



**NATIONAL
COMMUNICATIONS
AUTHORITY**

NEWSLETTER

QUARTER TWO - 2017



**NCA celebrates World
Telecommunications and
Information Society Day
with a symposium on the
theme “BIG DATA, BIG
IMPACT”**

IN THIS ISSUE

- NCA holds Stakeholder Sensitisation Workshop on Dealership Licensing
- NCA organises Capacity Building Programmes for Staff
- Minister for Communications pays working visit to NCA
- Change to a Different Network without changing your number

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NCA holds Stakeholder Sensitisation Workshop on Dealership Licensing

The National Communications Authority (NCA) held a workshop to sensitise stakeholders on Dealership Licensing and Equipment Authorisation. The Workshop which took place at the NCA Tower in Accra on Thursday, 29th June, 2017 brought together importers, dealers and manufacturers of communications equipment such as mobile phones, tablets, laptops, routers, switches, hands-free devices, radios, television sets and set-top boxes.

This is part of a series of workshops being organised by the Authority this year to educate and sensitise stakeholders. The workshop focused on equipment standardisation, dealership licensing as well as legal aspects of communication and related



Mr. Henry Kanor delivering the welcome address.

offenses.

Over the past years, NCA has undertaken various initiatives in the area of standardisation to ensure safety, conformance and

interoperability for consumers and vendors of Electronic Communications Equipment (ECE).

In the Ag. Director General's



A cross section of participants at the workshop



Isaac Boateng responding to a question from a participant

welcome address read on his behalf by the Deputy Director General for Technical Operations, Henry Kanor, indicated that standards are essential for local and international communications, global trade and emerging markets. He pointed out that the Authority had introduced the Type Approval Regime to ensure that all ECE used in Ghana meet specific technical and regulatory requirements.

Isaac Boateng, Senior Manager

of the Regulatory Administration Division of the Authority in his presentation indicated that, the regime has been designed to facilitate easy access of these equipment into the Ghanaian market.

He stressed that the NCA is empowered to ensure that all ECE manufactured or imported into Ghana for sale or use meet specific minimum health, safety and Electromagnetic Compatibility (EMC) requirements which are spelt out in NCA's Type Approval Guidelines.

Mr. Boateng added that, "the communication industry evolves, emerging technologies should be used responsibly and with caution in order to avoid accidents, injury and to safeguard our critical national infrastructure".

Some of the participants expressed concerns regarding electromagnetic emissions from ECEs, particularly mobile phones. Mr. Boateng, in his response assured participants that it was for this main reason that the Authority had set up labs to test ECEs before they are introduced on the Ghanaian market.

A participant also appealed to the Authority to streamline its presence and operations at the various ports of entry to facilitate speedy and efficient processing of their imported communication equipment.

Have you checked if your Electronic Communications Equipment is Safe for use?



Visit the Type Approval Portal on our website to check.



The portal has a database of safe and certified ICT equipment as well as licensed dealers.

This portal provides information you need to make informed choices.

The Link to our portal is
<http://registration.nca.org.gh/>



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Communications for Development

NCA organises Capacity Building Programme for Staff

The National Communications Authority (NCA) in collaboration with the Commonwealth Telecommunications Organisation (CTO) has organised a capacity building workshop to upgrade its staff and industry stakeholders in new and emerging trends in the communications industry.

The 5-day “Regulatory Master Class” capacity-building programme was held at the NCA Tower in Accra from Monday 19th June to Friday, 23rd June, 2017.

The programme, which was the first of a two-series capacity building programme, has its delegates drawn from the NCA and some agencies under the Ministry of Communications including the National Information Technology Agency

(NITA), Ghana Investment Fund for Electronic Communications (GIFEC), Ministry of Communications (MoC) and the Mobile Network Operators (MNOs).

The purpose of the programme was to provide delegates with in-depth knowledge of the principles of regulation and regulatory models. The course also offered an introductory session on telecom networks aimed primarily at individuals with non-technical background.

The Acting Head of the Human Resource Division at the NCA, Charles Amoah-Wilson, in his introductory remarks, explained that the Authority found it necessary to collaborate with CTO to organise the training in a bid to equip staff on the ever changing dynamics within the telecommunication space. He



Charles Amoah-Wilson, Ag. Head of the Human Resource Division giving the introductory remarks.

said it was imperative that as regulators and key actors in the industry, staff gain a first hand appreciation of emerging trends.

In his welcome address, the Acting Director General of the NCA, Joe Anokye, urged participants to take the training serious in order to learn and upgrade themselves with knowledge on new and emerging trends in the communications



Ing. Dr. John Andrew Mpapalika, CTO facilitator stressing on some issues during the first day of training.



Joe Anokye, the Ag. Director General of NCA, welcoming the delegates to the training programme

industry.

The facilitator for the training programme, Ing. Dr. John Andrew Mpapalika who is an academician and a telecommunications engineer in Tanzania expressed his pleasure to share his knowledge and experience with the delegates and encouraged participants to make good

use of the period.

