



**NATIONAL  
COMMUNICATIONS  
AUTHORITY**

# NEWSLETTER

QUARTER THREE - 2017



## **Vice President Launches Training Programme for NCA's Service Personnel**

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## Vice President Launches Training Programme for NCA's National Service Personnel



Board Chair Kwaku Sakyi-Addo, Deputy Communications Minister George Andah, Vice President Mahamudu Bawumia, Communications Minister Ursula Owusu-Ekufu, Ag DG Joe Anokye

Accra, September 12, 2017 – A two-month intensive training programme has been launched for one hundred and seventy (170) National Service Personnel attached to the National Communications Authority (NCA) for the 2017/18 service year.

The programme is tailored to orient and develop them as they get ready to serve in various roles in the Authority. The year-long programme for the service personnel, will further give them an insight into the various functions of the NCA and prepare them for the world of work. The training programme was officially launched at the NCA's Head Office at Airport City in Accra.

Speaking at the launch of the training, the Vice President, Dr. Mahamudu Bawumia enumerated a number of initiatives government has embarked on which are heavily reliant on information communication technology and the digitization of the Ghanaian economy.

He therefore commended the Board and Management of the NCA for drawing up a training programme which will equip the National Service Personnel for the opportunities the digitization of the Ghanaian economy will provide. Quoting from the Digital Terrestrial Television slogan, the Vice President said it is indeed 'digitime' in Ghana

and young people must prepare themselves to embrace it.

Acting Director General of the Authority, Joe Anokye said his outfit's ultimate outcome for the programme is to produce enhanced capability, unique career building blocks and networking opportunities for the National Service Personnel. "The NCA is undertaking a first of a kind project to ensure that National Service Personnel attached to the NCA will, from today, be undertaking a two Month Boot Camp to obtain the necessary skills and confidence to contribute to our strategic goals".

The Boot Camp has programmes and activities that National



Dr. Mahamudu Bawumia, the Vice President addressing the gathering



Mrs. Ursula Owusu-Ekufu, Minister of Communications



Joe Anokye, Ag. DG NCA

Service Personnel (NSP) would have the opportunity to participate in to enhance their skills, share their knowledge and benchmark their ideas with that of their peers while at the same time, extensively prepare and expose them to the corporate world.

Mr. Anokye added that “the quality of the exposure will be unprecedented as the NCA has taken steps to ensure that well-resourced facilitators deliver the training”.

This training would enable them obtain relevant insights and understanding of the current and emerging industry trends and developments.

He stated that Authority has also arranged for external resource persons to deliver soft skills training and entrepreneurial motivational exposures with young Ghanaians to give the NSP a balanced training.

The Ag. Director General further explained that training forms part of the key requirements of the NCA – that is, the continuous training of its human resource base as the industry is known for its dynamism and quick technological changes and developments.

He mentioned that for National Service Personnel, it would be their first peep into this space and thus the need for them to be prepared adequately. Mr. Anokye said that the Authority was desirous of contributing in building the capacities of NSP for their upcoming service and life beyond the service period so

that they would be prepared to be absorbed seamlessly into the job market.

The Minister for Communications and Member of Parliament for Ablekuma West Constituency, Honourable Ursula Owusu-Ekuful, said she was excited about the idea of training National Service Personnel. She acknowledged the fact that education is a continuum and products and services in the Communications sector

*“the quality of the exposure will be unprecedented as the NCA has taken steps to ensure that well-resourced facilitators deliver the training”*

which products and services are heavily patronised by the youth including the NSP.

The Minister stressed the importance and enormous potential of creating jobs within the communication sector and said that the structured training could bring these opportunities



Dr. Gifty Oware-Aboagye, Deputy Executive Director of NSS

to the fore and give young people the chance to be job creators.

Mrs. Owusu-Ekuful said the government is one that has made the creation of an enabling environment for the thriving of businesses and ideas a priority. She said a key priority is the cultivation and support of ideas that would assist in the collective growth and development of this nation and her people and that a number of agencies are feverishly working to ensure that ideas are nurtured and helped to grow.

A Deputy Executive Director of the National Service Scheme, Dr. Gifty Oware-Aboagye who represented the Scheme on behalf of the Executive Director, admonished the personnel to take the training serious since that was the only way they could grasp the intricacies of the work of the Authority and make a meaningful impact during their



Cross-section of the audience including staff of NCA and NSP



Cross-section of NCA National Service Personnel



one year stay for the mandatory service.

Dr. Oware-Aboagye also gave the assurance that the varied financial irregularities which characterised the scheme in the past have been fully ironed out and the allowances of personnel for the 2017/2018 service year shall be paid via E-Zwich to permanently eradicate the issue

of funds being tampered with.

The 170 personnel will, after their training, attached to the various divisions in the NCA, with 62 of them to be added to the Consumer Outreach team that is expected to join the Consumer and Corporate Affairs Division in educating consumers across the country.



NCA management staff in a pose with Dr. Bawumia and Mrs. Ursula Owusu-Ekuful. Also in the picture is Board Chairman, Kwaku Sakyi-Addo



Board Chair Kwaku Sakyi-Addo, Deputy Communications Minister George Andah, Vice President Mahamudu Bawumia, Communications Minister Ursula Owusu-Ekuful, Ag DG Joe Anokye with other guests and management staff



## NATIONAL COMMUNICATIONS AUTHORITY

# PUBLIC NOTICE

## SUSPENSION OF NEW FM BROADCASTING AUTHORISATIONS

Please be informed that the National Communications Authority (NCA) has suspended receipt of all new applications for FM Broadcasting Authorisations due to non-availability of FM Spectrum.

