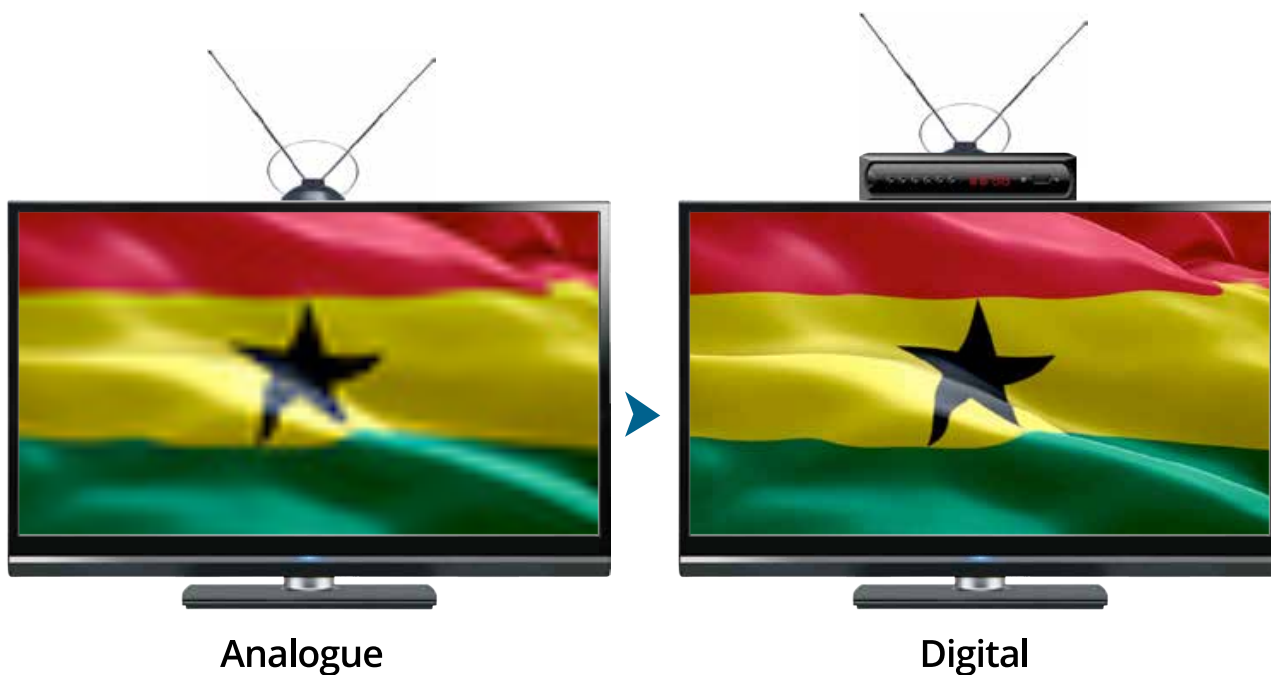
- 1** The right to have access to basic telecommunication services at affordable and reasonable prices.
- 2** The right to choose from a variety of telecom services provided.
- 3** The right to have a variety of information to choose from services advertised.
- 4** The right to select preferred services.
- 5** The right to be informed about products and services in complete, accurate, simple and clear language.

Communications for Development

National Communications Authority @NCAGhana



National Communications Authority



What is migration from analogue to digital?

This is when TV transmission will be switched from analogue networks to digital networks nationwide. This process will be done over a period of time.

It's Digitime in Ghana.
Ready to go Digital?

Communications for Development



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Artificial Intelligence Taking Roots In Ghana, Speakers Declare at World Telecommunications Day



Speakers at a symposium organised by the National Communications Authority (NCA) in collaboration with the Ministry of Communications (MOC) to mark the 2018 World Telecommunication and Information Society Day (WTISD 2018) have indicated that, Artificial Intelligence (AI) and Information Communication Technology (ICT) are already playing key roles in various sectors of the Ghanaian society.

The speakers, who came from the health, agriculture, finance, cyber security and data protection sectors, through demonstrations of the extent to which they use AI in their various fields of work, generally agreed that there was a lot more that could be done with AI.