Key topics treated included Licensing Regimes, Interconnection, Numbering, Spectrum Management and Universal access to communication.

“The Regulatory Master Class” was followed by another capacity building programme on “Economic

Regulation” from 26th to 28th June, 2017.



A cross-section of the participants.



Some participants of the first capacity building programme in a group picture



Another set of participants of the second capacity building programme in a group picture

NCA celebrates World Telecommunications and Information Society Day with a symposium on the theme “BIG DATA, BIG IMPACT”



Kwaku Sakyi-Addo, Board Chairman of the NCA, delivering his address.



Cynthia Prah delivering a message on behalf of the UN Resident Representative in Ghana



Deputy Minister for Communications, Hon. George Andah giving the keynote address.

In line with the World Telecommunications and Information Society Day (WTISD) celebrations on May 17, the National Communications Authority (NCA), organised a symposium on the theme “Big Data, Big Impact” at the NCA Tower, Airport City in Accra.

The symposium, which marks the 152nd anniversary of the signing of the first International Telegraph Convention and the formation of the International Telecommunications Union (ITU), was aimed at raising awareness of the possibilities that the use of Information and Communication Technologies (ICT) can bring to societies and economies. The workshop also aided stakeholders to have insights in identifying new opportunities to creatively address sustainable development challenges with regards to big data.

The newly appointed Board Chairman of the NCA, Kwaku Sakyi-Addo, in a statement read on behalf of the ITU Secretary General, noted that the insight brought about by the analysis of data will enable evidence-based decision-making at national,

regional and international levels and help the implementation of all 17 United Nations’ Sustainable Development Goals for 2030. He also stressed that countless opportunities will also be identified as we learn to better perfect and harness big data, as well as understand the impact big data can have as a global good.

Mr. Sakyi-Addo urged participants to use the occasion to take a closer look at the importance of governance and regulation, as well as the implications for personal privacy and security given the future exponential growth in data and connectivity.

Also present at the symposium

was Cynthia Prah representing the UN Resident Coordinator in Ghana. She reiterated that Big Data can transform communications and that the UN is ready to learn from discussions from the conference.

The Deputy Minister for Communications, Hon. George Andah, MP, indicated in his keynote address that there are calls on government to empower young people to develop ICT tools that improve the experience of health and effective frameworks to protect the use of private data, intellectual property as well as to deter online criminal activity.

The Hon. Deputy Minister, who is also the Member of



A cross-section of participants present at the symposium.

Parliament for Awutu Senya West Constituency in the Central Region, urged participants to be security conscious in order not to expose their entire behavioural pattern online and to take personal interest on who collects their personal data and for what purposes.

He said that Government has put in place a tier-3 National Data Centre with a 600 rack capacity in anticipation of the need for a reliable storage facility for public and private sector data in a secured environment and urged the private sector to take advantage of the facility to support their operations.

The workshop was attended by representatives from the Ministry of Communications, Ghana Technology University College, Institute of Statistical, Social and Economic Research (ISSER), Ghana Statistical Services, Data Protection Commission, Service Providers from the

Communications among others.

A flag raising ceremony was held to climax the celebration reinforcing a message of international cooperation.

The theme for WTISD-17, **“Big Data for Big Impact”**, focused on the power of Big Data for development and aims to explore how to turn imperfect, complex, often unstructured data into actionable information in a development context.

World Telecommunication and Information Society Day

In November 2006, the ITU Plenipotentiary Conference in Antalya, Turkey, decided to celebrate both events on 17 May as World Telecommunication and Information Society Day. The updated resolution invited member states and sector members to celebrate the day annually by organising appropriate national program-

mes with a view to:

mes with a view to:

- stimulating reflection and exchanges of ideas on the theme adopted by the Council.
- debating the various aspects of the theme with all partners in society.
- formulating a report reflecting national discussions on the issues underlying the theme, to be fed back to ITU and the rest of its membership.



The flag raising ceremony



Participants in a group picture after the opening ceremony.

Change to a Different Network without changing your number

Are you afraid of losing your number when you move to another network?

Are you afraid you will be charged for moving your number to another network?

Suffer no more, here is all you need to know about moving to another network.

Will I lose my number when I move to another network?