The general public will be informed when the suspension is lifted.

We thank you for your cooperation.

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*Communications for Development*

## New Executive Council of GIBA Pays Courtesy Call on NCA

The newly inaugurated executive council of the Ghana Independent Broadcasters' Association (GIBA), on 23rd August, 2017, paid a courtesy call on the National Communications Authority (NCA) at the NCA Tower in Accra.

The visit was to introduce the new executive council members to the Authority and in addition, continue previous engagements that had been initiated by the former executives. According to

the President of the GIBA, Andrew Danso-Aninkora, the association has extended its membership to include representatives from all broadcasting categories.

Welcoming the new executives, the Acting Director General of NCA, Joe Anokye, said he was very happy about the good relationship with (GIBA). He said NCA was also keen on pursuing the discussions that were started by the previous executives and briefed them on NCA's on-going activities and assured them of

the Authority's willingness to listen and work with them.

Mr. Anokye made specific mention of the Digital Terrestrial Television (DTT) developments under the supervision of the Ministry of Communications.

Mr. Anokye said, since technology was driving communications and 5G is evolving, there is the need for broadcasters to think outside the box in order to remain in the technological race.



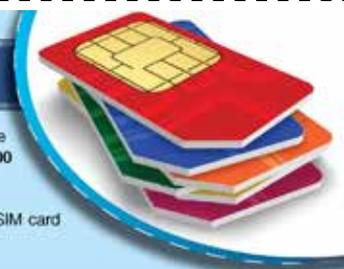
GIBA Executive Members with Joe Anokye



### 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 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.



## NCA ASKS FOR THE SUPPORT OF CHIEFS TO IMPROVE TELECOMMUNICATION SERVICES



Joe Anokye leading the NCA delegation to exchange greetings with the President of the National House of Chiefs, Togbe Afede XIV and other Executives. With him are Nana Defie Badu (Director, Consumer and Corporate Affairs), Abena Asafu-Adjei, Director Legal, Henry Kanor, Deputy Director General (Technical Operations)

Acting Director General of the National Communications Authority (NCA), has called on traditional authorities, through the National House of Chiefs, to assist service providers in the siting of masts in their areas.

This challenge, Joe Anokye says is core to the provision of Quality of Service delivery and Quality of Experience in the communications industry.

The NCA boss made the request when he led a team of management staff of the Authority to interact with members of the National House of Chiefs in Kumasi. The meeting was also intended to shed some light on the workings of the Authority and to highlight its contribution to national development.

Mr. Anokye said operators have

faced challenges in securing ideal locations to erect masts intended to improve mobile network experiences. Operators have had to deal with various land owners who often do not

*“The meeting was also intended to shed some light on the workings of the Authority and to highlight its contribution to national development”*

want to rent out their lands for the benefit of communities. Others also charge exorbitant rates once they are told it is an

MNO which needs the land. He called on the chiefs to assist operators who need their support in this direction. Mr Joe Anokye had earlier educated the members of the house to the history, functions and operations of the National Communications Authority.

He also pointed out key stakeholders of the Authority and shared information on the market share of the various service providers within the regulatory space of the Authority. He touched on current projects the NCA is embarking on, which include the Digital Terrestrial TV Migration and Universal Mobile Telecommunications System (UMTS) for improved data Services.

The Director General also outlined on some of the successes

chalked by the Authority in the past few years. This includes the establishment of a lab to measure specific absorption rate that are transmitted to the human body through of communication devices, the FM/TV Audit to ensure legal and regulatory compliance, the imminent merger between Airtel and Tigo, the mobile number portability and the billing feedback through the USSD on mobile platforms. All these successes, he said, were achieved through collaboration with all the Mobile Network

Operators.

He also reiterated that one important success, is the intake of a large number of national service personnel this year - 175 persons as compared with the number of intake last year, which stood at 31 persons. These young men and women are currently receiving two months capacity building or training to equip them for the task ahead.

The meeting which was held at the Headquarters of the National

House of Chiefs in Kumasi was presided over by the President, Togbe Afede XIV and supported by his Vice President, Dasebre Kwebu Ewusi VII. The NCA delegation was also made up of the Acting Director General, Joe Anokye, Henry Kanor, Deputy Director General (Technical Operations) Abena Asafu-Adjei, Director Legal, Kofi Datsa, Director Regulatory Administration, Nana Defie Badu, Director Corporate & Consumer Affairs and staff of the Kumasi Regional Office.