Mr. Joe Anokye, Director General of the Authority in welcoming participants said, “as Ghana continuously aspires to make the lives of her people better, AI is becoming increasingly relevant,”.

He said that the Authority would continue to work with stakeholders to ensure that voice and data services were available to all inhabitants within the country while at the same time partnering with appropriate institutions to ensure that the

cyberspace of the nation is well secured.

Giving the Keynote Address on behalf of the Minister for Communications, Hon. Ursula Owusu-Ekuful, the Deputy Minister of Communications and Member of Parliament for Awutu Senya West, Hon. George Nenyi Andah spoke of the need for all stakeholders to contribute to the creation of an enabling environment for the use of AI in Ghana.

He however pointed out the need for a solid ICT infrastructure which would enable AI to be developed and used seamlessly. Hon. Andah informed participants of the heavy investment government had made in fibre infrastructure nationwide with complimentary private sector investment in providing solutions for redundancy as well as adequate capacity for the in-country fibre infrastructure so as to facilitate the provision of value added services.

He referred to the work of the Ghana Investment Fund for Electronic Communications (GIFEC) who through the rolling out a Universal Access to Telephony programme, have been able to extend the coverage of mobile telephone services into areas where access to such services



Dep. Communications Minister, Hon. George Nenyi Andah (MP) addressing the gathering



Board Chairman of NCA, Kweku Sakyi-Addo, presenting the ITU General Secretary's speech



Director General of NCA, Joe Anokye welcoming guests to the celebrations

not adequately available.

The Deputy Minister in ending said “to further ensure that we enhance connectivity nationwide to support the AI ecosystem, the NCA has authorised Mobile Network Operators to deploy Universal Mobile Telecommunication System, UMTS, in the 2G band which will additionally ensure that the unserved and under-served areas of the country gain the needed access to data.”

Speakers at the Symposium

Speaking on the topic “Artificial Intelligence (AI) for Social Good – the Role of NCA”, the Head of the Cyber Security Division of the NCA, Mr. Kwadwo Osafo-Maafa said the NCA as the regulator of the internet space, considers the safety of users of the Cyber Space as very important and is continuously working to make

the environment conducive for the incorporation of AI into the daily lives of the citizenry.