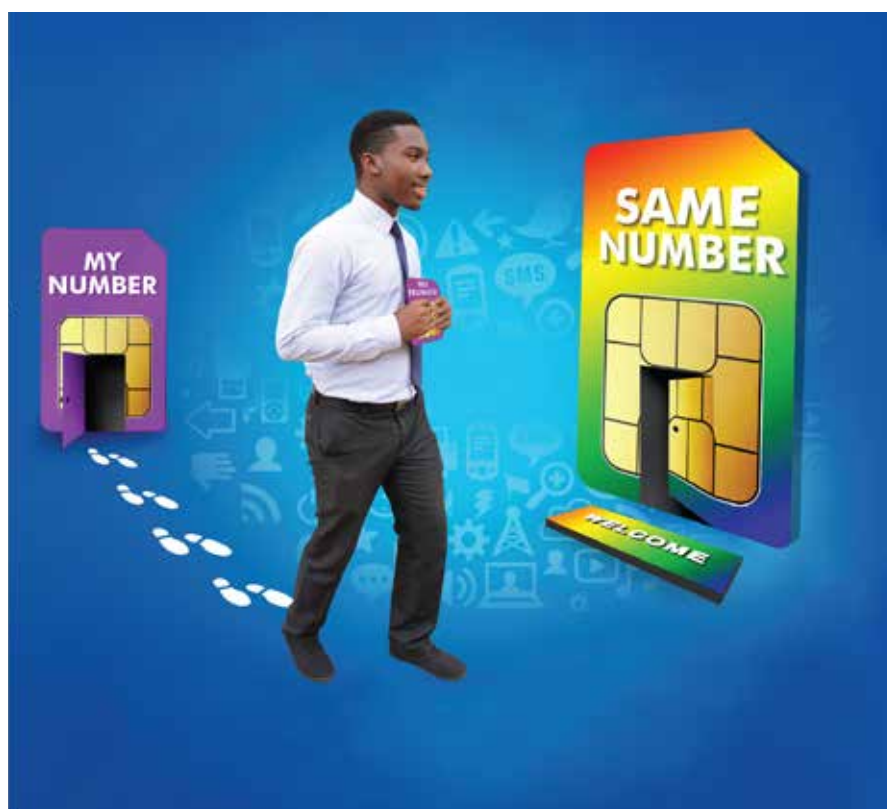
No, you can move to another network without changing your number, this is known as Mobile Number Portability (MNP).

MNP is a process which allows mobile subscribers to change from one network to another without changing any part of their mobile number. It was implemented in Ghana on July 7, 2011 to give consumers the opportunity to port their numbers. Any prepaid or postpaid mobile subscriber can port to any mobile operator.

What are the benefits of porting?

The benefits of porting are as follows:

- You will retain your number when moving from one operator to the other and thus enjoy freedom and convenience.
- You will receive all your calls and messages regardless of which mobile network you may have ported your number to, without having to inform your friends,



relatives, colleagues or clients about your change of mobile operator.

- You will save money as you do not have to purchase SIM cards for each mobile operator or maintain more than one mobile hand set.
- You can choose the mobile operator who you feel offers better quality of service and customer experience.

What you need to consider before making a porting request

The following should be considered before making a porting request:

- Your number with your current mobile operator should be active.
- You will lose your credit balance in the porting

process.

- You need to back-up all contacts saved on your current mobile operator SIM card.
- You will lose all services from your current operator including any incoming SMSs or MMSs that have not been retrieved or delivered.
- Your porting request shall be declined if fraud has been reported on that number or that number is not active on the donor network.
- You should use up or retrieve any money in your money transfer account (for example Mobile Money) or seek a refund from your old operator after you have successfully ported your number.

- You should carefully read and understand the terms and conditions of all services provided by your current mobile operator.

How will I start a porting process?

- Visit the retail shop/customer care of the mobile operator you intend to switch to.
- Fill in the Mobile Number Portability Form and present your ID/card.
- You will be issued with a new SIM card.
- Before leaving the shop you will be assisted to send a free SMS to the number portability system from your current SIM card to start the porting process.

- You will receive SMS updates on the porting process.
- Replace your current SIM card with the new SIM Card when notified.
- Start enjoying the services of your new mobile operator.

The system is a centralised port order process that meets all the requirements associated with the port order flows and timelines. It integrates with all the operators to ensure efficiency and speed in the porting process.

To start the process, you first have to visit a shop or an agent of the network you wish to join. The new network will guide you through the process of which you would be required to complete and sign the porting

request form. A validation SMS would be sent from your phone and provided with a chip for your new network. The port is initiated by the new network and message is sent to the customer to change the chip.

As far as porting is free in Ghana, there are some few reasons for which porting can be rejected by the recipient network (New Network). These reasons are;

1. No such number/account exist on donor network
2. Stolen (equipment or chip)
3. Fraud reported on number
4. Number blocked
5. Account less than 30 days old
6. Ownership change within 30 days



SUMMARY STATISTICS OF FM STATIONS AS AT 2ND QUARTER, 2017

Total Number of Authorisations: 505

Public: 31

Public Foreign: 5

Commercial: 366

Community: 81

Campus: 22

Total in operation: 392



Communications for Development



List of Authorised TV Broadcasting Stations as at 2nd Quarter of 2017

- Analogue Terrestrial Television - 21
- Digital Terrestrial Pay Television (Service only) - 1
- Digital Terrestrial Pay Television (Service and Frequency) - 5
- Digital Terrestrial Free-To-Air Television Programme Channel (Nationwide Coverage) - 23
- Digital Terrestrial Free-To-Air Television Programme Channel (Regional Coverage) - 4
- Satellite Television Broadcasting (Pay TV Direct-To-Home Bouquet) - 7
- Satellite Television Broadcasting (Free-To-Air Direct-To-Home Bouquet) - 8
- Satellite Television Broadcasting (Free-To-Air Direct-To-Home Single Channel) - 47
- Digital Cable Television - 1

Communications for Development

Minister for Communications pays Working Visit to NCA

The Minister for Communications, Ursula Owusu-Ekuful, on Monday, May 8th, 2017, paid a working visit to the National Communications Authority (NCA). Accompanying her were the Minister for Information, Hon. Mustapha Abdul-Hamid and Deputy Minister for Communications, Hon. Vincent Odotei Sowah.