Togbe Afede XIV with other Executive Members of the House of Chiefs at the event

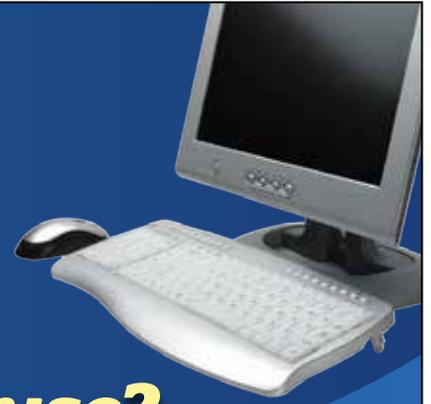


Kofi Datsa, Director, Regulatory Administration answering a question from one of the chiefs



Joe Anokye making a presentation at the meeting

# *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/>



**0307 011 419**  
**0800 011 622**

 National Communications Authority Ghana

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 National Communications Authority

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*Communications for Development*

# NCA Gives Opportunity to MNOs to Deploy 3G Coverage to Rural Areas

- More customers to get access to internet

The National Communications Authority (NCA) has taken a regulatory decision to permit Mobile Network Operators (MNOs) to deploy Universal Mobile Telecommunications Systems (UMTS), which is a 3G technology, in unserved and underserved communities across the country.

The decision is expected to result in increased data access to areas which hitherto were not covered by MNOs with 3G services.

The decision was announced at a media briefing addressed by the Acting Director General of the NCA, Joe Anokye in Accra.

Universal Mobile Telecommunications System (UMTS) is a third generation (3G) technology. It is deployed using the 900MHz frequency band which was originally assigned for the



Joe Anokye addressing the media

deployment of 2G services (GSM) in Ghana. The UMTS technology was originally authorised in the 2100MHz frequency band.

Addressing the media, Mr. Anokye said the UMTS

technology makes it easier for MNOs to expand their data coverage with minimum costs especially as they can be deployed over a large area at less costs. The UMTS technology also opens up the space for MNOs to reach out to folks in areas where



Cross-section of the media at the press briefing



Richard Abberquaye of the Business and Financial Times asking a question during the Q&A time



Pius Amihere Aduku of Citi FM

hitherto they will not because of the costs in deploying base stations there. "With this, we will be promoting digital inclusion in Ghana and in the process customers in unserved and underserved areas will see the immense benefits especially as they see improvement with their access to data and data services, Mr. Anokye stated.

Additionally, this will lead to a maximisation of spectrum use resulting in enhanced, consistent 3G user experience and reduce 3G coverage black spots. The technology will also introduce choice and competition for the consumer while increasing data penetration, improved spectral efficiency and improve handover problems.

The Acting Director General stressed that the heart of this decision was the consumer and that the NCA would monitor the UMTS deployment to ensure that all these benefits that have been penned down for the ultimate benefit of the consumer would come to fruition. He said, communication was essential for development so ultimately this

would go a long way to support government initiatives to bring development to the rural areas.

The authorisation to provide 3G services in the 900MHz band will be granted for specific areas upon application by a telco. The NCA will however give regard to unserved and underserved areas

in considering the applications. MNOs will receive an authorisation and not a licence. The NCA has waived application and authorisation fees or charges for this service to interested MNOs whiles authorisation will be for the unexpired term of the applicant's 2G Licence.

**To  
Complain  
call**

**Toll free**

**0800 110 622**

**Hotline**

**0307 011 419**

## NCA Participates in ITU Telecom World Conference



Gloria Boateng, Rahi Ali (Consumer & Corporate Affairs), Kwadwo Osafo-Maafa (Cyber Security), Edmund Fianko (Engineering) and John Essamuah (HR) represented NCA in Busan, South Korea

The National Communications Authority (NCA) as part of its obligations as a member of the International Telecommunications Union (ITU), participated in this year's ITU Telecom World Conference.

The conference which was on the theme **“Smart Digital Transformation, Global Opportunities”** took place in Busan, South Korea from the 25th to 28th September, 2017. The main objective of the conference was to accelerate ICT innovation for social and economic development through exhibiting solutions, sharing knowledge and networking.

The NCA delegation was led by Edmund Fianko, Deputy Director of the Engineering Division of the Authority. In an interview Mr. Fianko said that Ghana was leading in terms of

broadband penetration in Africa.

He said, “high speed internet access is no more a luxury but a basic necessity for everyone, it is for this reason that NCA is strongly committed to ensuring broadband access hence the decision to permit Mobile Network Operators (MNOs) to deploy UMTS-900 in unserved

and underserved communities across the country”.

Apart from participating in high level discussions on core issues affecting the ICT industry and sharing knowledge, the NCA and the other participants from Ghana took advantage of the opportunity to showcase innovative achievements of our



Some members of the Ghana Team interacting with guests at their stand



Deputy Communications Minister, George Andah selling Ghana during “Ghana Day”



Deputy Director of Engineering, Edmund Fianko speaking to the audience

communication industry and connected with the world on technology related issues.

One of the key activities of the conference was an investment session dubbed “Ghana Day”. This day afforded all of the institutions on the Ghana delegation the opportunity to present their industry to potential investors. Opening the session, Deputy Communications Minister, George Andah, who is also the Member of Parliament for Awutu Senya West constituency touted Ghana’s technological advancements and indicated that various policies and regulations are being looked at to ensure that the country continues to be the shining star of Africa.

“We are working to ensure that the right policies and regulatory frameworks are in place, embarking on sustainable and integrated infrastructural development across the country,

and ensuring that we build the right skills and competencies as part of our overall strategy to position Ghana as a regional ICT hub”, Mr Andah said.