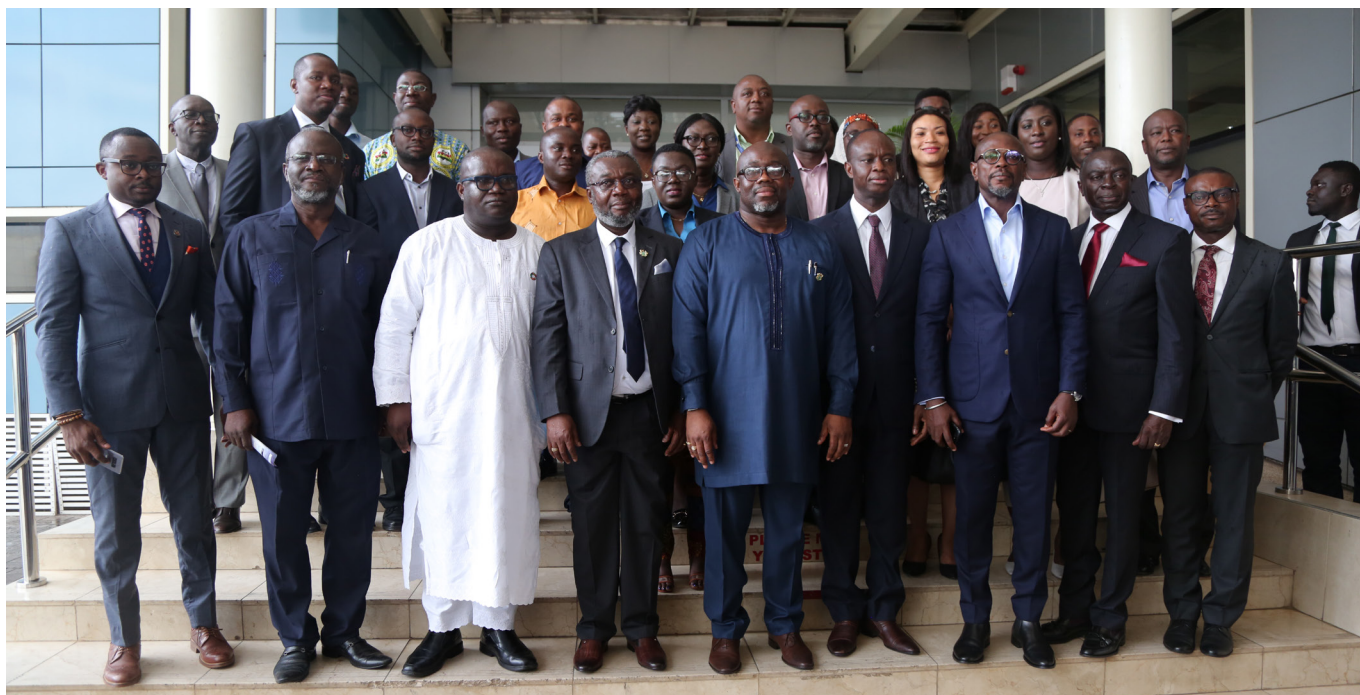
Role of the MNOs

The Chief Executive Officer of the Ghana Chamber of Telecommunications, Ing. Ken Ashigbey in his presentation agreed that AI creates opportunities for mobile operators to undertake digital transformation for two of their core business areas: networks and customer care/experience.

These changes, he said, promises increased operational efficiencies, more agile operations and improved customer satisfaction. He said in terms of network, alongside the increasing ‘softwarisation’ of the network, the goal is to achieve “autonomous action” and “intelligent networks”, whereby AI can help both identify a



Cross section of guest including the CEO of the Telecoms Chamber, Ing. Ken Ashigbey and Director General of the Ghana Health Service, Dr. Anthony Nsiah-Asare



Participants in a group picture

problem and implement a solution based on a given framework. Ing. Ashigbey added that in the shorter term this would reduce operating costs, but in the longer term it holds the promise of reduced hardware costs.

A few private sector players also took the opportunity and spoke about their experiences with AI and the contributions they are making in other sectors.

Emmanuel Ansah Amprofi of Trotro Tractor Limited spoke of the major problem of farmers in accessing ploughing trucks just as vendors of these equipment are not eager to lease their equipment as they are unable to monitor the machines.

The Trotro Tractor Limited then created a



Hon. Andah and Joe Anokye hoisting the National and ITU Flags respectively to commemorate the day.

platform Trotro Tractor Limited (TTL) has created a platform that connects farmers and tractor operators. The platform allows tractor owners to monitor movement and work progress of their equipment while allowing the farmer to request, schedule and prepay for tractor services. The operator on the other hand gets quick requests for tractor (Ploughing) services.

The Deputy Head of Payment Systems of the Bank of Ghana, Clarence Blay also spoke of the increasing growth of mobile money within the Ghanaian financial sector and how it has impacted within the banking sector. He added that with the recent interoperability of mobile money and the usage of AI, it has offered the Central Bank insights that can aid in its regulatory work.

The Director General of the Ghana Health Service (GHS), Dr. Anthony Nsiah-Asare on his part assured participants that the GHS was committed to using ICT and AI in delivering quality healthcare for Ghanaians, as indicated in his institution's mission statement which states that 'The Ghana Health Service will be driven by ICT to provide excellent health service delivery in achieving the SDG'.

He added that the guiding principles of his institution border on information sharing,



Kwame Baah-Acheamfuor



Kwadwo Osafo Maafo



Dr. Anothony Nsiah-Asare



Emmanuel Ansah Amprofi

modernising ICT at service delivery level, integrating evidence based decision making, capacity building and strengthening ICT governance and support service.

He indicated his belief in the necessity of using AI efficiently to achieve SDG3 which seeks to ensure that adequate health care is accessible and available to every Ghanaian.