The Minister, held a closed door meeting with the Management of the Authority where she was briefed by the Acting Director General of NCA, Joe Anokye, on the operations of the Authority. Among the key issues discussed were Quality of Service (QoS), Billing and Unsolicited Electronic Communications issues and the Digital Migration process.

Mrs. Owusu-Ekuful said that she had already met with the Mobile Network Operators (MNOs) and they had listed fibre cuts, energy and power issues as factors leading to poor service delivery. On fibre cuts, the Minister said apart from on-going government construction work and projects, other factors such as private constructions and galamsey contribute to this challenge. She urged NCA Management on the need for an inter-ministerial or cross-sectorial engagement to deal with these issues.

Meeting the rest of the NCA staff, Mrs. Owusu-Ekuful commended the Authority for the good work done over the years in the



Mrs. Ursula Owusu-Ekuful, Minister for Communications, listening with rapt attention to the briefing from the NCA.



The Ag. Director General, Joe Anokye, left, in a picture with Hon. Ursula Owusu-Ekuful, second left, Hon. Mustapha Abdul-Hamid, second right and Hon. Vincent Odotei Sowah.



Hon. Ursula Owusu-Ekuful in a picture with the Management of the NCA

regulation of the communications industry. She said that without communication, there is no development in any part of the world and the Authority has an indispensable part to play in the nation's forward-march into the 21st century.

She urged staff to do their work diligently and with

professionalism without the interference of partisan politics. She was confident in the good team of Management at the NCA and pledged her support, to collaborate and assist all stakeholders in the industry for an effective digitalised nation.

On his part, the Minister for Information, Hon. Mustapha

Hamid, who joined the team to familiarise himself with NCA's operations, assured the Authority of his sector's commitment to aid this good course. He also entreated staff to embrace Government's policies despite their political affiliations to promote development.



Hon. Ursula Owusu-Ekuful, left, interacting with a member of staff after the forum.

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Prince Sefah appointed Deputy Director, Operations, for Ghana's Communication Regulator, NCA

Prince Ofosu Sefah has been appointed as a Deputy Director General for Operations at the National Communications Authority (NCA). In this position Mr. Sefah is primarily responsible for overseeing Regional/Zonal Operations and the Administration Division.

Mr. Sefah comes to the position with about 16 years experience in various IT & Leadership roles in Canada. He earned a BAA (Administration & Information Systems) and a BComm (Information Technology Management) from Ryerson University, Toronto, Canada, where he schooled between 1996 & 2001. In 2000, demonstrating versatility, he was awarded an Economics Book Prize (on the Economy of Developing Countries) by the University.

A multi-faceted technology generalist and leader, Mr. Sefah has completed many industry certifications and training as well as attended many trade shows and conferences in the area of information systems, management and project management. He also worked in diverse industries, including banking & Finance, Manufacturing, Smart Payment Systems & Management, Health & Safety & Oil & Gas.

Most of Mr. Sefah's prior experiences have been in Toronto, Canada where he



Mr. Prince Ofosu Sefah, Deputy Director General (Operations)

worked for blue chip companies such as Citibank as Senior Systems Administrator, GE Capital as Applications & Support Manager and Coinamatic Canada Inc. as Senior IT Systems Specialist & IT Helpdesk Team Leader.

In his career, he has acquired proven skills in smart procurement, streamlining and improving systems & operations, as well as achieving marked operational cost reductions. Other areas in which he also has extensive experience are facilitation, team leadership, client services, systems analysis & administration, root cause analysis, gap analysis and project management.

Mr. Sefah has achieved the Advanced Leader Silver and Advanced Communicator

Silver designations from the Toastmasters International Organisation. He is a prolific fundraiser and organiser for various worthy causes within the corporate world, including the charity, Heart & Stroke Foundation.

Prior to his appointment as the DDG (Ops) of the NCA, Mr. Sefah was the IT Manager at SafeTech Consulting Group, a Health & Safety consulting firm mainly in the Oil & Gas Industry, in Edmonton, in the Province of Alberta in Canada.

The NCA Management and Staff welcome him to the Authority and urge all industry players to accord him the relevant cooperation to enable him discharge his duties effectively and efficiently.

Authorised VSAT Network Operators in Good Standing as at Second Quarter 2017

The National Communications Authority (NCA), wishes to inform the general public that as at second quarter 2017, the following authorised VSAT service providers are in good

standing with the Authority.