Other institutions that participated in the conference include the Ministry of Communications (MoC), Ghana Investment Fund for Electronic Communication (GIFEC), National Information Technology Agency (NITA), Bank of Ghana (BoG), Subah Info

Solutions, Wireless Application Service Provider’s Association of Ghana (WASPAG) and Ghana Community Network (GCNet).

ITU Telecom World is the leading exhibition and forum for the global ICT industry and brings together public and private representatives to showcase innovative solutions, collaborate and engage in high-level dialogue on the major challenges facing the sector.



George Andah with other guests at “Ghana Day”



Cross-section of visitors to Ghana’s stand

## NCA Gives Approval for Airtel & Tigo Merger

The National Communications Authority has given approval for the merger between Bharti Ghana Limited (Airtel) and Millicom Ghana Limited (Tigo) to proceed subject to some conditions.

This merger will result in an entity which will be the second largest mobile network operations in the country. The merger, which was first announced in March this year, required the regulator to conduct a comprehensive analysis of the application and the regulatory ecosystem.

To ensure efficient and equitable distribution and access to the spectrum, the merged entities will have to submit a network integration plan to the Authority which will indicate how they intend to relinquish portions of their total spectrum allocation. This, however, will be done in phases on geographical area basis and over a period not exceeding eighteen (18) months to avoid disruptions on the network.

On the issue of numbers, the merged entity shall retain all the numbering resources held by the merging entities. The NCA has also requested the merged entity to submit a plan to educate customers about changes and related measures within 30 days from date of merger.

The merger approval is also conditioned with an option for Government participation.

Based on agreements which have been accepted by the merging entities and the payment of relevant fees, a



supplementary agreement to the licences of the merging entities will be signed between the NCA and the merging entities; the day of the signing of the agreement will be the effective date of the merger. The merged entity will have a 3G Licence valid until 25th January, 2024 while their

2G Licence will be valid until 30th October, 2021.

The NCA wishes to assure all stakeholders, especially consumers, that their various interests will be protected and that the Authority will endeavor to maintain stability within the industry.

# CONSUMER INFORMATION

## My Rights as a Telecom Consumer

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**I have a right to:**

- **complain and to be heard about quality, delay, quantity and tariff with regard to the nature of the communication service provided.**
- **redress, to be given a fair settlement of just claims.**
- **request or access information on my bills.**
- **be notified about planned interruption or termination of services.**
- **opt out of unwanted messages.**

# Nationwide FM Broadcasting Audit

The National Communications Authority (NCA) has sanctioned a total of 131 FM Authorisation Holders found to have committed various infractions pertaining to their authorisations to operate as contained in Section 13 of the Electronics Communications Act (2009), Act 775.

A further 13 FM Authorisation Holders have been issued with reprieves as pertains to their authorisations. This follows the completion of a nationwide FM Spectrum Audit conducted this year to determine compliance of Authorisation Holders with their Authorisation conditions and to determine which FM stations were in operations or otherwise. The FM Spectrum Audit also forms part of a wider and on-going audit of all services regulated by the NCA, including TV and ISP services.

Section 13 of the Electronics Communications Act (2008), Act 775 states among others that “the Authority may suspend or revoke a licence or a frequency authorisation where:

- (a) the licence or the authorisation holder has failed to comply materially with any of the provisions of this Act, Regulations or the terms and conditions of its licence or frequency authorisation
- (b) the licensee or the authorisation holder has failed to comply materially with a lawful direction of the Authority,

(c) the licensee or the authorisation holder is in default of payment of a fee or other money, charged or imposed in furtherance of this Act, the National Communications Authority Act, 2008 (Act 769) or Regulations

(d) the licensee ceases to (i) operate the public communications network, (ii) provide the public electronic

*“The FM Spectrum Audit also forms part of a wider and on-going audit of all services regulated by the NCA, including TV and ISP services”*

communications service, or (iii) use the frequency band.”

The breakdown of the number of stations and the sanctions being applied to them are as follows:

## Revocations

- Twenty-one (21) FM broadcasting stations have had their authorisations revoked completely since their authorisations had expired over several years and were operating illegally. They had also failed to apply for renewal three months before expiry of existing Authorisation

and as stipulated in their Authorisation. The FM broadcasting stations in question also did not respond to a notice the NCA sent to them to regularise their operations earlier this year.

- Thirteen (13) FM broadcasting stations have had their authorisations revoked completely since their authorisations had expired and were operating illegally. They had also failed to apply for renewal three months before expiry of existing Authorisation and as stipulated in their Authorisation. This section of FM broadcasting stations responded to the notice but had requested for extension of time to regularise their operations, which the NCA found unacceptable and declined.

## Penalties

The stations responded to an earlier notice requesting them to regularise their operations. However, they have been fined as per the category of infractions and pursuant to the NCA’s gazetted Schedule of Penalties. The fines range from GHC50,000.00 to GHC61,000,000.00 depending on the infraction and the duration the infraction persisted.

- Eleven (11) radio stations have been requested to pay application fees for renewal of Authorisation and to pay a fine in accordance with the

NCA's gazetted Schedule of Penalties for failure to apply 3 months before expiry of Authorisation within 30 days.