Chief Superintendent Herbert Gustav Yankson, Head of the Cyber Security Division of the Police CID, stated that AI can be used in cyber security to Identify, Detect, Prevent Attacks, Antimalware Solution, Intrusion Detection, Intrusion Prevention, Particularly zero day malware/attacks, Risk Assessment/management, Cyber Intelligence for Internet traffic and collaborating with the security solution providers for data where necessary.

He said that the Police would create specialised units in all regions to investigate specialised cases as well as establish a Cybercrime Directorate at the Headquarters to oversee the activities

of specialised Units and investigate the cases beyond the capabilities of the specialised Units.

The Executive Director of the Data Protection Commission (DPC), also took advantage of the celebration to speak of the efforts being made by the commission in protecting the data of the citizenry.

Throwing light on the role of her outfit, Mrs. Adusei-Poku said the DPC would soon embark on exercises to assess defaulting entities. The DPC will apply the consistency mechanism in the application of the Act throughout the country in enforcement, giving orders to cancel registrations, investigate complaints, carry out random audits, accredit and certify organisations and qualifications for DPS and issuing fines and enforcement notices.

As part of activities marking the celebration, a flag raising ceremony was performed on the grounds of the NCA Tower with the support of a squad from the Ghana Armed Forces.



Clarence Blay



Chief Superintendent Herbert Gustav Yankson



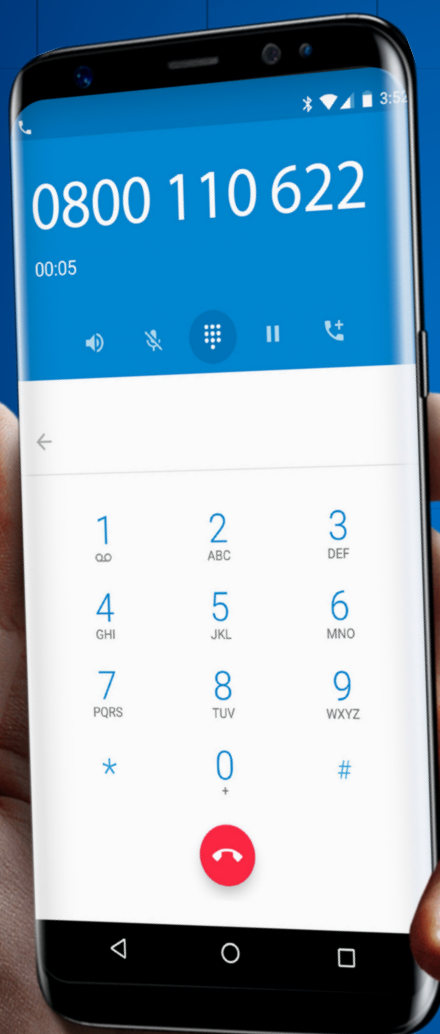
Mrs. Patricia Adusei-Poku



Chief Dr. Crystal Djirackor



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Director General of NCA Adjudged Public Sector Telecommunications CEO of the Year 2017



Mr. Joe Anokye receiving the award

The Director General of the National Communications Authority (NCA), Mr. Joe Anokye has been awarded the Telecommunications CEO of the Year 2017 (Public Sector) at the 8th Ghana Entrepreneur and Corporate Executive Awards held in April, 2018 in Accra.

The event was on the theme, 'Enhancing Business Growth through Corporate Entrepreneurship Development'.

Entrepreneurs Foundation of Ghana (EFG), organised the Ghana Entrepreneur & Executive Awards, in association with the Ministries of Trade and Industry, and Business Development to honour outstanding entrepreneurs and corporate executives who have positively impacted the economic growth of Ghana.

The Chairman of NCA's Board of Directors,

Mr. Kwaku Sakyi-Addo who was present at the event, congratulated Mr. Anokye for winning the award and stated that Mr. Anokye's passion and hard work has shaped the Authority's work tremendously.