Stakeholders are advised to transact businesses with operators in good standing with the Authority to ensure the

provision of service quality.

Below is the list of the VSAT Network Operators in good standing.

TABLE 1. LIST OF AUTHORISED VSAT NETWORK OPERATORS

ITEM NO.	COMPANY	PHYSICAL ADDRESS
1.	Spidersat Communications Limited	1 Shippi Close, Cantonments, Accra
2.	Comsys Ghana Limited	5th Crescent, Plot #C779/3, Asylum down, Accra
3.	K-Net Limited	12 Ridge Street, Roman Ridge, Accra
4.	SuperTech Limited (STL)	226 Osibisa Close, Airport West, Accra, Ghana
5.	Solutions Technologies Limited	4 Naa Adjeley Sowah Street, Madina-Accra
6.	IS Internet Solutions Ghana Limited	Ground Floor, Premier Towers, Pension Road, Ministries Encalve Accra
7.	Vodacom Business (Ghana) Limited	Third Floor, the Elizabeth Building, No. 68 Senchi Link, Airport Residential Area
8.	Africa Online Ghana Limited	5th Floor, GBC Tower P. O. Box STC 84, Kaneshie-Accra
9.	Equant Ghana Limited	7th Floor, GCB Towers, Kwame Nkrumah Avenue Circle Accra
10.	Spectra Wireless Limited	8 Watermelon Cove, East Legon, Accra
11.	Ecoband Limited	Carlton House, Anumansa St. Osu, Accra

About VSAT Services

VSAT (Very Small Aperture Terminal) is a satellite communications system that serves home and business users.

The Authority has classified the satellite earth stations as follows;

VSAT FOR PUBLIC USE (URBAN) refers to the deployment of (a) VSAT terminal(s) to enable the provision of telecommunications services to the public in urban areas. Urban refers to metropolitan areas and all regional capitals in Ghana.

VSAT FOR PUBLIC USE (SUB-URBAN) refers to the deployment of (a) VSAT terminal(s) to enable the provision of telecommunications services to the public in sub-urban areas. Sub-urban area refers to municipal areas other than a regional capital and all district capitals in Ghana.

VSAT FOR PUBLIC USE (RURAL) refers to the deployment of (a) VSAT terminal(s) to enable the provision of telecommunications services to the public in rural areas. Rural area refers to any other area which is not within the areas defined under urban and sub-urban.

VSAT FOR PRIVATE/CORPORATE USE refers to the deployment of (a) VSAT terminal(s) to enable the provision of telecommunications services for personal use/ to aid the operations of a corporate body.

VSAT NETWORK -DIRECT-TO-HOME (DTH) refers to the deployment of VSAT terminals using a hub to enable the provision of telecommunications services to the public. There are three classes of DTH Networks:

- **VSAT CARRIER SERVICE (VSAT CLASS I)** refers to establishment, operation and provision in the Republic of Ghana, a VSAT Network (DTH) with a minimum of 101 terminals.
- **VSAT CLASS II** refers to establishment, operation and provision in the Republic of Ghana, a VSAT Network (DTH) with a minimum of 51 terminals and a maximum of 100 terminals.
- **VSAT CLASS III** refers to establishment, operation and provision in the Republic of Ghana, a VSAT Network (DTH) with a maximum of 50 terminals

It's Digitime in Ghana

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- More programme information services

Digital Broadcasting Migration Committee (DBMC)

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For any complaints contact: complaints@nca.org.gh

Telecom Subscriptions for April 2017

1. Introduction

This report highlights data trends that have occurred in the telecommunication industry as at the end of April 2017. It presents information on mobile voice telephony, fixed line, mobile data as well as 4G data for the month under review.

2. Mobile voice subscription for April 2017

At the end of April 2017, the total number of mobile voice subscriptions was 35,984,280. This represents a percentage increase of 0.57% from March 2017's figure of 35,780,667. The total penetration rate for the month under review was 127.06%.

MTN's voice subscriptions for the period was 16,969,311 representing a percentage increase of 1.07% from March 2017's figure of 16,789,161. MTN's market share for the month under review was 47.16%.

Vodafone's mobile voice subscriptions increased from 8,582,387 as at the end of March 2017 to 8,651,515 as at the end of April 2017. This represents a percentage increase of 0.81%. Vodafone's market share for April 2017 was 24.04%.