- Two (2) radio stations have been asked to submit renewal application within 30 days.
- Sixteen (16) radio stations have been asked to submit renewal application, pay application fees, and pay a fine in accordance with the Authority's gazetted Schedule of Penalties within 30 days.
- Twenty-four (24) radio stations have been asked to submit omitted documents and pay a fine in accordance with the Authority's gazetted Schedule of Penalties within 30 days.
- Fifteen (15) radio stations will have their Authorisation processed after payment of fines in accordance with the Authority's gazetted Schedule of Penalties.
- One (1) radio station has been asked to settle its outstanding indebtedness before renewal of Authorisation is considered.
- Twenty (20) radio stations have been asked to settle their Provisional Authorisation (renewal) fees which have been invalidated due to non-payment within sixty days – to pay interest on due amount.
- Eight (8) radio stations have been asked to pay a fine in accordance with the NCA's

gazette Schedule of Penalties before the authority conducts inspection as requested by the stations.

Aside the above, the NCA has also granted one radio station an extension to set up, two radio stations have been authorised to commence test transmission. A further three have been asked to submit renewal applications within 90 days with seven radio stations having their provisional Authorisation and final Authorisation issued.

Affected stations have also been given 30 days to settle

*“The actions of the affected radio stations go against the Authorisations issued them before commencement of work”*

their indebtedness or submit the relevant documentations as indicated in the letters sent them by the NCA.

The actions of the affected radio stations go against the Authorisations issued them before commencement of work. The validity period of the Authorisations are for a 5-year period, effective from the date of the Authorisation, and renewable three months prior to its expiration through any of the eight offices of the NCA nationwide. It is important to note, however, that some of

the FM broadcasting stations have never attempted to renew their authorisation; some for as long as 17 years. This has resulted in the stations depriving the state of statutory revenue. This is a situation which the Public Accounts Committee of the Parliament of Ghana found unacceptable and for which the NCA was invited to explain its actions before the committee earlier on this year.

Much as the NCA recognizes the key role the radio stations play in the socio-economic life of the country, dissemination of information, employment and investment opportunities it creates, it is important that players within that space adhere to the regulatory requirements and conditions of their Authorisations.

Ghana's spectrum, just like any other country's, is finite and it is important that the country maximises the benefits of the spectrum and to also ensure that those who are given a piece of the spectrum use it judiciously for the benefit of society and the state.

The Authority wishes to assure the public that it will play its regulatory role as contained in the NCA Act and the Electronics Communication Act among others to sanitise the industry and ensure that players adhere to the rules pertaining to their various licences and authorisations.

**NOTE:**

Further information visit the Authority's website, [www.nca.org.gh](http://www.nca.org.gh).

# Your Telecom Complaint Channels

You can contact us through the following channels to register your complaint

- Send an e-mail – [complaints@nca.org.gh](mailto:complaints@nca.org.gh)
- Call our Hotline – 0307-011-419
- Call our Toll Free – 0800- 110-622
- Visit the Complaints Management System and fill a form – [www.nca.org.gh/complaints](http://www.nca.org.gh/complaints)
- Walk-ins – 8 Regional Offices
- Letter – NCA, P. O. Box CT 1568, Accra
- Facebook – National Communications Authority Ghana
- LinkedIn – National Communications Authority
- Twitter – @NCAGhana



**0307 011 419**  
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*Communications for Development*

# Telecom Subscriptions for July 2017

## 1. Introduction

This report highlights data trends that have occurred in the telecommunication industry as at the end of July 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 July 2017

At the end of July 2017, the total number of mobile voice subscriptions was 37,136,600. This represents a percentage increase of 1.94% from June 2017's figure of 36,430,847. The total penetration rate for the month under review was 130.35%.

MTN's voice subscriptions for the period was 17,654,968 representing a percentage increase of 2.03% from June 2017's figure of 17,304,425. MTN's market share for the month under review was 47.54%.

Vodafone's mobile voice subscriptions increased from 8,773,444 as at the end of June 2017 to 8,920,617 as at the end of July 2017. This represents a percentage increase of 1.68%. Vodafone's market share for June 2017 was 24.02%.

Tigo's voice subscriptions increased from 5,360,443 as at the end of June 2017 to 5,510,992 as at the end of July 2017. This

indicates a percentage increase of 2.81%. Their market share for the month under review was 14.84%.

Airtel's voice subscriptions decreased from 4,236,788 as at the end of June 2017 to 4,217,490 as at the end of July 2017. This represents a percentage decrease of 0.46%. Their total market share for the month under review was 11.36%.

increased from 732,483 as at the end of June 2017 to 809,269 at the end of July 2017. This reflects a percentage increase of 10.48% for the month. Their total market share for the month under review was 2.18%.

Expresso's voice subscriber figures was 23,264 as at the end of April 2017. Their total market share for the same period was 0.06%. *(NB: Expresso's Mobile Voice Subscriptions beyond April, 2017 is unavailable).*