Below are some of the achievements of Mr. Joe Anokye since he took over the mantle of leadership at the Authority in January 2017:

- He has supervised the first mobile network operator (MNO) merger in the history of Ghana's communication sector ie, Airtel Ghana Limited and Millicom – Tigo Ghana Limited.
- He spearheaded the constitution of six (6) teams called Service Monitoring Owners to ensure regulatory compliance of the 26 services the Authority regulates.
- He guided the industry's support of

government's agenda by enabling the MNOs to deploy UMTS-900 in unserved and underserved communities to improve data penetration.

- He supervised the installation of a Network Monitoring System (NMS) that gives full visibility of the core networks of Mobile Network Operators (MNO), as well as the installation of Nemo Invenx Equipment to measure all the requisite KPIs pertaining to CDMA, voice quality and LTE. This has made it possible for the Authority to have access to the database of all telecom services network infrastructure.
- The NCA is also on the verge of establishing a Type Approval lab which will be a pioneer and a benchmark to be studied by other regulators on the continent.
- The Authority, through its newly established cyber security unit has set up periodic scanning and mitigation of computer security on the network.
- The NCA-CERT has been established as the sectorial CERT of the telecommunications industry and falls under the National CERT (CERT-GH).

A talented and accomplished Technology Executive, Mr. Anokye has a proven record in leading technology transformation, improvement initiatives and aligning technology services with business objectives. He brings a wealth of knowledge and experience to Ghana's



Mr. Joe Anokye in a pose with Mr. Kwaku Sakyi-Addo, Board Chairman of the NCA

communication industry and will be instrumental in efforts to expand Ghana's communication network to support our developmental objectives.

Mr. Anokye obtained his first degree in Geodetic Engineering from the Kwame Nkrumah University of Science and Technology (KNUST) and his MBA from the University of Maryland University College, USA.

He has brought on board a wealth of knowledge and experiences to Ghana's communications industry and as such, an instrumental asset in efforts to expand Ghana's communication network in support of our developmental goals.

KNOW WHAT YOU HAVE SIGNED UP FOR ON YOUR NETWORK!!

“ As a consumer,
do you have the
right to ask questions
about an offer or a
promotion?
Certainly yes!! ”



Mobile network operators (MNOs) or service providers frequently come up with various offers, deals and promotions through adverts on their websites, in newspapers, on social media and announcements to provide exciting packages to you as a consumer.

When choosing a particular promotion or offer on your network it is advisable to look out for the following before subscribing to or accepting such offers.

What do I have to look out for?

- **Terms and Conditions**

This normally spells out all the rules, dos and don'ts of a particular offer. Ensure you read this thoroughly and understand it before subscribing to an offer on your network.

If you are satisfied with the kind of product or service offered, you can sign on to it. Most adverts instruct consumers where to find the terms and conditions, which gives a much detailed information on the promo or offer.

- **Pricing**

The charges for the service provided by your network such as data, voice and SMS should be clearly spelt out. Find out if there are no hidden charges on the promotion or offer, as well as the minimum and maximum charges applicable to the offer. This will help you to keep track of your top-up credits and ensure you are getting the value of your money spent on the promo or offer.

- **Clear Description of the Promotion**

Have you entered into a promotion or an offer, just to realise you had to fulfil one more thing before enjoying its full benefits? This can be very frustrating when you realise you have been short changed. As a consumer, you have the right to find out all that it takes to enjoy the full benefits of a promotion or offer. Look out for instance, the duration of the subscription of the promo; whether it's for one hour, day or month, What your entitlements can be used for? For example whether for on-net calls, off-nets or

a combination of both; if data allowance can be used to browse, video streaming etc.

- ***Does the offer sound too good to be true?***

As a consumer, do you have the right to ask questions about an offer or a promotion? Certainly yes!! For instance, if your network operator is promoting an unlimited offer on calls, data or both, it is your responsibility to find out if there are really no limitations on the usage of the service. This information will help you make comparison on the default charges (the normal charges on the network) to enable you make informed decisions.