Tigo's voice subscriptions increased from 5,098,480 as at the end of March 2017 to 5,187,936 as at the end of

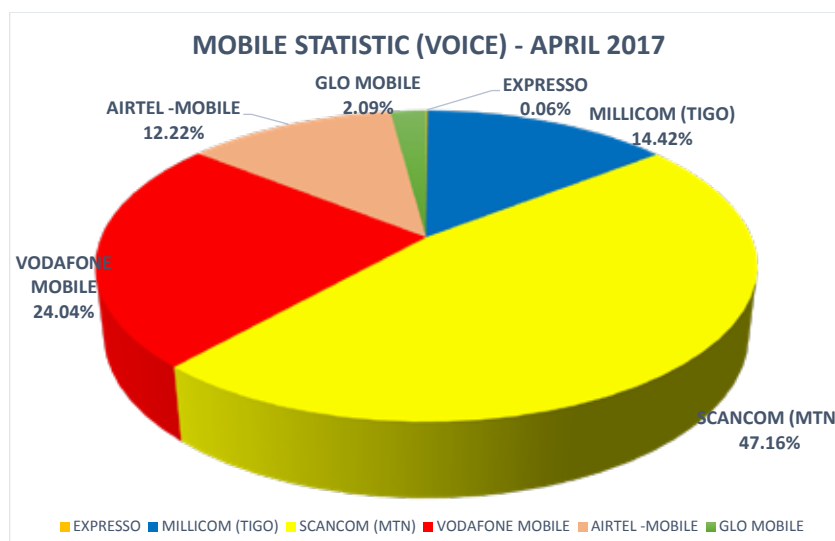


Chart 1 – Mobile Voice Market Share for April 2017

April 2017. This indicates a percentage increase of 1.75%. Their market share for the month under review was 14.42%.

Airtel's voice subscriptions decreased from 4,500,907 as at the end of March 2017 to 4,398,913 as at the end of April 2017. This represents a percentage decrease of 2.27%. Their total market share for the month under review was 12.22%.

Glo's voice subscriptions

decreased from 769,621 as at the end of March 2017 to 753,341 as at the end of April 2017. This reflects a percentage decrease of 2.12% for the month. Their total market share for the month under review was 2.09%.

Expresso's voice subscriber figures decreased from 40,111 as at the end of March 2017 to 23,264 as at the end of April 2017. This represents a percentage decrease of 42.00%. Their total market share for the month under review was 0.06%.

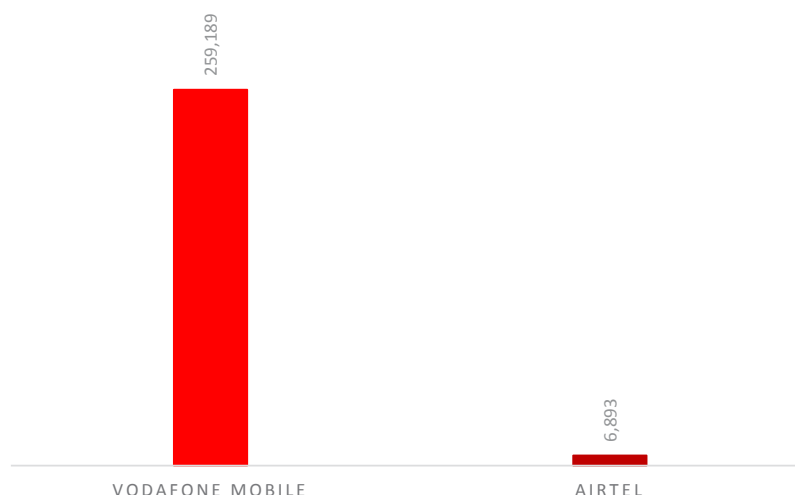


Chart 2 – Fixed Telephony Subscriptions for April 2017

3. Fixed telephony

There are two (2) operators providing fixed line services to the public in Ghana. These operators are Vodafone and Airtel. As at April 2017, the total subscriptions for the fixed operators were 266,082 representing a percentage decrease of 0.19% from the previous month. Vodafone recorded a total subscription of 259,189 while Airtel ended the month with 6,893 subscriptions.

FIXED OPERATORS

4. Mobile data figures for April 2017

At the end of April 2017, the total subscriptions of mobile data in the country were 21,584,899 with a penetration rate of 76.22%.

4.1 Cellular mobile data operators

MTN's mobile data subscriptions for April 2017 were 12,110,284. Their market share for the month under review was 56.11%.

The total number of subscriptions for Vodafone's mobile data in April 2017 was 3,657,020. This is reflected in their market share of 16.94%

Airtel's mobile data subscriptions for April 2017 was 2,761,521. Their market share for the month was 12.79%.

Tigo's data subscriptions for April 2017 was 2,802,950. Tigo's market share for the month under

review was 12.99%.

Glo recorded data subscriber figures of 242,973 at the end of April 2017. This reflects a market share of 1.13%.

Expresso's mobile data subscriber figures as at the end of April 2017 was 10,151. This represents a market share of 0.05% for the month under review.

4.2 4G data operators

The total number of subscriptions for 4G Data was 305,858 as at the end of April. Surfline recorded subscriptions of 76,554. Blu Ghana recorded a total subscription of 945, Broadband Home recorded a total of 26,378 subscriptions with MTN recording a total of 201,981 subscriptions.