Glo's voice subscriptions

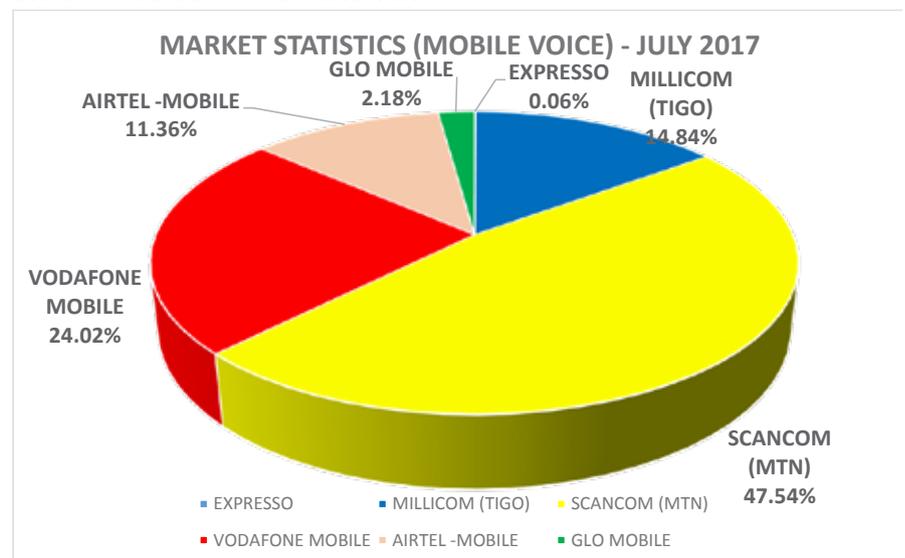


Figure 1 – Mobile Voice Market Share for July 2017

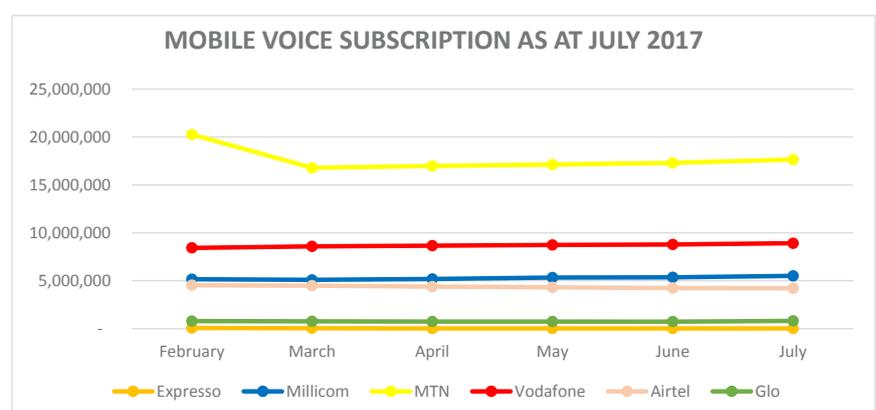


Figure 2 – Mobile Voice Subscription Trend for July 2017

### 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 the end of July 2017, the total subscriptions for the fixed operators was 276,810 representing a percentage increase of 2.01% from the previous month. Vodafone recorded a total subscription of 270,062 while Airtel ended the month with 6,748 subscriptions.

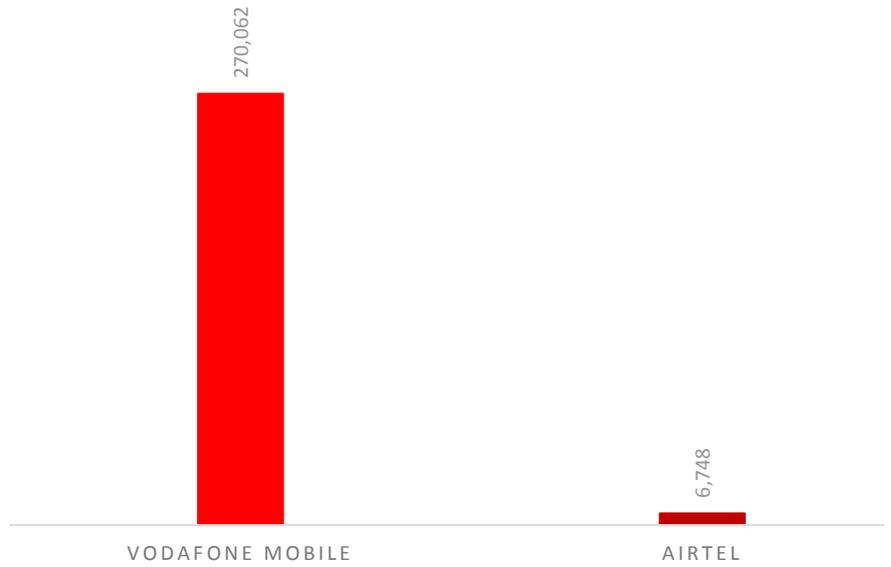


Figure 3 – Fixed Telephony Subscriptions for July 2017

### 4. Mobile Data Figures for July 2017

At the end of July 2017, the total subscriptions of mobile data in the country was 22,103,467 with a penetration rate of 77.58%.

#### 4.1 Cellular Mobile Data Operators

MTN’s mobile data subscriptions for July 2017 was 12,442,647. Their market share for the month under review was 56.29%.

The total number of subscription for Vodafone’s mobile data in July 2017 was 3,641,806. This is reflected in their market share of 16.48%.

Airtel’s mobile data subscriptions for July 2017 was 2,734,649. Their market share for the month was 12.37%.

Tigo’s data subscriptions for July 2017 was 3,028,013. Tigo’s market share for the month under review was 13.70%.