- ***One time/Automatic Renewals***

Some promotions or offers can be enjoyed over a period of time. Do ensure you have actually opted to enjoy the offer over a period of time if available by your network operator by subscribing for automatic renewals. Otherwise, you will be charged a one-time fee to benefit from the offer and you may experience bill shocks. As continuous usage of the service without subscription to that offer will be charged at the normal rates but not promotional rates.

- ***Compatibility of your phone***

Be wary as a consumer when subscribing for some of these offers or promotions on your network. Some may be designed for particular phones. For instance an offer may

just be available on a 4G compatible phone. So you may lose your money if you subscribe to a promotion on a 3G or 2G phone as you may not be able to enjoy the benefits of the promotion. It is therefore advisable to find out the compatibility of your phone for various offers and promotions for your network operator.

- ***Exemptions***

Some of the offers and promotions have exemptions. You may not be able to enjoy certain services as you were on the standard network. Once on a promotion or an offer ensure you are fully aware of the exemptions on the promotion.

Are the terms and conditions of an offer or promotion by your service provider not clear and easy to understand or do you have an issue with the offer or promotion you subscribed to?

There is a way out, the customer services centres of your network are ready to assist with your issues and enquiries on your network. Call your customer services from your network on **100** or walk in to the customer care centre of your network service provider and make a complaint, if you are dissatisfied with the outcome of the issue you may call the NCA on **0307011419** or on our toll free number **0800110622**, or file a complaint on our website **www.nca.org.gh** or walk in to any of our offices to lodge a complaint.

To Complain, Call

Toll free

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Hotline

0307 011 419



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List of Approved DTT Receivers Certified in 2018

Per the National Communications Authority's (NCA) Conformance Regime for Digital Terrestrial Television (DTT) Receivers published 31 March 2014, below are the list of DTT receiver models in 2018. These receivers have been certified to Comply with GS1099 and for which Conformance Logos have been awarded.

COMPANY	MODEL NUMBER	BRAND/TRADE NAME	PRODUCT NAME	DATE OF CERTIFICATION
Subah Infosolutions Ltd.	DVBT2-8903 GH	GHANA	GHANA DVBT2-8903 GH	5th August, 2014.
Syndicated Capital Limited	Digital Combo Decoder V1	Quality	Quality Digital Combo Decoder	2nd March, 2015
GN Electronics Limited	GNE-HD-COM-015-01	GN Electronics	GN Electronics Set-Top Box	8th September, 2015
	GNE-HD-T2FTA-015-10	GN Electronics	GN Electronics Set-Top Box	
	GNE-HD-T2CON-015-01	GN Electronics	GN Electronics Set-Top Box	
Strong Digital Technologies Limited	SRT 4915	STRONG	STRONG SRT 4915	6th May, 2015
Syndicated Capital Limited	Digital Combo Decoder S2T2	Quality	Quality Digital Combo Decoder S2T2	21st May, 2015
	T2 Digital Terrestrial Decoder	Quality	Quality T2 Digital Terrestrial Decoder	21st May, 2015
First Digital	Timbox-comb	Digital Horizon	Digital Horizon Timbox-comb	15th June, 2015
RLG	STBT2-010-GH	RLG	DVBT2	20th August 2015
Melcom Limited	DTS2019	AKAI	AKAIDTS2019	16TH December, 2015
Afriyie Electroworld Ltd	Afriyie Digital Combo Decoder	Afriyie	Afriyie Digital Combo Decoder	18th April, 2016
Mobile Zone Limited	HST10-BC	Digital Receiver (Dual Model)	Digital Receiver (Dual Model)	19th September, 2016
GOtv Ghana Limited	DTD 426	GOtv	DTD 426	1st December, 2016
J Star Communications	JSTARDVBT2GH01	J-Star	J-Star Set Top Box	24th March, 2017
Nour Vision Ghana Limited	FS-4001	Fly	Fly FS-4001	19th May, 2017
Champion Broadcasting Limited	CHM-81T2HD	Champion	Champion CHM-81T2HD	19th June, 2017
Strong Digital Technologies Limited	SRT 4962I	STRONG	STRONG SRT 4962I	10th July, 2017
Mega-Choice Digital Network Limited	HD-S25CX	Combo Box	HD-S25CX	22nd February, 2018