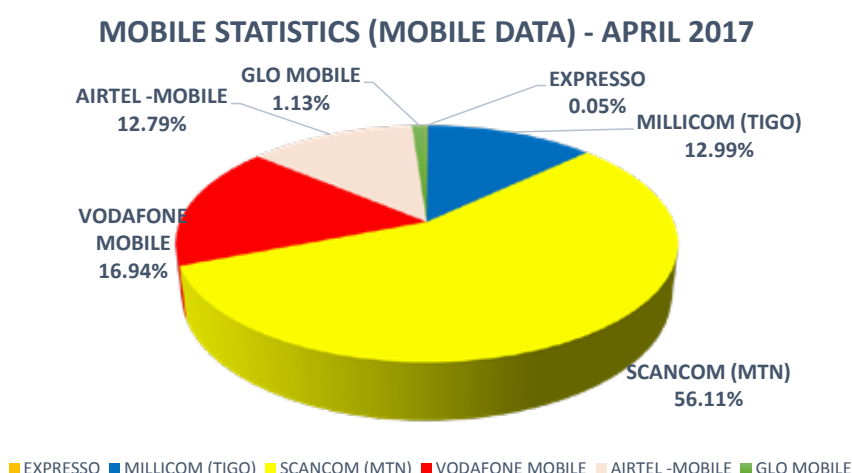


Chart 3 – Mobile Data Market Share for April 2017

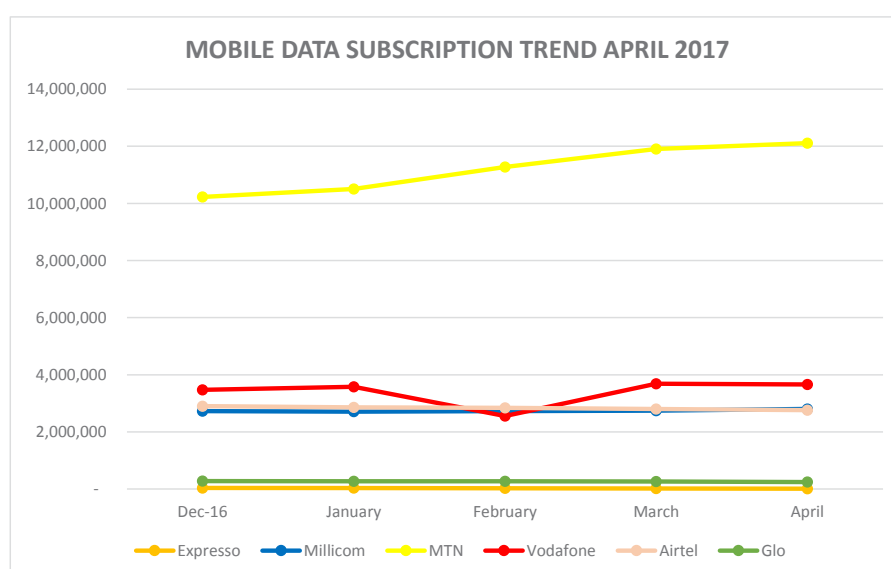


Chart 4 - Mobile Data Subscription Trend as at April 2017

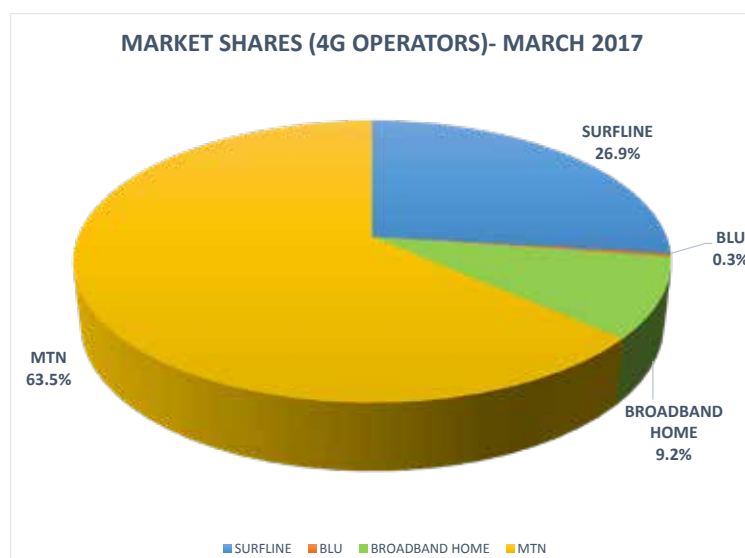


Chart 5 –4G Data Market Share for March 2017

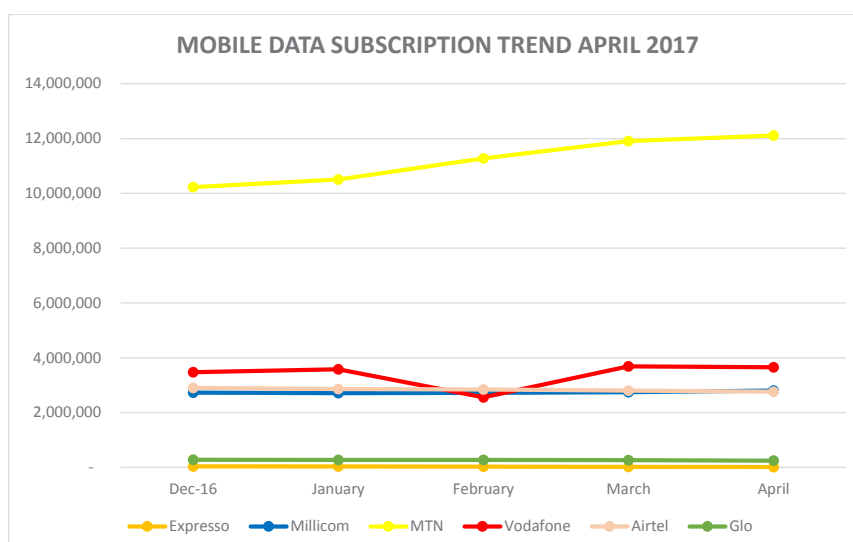


Chart 6 – Subscription Trends (4G) for April 2017

CONSUMER TIPS

What to do when you receive unwanted messages or calls

◆ Step 1

Unsubscribe by simply sending **"STOP"** to the number from which the message or call was sent or the particular sender.

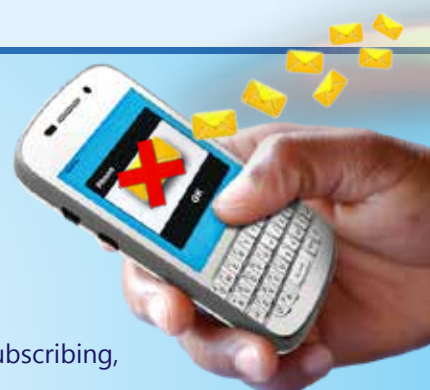
◆ Step 2

If you are still receiving Unwanted Messages or Calls after a few days of unsubscribing, report to your service provider to omit you from the promotional mailing list.

◆ Step 3

If you are still not satisfied, with the results, then contact the National Communications Authority.

Call us on **0307 011 419, 0800 011 622** or visit our website (**www.nca.org.gh**) and follow the procedure for filing a complaint.





NATIONAL COMMUNICATIONS AUTHORITY

LICENSED DEALERS AND IMPORTERS - UPDATE OF RECORDS

The National Communications Authority (NCA) would like to advise all Licenced Dealers and Importers of Electronic Communications Equipment such as fixed and mobile phones, 2 way radios, switches, routers, modems, VSAT, Industrial, Scientific and Medical (ISM) band equipment, to urgently update their records with the Authority on or before 30th September, 2017, to facilitate more efficient service delivery to stakeholders.

Forms for the records update can be downloaded via the link below.

<http://nca.org.gh/assets/Uploads/NCA-DEALERSHIP-RECORD-UPDATE-FORM.pdf>

Licensed Dealers and Importers may also pick the forms from the Front Desk at the NCA Tower located at No.6 Airport City or any of the Authority's Regional Offices nationwide.