Glo recorded data subscriber figures of 246,201 at the end of

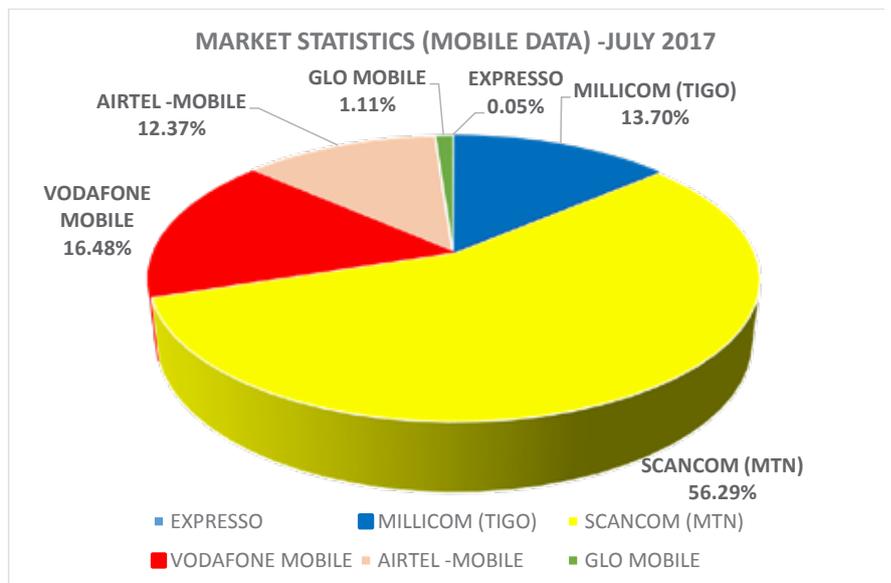


Figure 4 – Mobile Data Market Share for July 2017

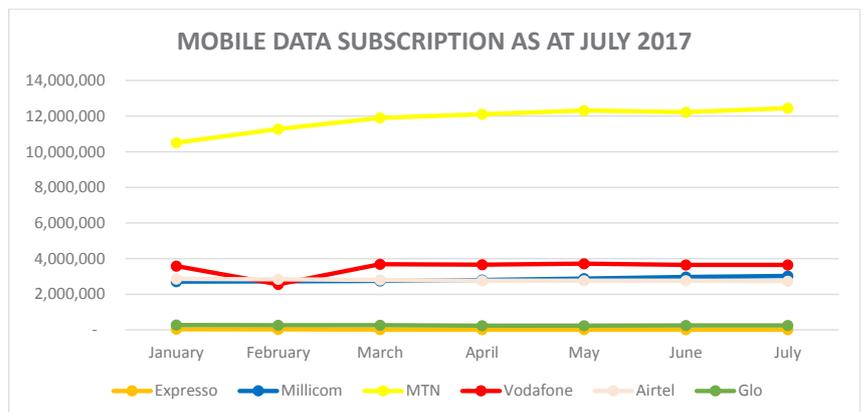


Figure 5 - Mobile Data Subscription Trend as at July 2017

July 2017. This reflects a market share of 1.11%.

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. **(NB: Mobile Data Subscription of Expresso beyond April, 2017 is unavailable).**

## 4.2 4G Data Operators

The total number of subscriptions for 4G Data was 377,297 as at the end of July 2017. Surfline recorded subscriptions of 76,232. Blu Ghana recorded a total subscription of 960, Broadband Home recorded a total of 26,126 subscriptions with MTN recording a total of 273,979 subscriptions.