Requirements for manufacturers, importers and sellers

The Conformance Regime for DTT Receivers

requires that a person or corporate entity shall not locally manufacture, assemble, import, store, offer for sale, sell, distribute or otherwise part with a

Digital Terrestrial Television (DTT) receiver, unless the receiver bears the Digital Ghana thumb logo which indicates the television format it supports i.e. standard definition (SD) or High Definition (HD) unless the receiver is an engineering sample being submitted to the National Communications Authority for the purpose of obtaining conformance approval.

The Logos

The logo shall be fixed conspicuously at the back of the DTT Receiver and on the package that contains the receiver. The logo:

- Shall be in full colour when it is affixed on the DTT receiver
- Shall be in full colour if the logo is affixed on the package
- May be in "black and white" with the print and background in colours which preserve the legibility of the logo where printing is done on the package.

Only equipment/products that have been duly certified by the National Communications

Authority, shall have the digital Ghana thumb logo affixed to them.

Below are also the two types of Digital Ghana thumb logo which will be indicated on the products:



Figure 1: HD Logo for receivers that supports both High Definition (HD) and Standard Definition (SD).



Figure 2: SD Logo for receivers that supports only Standard Definition (SD).

What Are My Rights?

Consumers have the following statutory rights when they start using any telecom service:

- The right to have access to basic telecommunication services at affordable prices.
- The right to choose from a variety of telecom services provided.
- The right to be informed about products and services in complete, accurate, simple and clear language.
- The right to address complaints and to be heard about quality, delay, quantity and tariff with regard to the nature of the communication service provided.
- The right to request or access information on bills.
- The right to privacy of information.

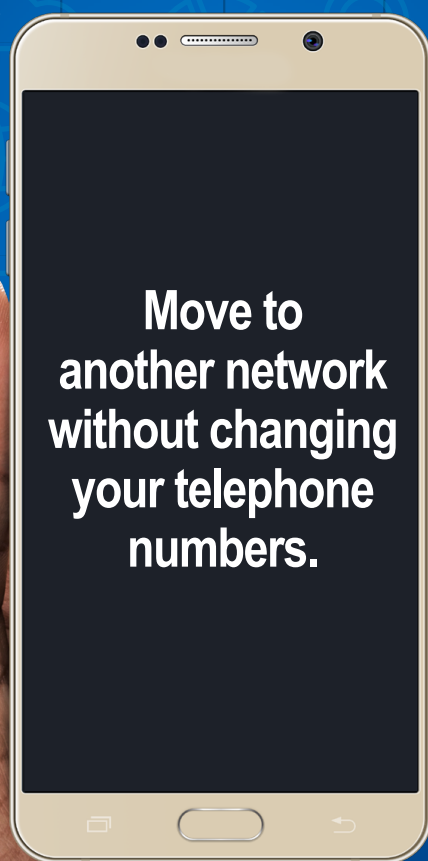
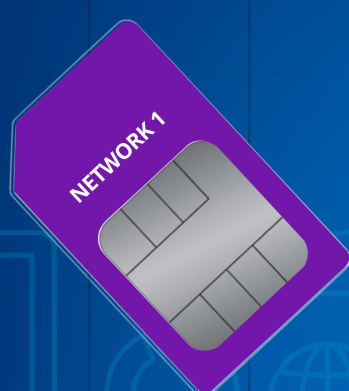
What Are My Responsibilities?

Consumers should be aware of their responsibilities as follows:

- Not rely solely on service providers' information and choice.
- Carefully read terms and conditions on contracts, promos and adverts and understand them before subscribing.
- Be well informed of telecom services and products from your service provider.
- Inform Service Provider about changes in personal circumstances such as change in name or address.
- Keep receipts, cancelled contracts, bills and instruction. They will be useful in problem solving.



National Communications Authority



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Who are we?

The National Communications Authority (NCA) is the central body mandated to license and to regulate electronic communication activities and services in the country.

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