All Dealers are hereby advised to take note and comply with the directive.

In addition, all unlicensed Dealers and Importers are entreated to take advantage of this exercise and register with the Authority to ensure compliance with the Electronic Communications Act, Act 775, 2008.

For further enquiries please call the following numbers 050 1528375, 0307 011419.

Tel: 0302 771 701, 0501 451 522/3 | Email: info@nca.org.gh | www.nca.org.gh
 f National Communications Authority Ghana | t @NCAGhana | in National Communications Authority

Communications for Development

CONSUMER INFORMATION

My Responsibilities as a Telecom Consumer

I have a responsibility to:

- Not rely solely on service providers' information and choice.
- Carefully read and understand terms and conditions on contracts, promos and adverts before opting in.
- Be abreast with service and product information.
- Pay bills promptly to avoid disconnection.
- Keep receipts, cancelled contracts, bills and service usage instructions. They will be useful in problem solving.



0307 011 419, 0800 011 622

f National Communications Authority Ghana
 t @NCAGhana
 in National Communications Authority
 e complaints@nca.org.gh



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
Email: complaints.ho@nca.org.gh

KOFORIDUA

Tel: + 233 (0)3420 28378, (0)3420 28380,
(0)3420 28382
Email: complaints.koforidua@nca.org.gh

KUMASI

Tel: + 233(0)322-020030, (0)322-020014,
(0) 322-020018, (0) 322-020019
Fax: (+233) 320-020064
Email: complaints.kumasi@nca.org.gh

SUNYANI

Tel: + 233 (0)352027564
Email: complaints.sunyani@nca.org.gh

TAKORADI

Tel: +233 (0)312-028073 / 312-028049
Fax: + 233 (0)312-028063
Email: complaints.takoradi@nca.org.gh

TAMALE

Tel: +233(0) 372-028103, 372-028102
Fax: +233 (0) 372-028104
Email: complaints.tamale@nca.org.gh