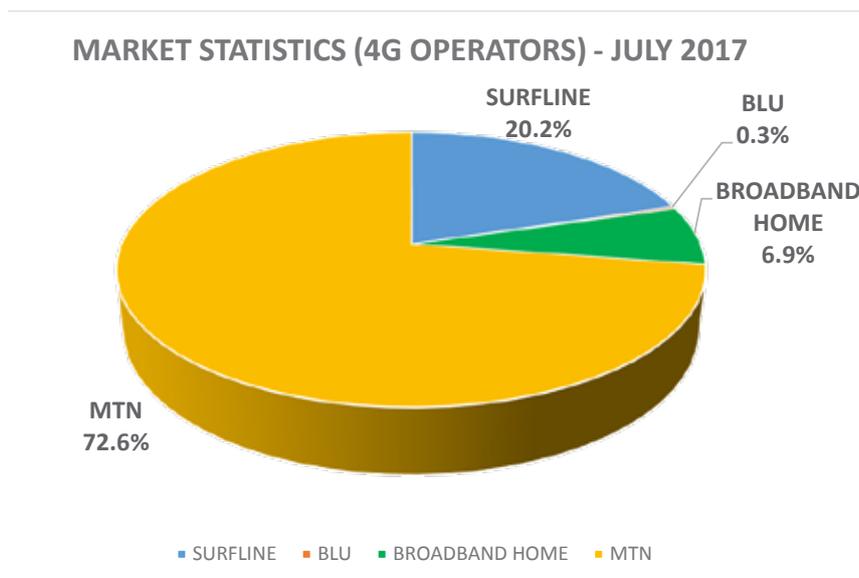


Figure 6 – 4G Data Market Share for July 2017

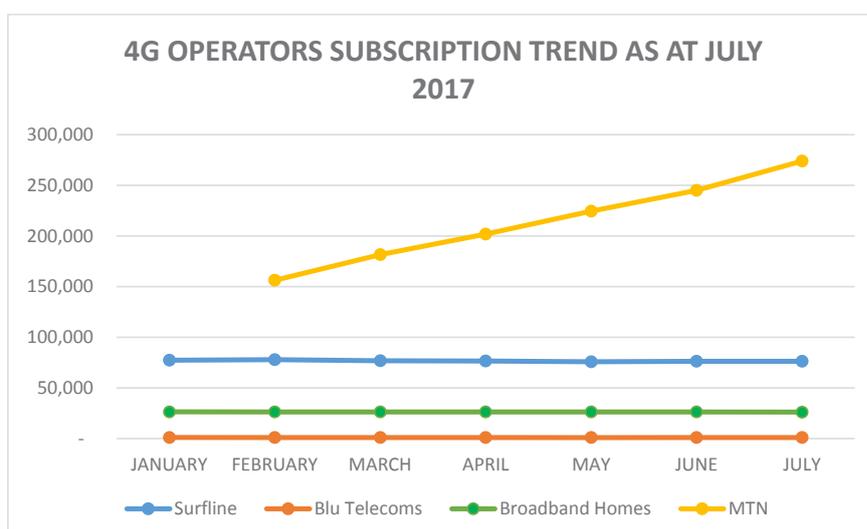


Figure 7 – Subscription Trends (4G) for July 2017

## 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.



# It's Digitime in Ghana

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- More programme information services

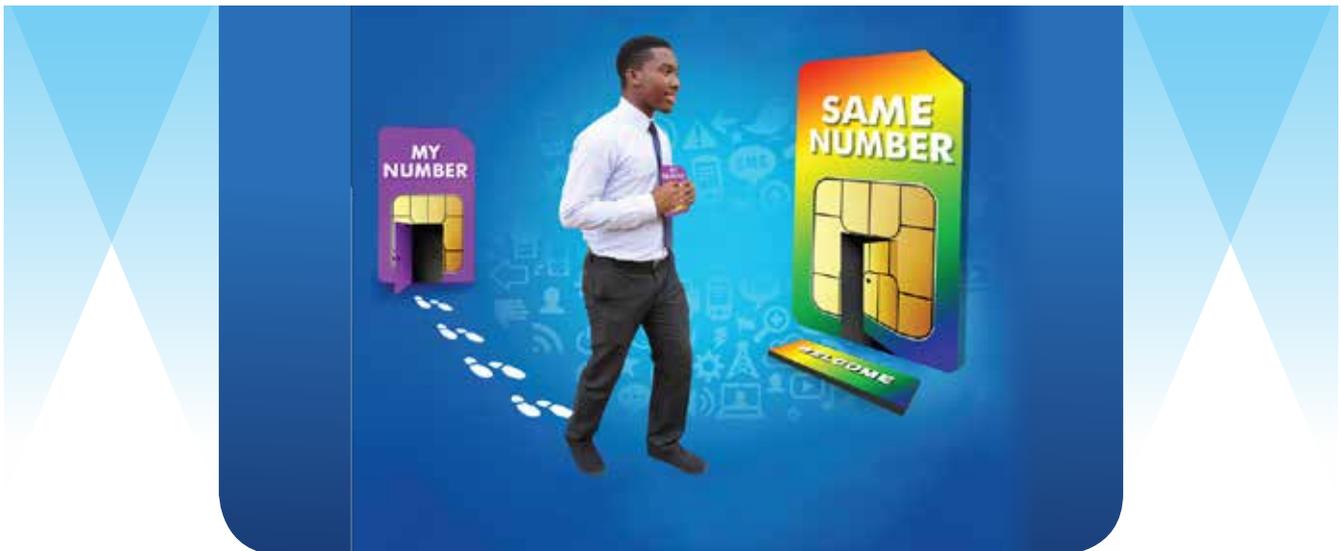


Digital Broadcasting  
Migration Committee  
(DBMC)



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For any complaints contact: [complaints@nca.org.gh](mailto:complaints@nca.org.gh)



*Do you know that you can*

## **Change to a Different Network without Changing Your Number?**

1. Visit your preferred network with a Valid Identity card.
2. Make your request known to the customer service assistant and fill in a porting request form.
3. Please ensure you have thoroughly read and understood the terms and conditions on porting before consenting to it.
4. Your old SIM card will be replaced and you will have a new SIM.
5. You would get a welcome message asking you to complete the porting process.
6. Porting is normally successful within a day and you can start using the services of the new network.
7. However, you would have to top up with the credit voucher of the new network not the old one.

*Remember, you would lose all unused credit if you port from one network to another.*



**0307 011 419**  
**0800 011 622**

-  National Communications Authority Ghana
-  @NCAGhana
-  National Communications Authority
-  [complaints@nca.org.gh](mailto: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](mailto:complaints@nca.org.gh)

**BOLGATANGA**

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

**HO**

Tel: + 233 (0)36- 202-6375, (0)36-202- 6339  
Email: [complaints.ho@nca.org.gh](mailto:complaints.ho@nca.org.gh)

**KOFORIDUA**

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(0)3420 28382  
Email: [complaints.koforidua@nca.org.gh](mailto: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](mailto:complaints.kumasi@nca.org.gh)

**SUNYANI**

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Email: [complaints.sunyani@nca.org.gh](mailto:complaints.sunyani@nca.org.gh)

**TAKORADI**

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