



**NATIONAL
COMMUNICATIONS
AUTHORITY**

NEWSLETTER

QUARTER FOUR - 2016



Ultra Modern Head Office for National Communications Authority Commissioned

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Seasonal Greetings from the Director General, Mr. William Tevie

As 2016 draws to a close and we enter the festive season, it is the right time to reflect on what has been a dynamic year for the communications industry. This year has been a period of significant change and modification for the industry as we refurbish our policies, legislations and processes.

A major introduction to the industry was the successful implementation of the Web Customer Portal (WebCP) of the Automated Spectrum Management System as part of efforts to reduce the issues with manual submission of applications. The WebCP will help applicants to accurately complete and submit their applications online.

Indeed, some of the most important interventions implemented this year have been consumer focused. To make it easier for the consumer to put their grievances across to the Authority, the Complaints Management System (CMS) was introduced this year. The CMS allows telecom consumers and broadcasting licence or authorisation holders to lodge or file a second level complaint for prompt and adequate redress to all types of complaints.

The Authority also unveiled its new corporate website that is user friendly and affords stakeholders to have quick and accurate online

information about regulatory facts in the communications industry.

Of particular note is the migration from analogue to digital known as the Digital Terrestrial Television that took place smoothly. While ongoing this has provided TV viewers with clearer picture and better sound quality.

2016 has really been very exciting and a time to be at the helm of the industry as we celebrated the Authority's 20th Anniversary. A Global dialogue on the issue of ICT deployment and development in Africa in relation to the global ICT development trends was held at a two-day International Symposium organised by the Authority.

The industry also witnessed the first ever fun games for the communications industry. The games provided a unique opportunity for participants to interact and network with each other amidst promoting communication and friendly rivalry.

Meeting the challenges of what has been an exciting and demanding year has been made possible through the commitment and hard work of all in the



industry. I would like to take this opportunity to say a special thank you to our stakeholder organisations and other government agencies, without whose collaborations and hard work we would not be able to regulate and support the industry.

On behalf of everyone at the Authority I wish you a Merry Christmas and a joyous New Year.



Minister for Communications Commissions Ultra Modern Head Office for National Communications Authority

The Hon. Minister for Communications, Dr. Edward Omane-Boamah on behalf of the president, H.E. John Dramani Mahama has commissioned the new ultra-modern Head Office of the National Communications Authority (NCA) in Accra on 15th November, 2016.

Known as the NCA Tower, the building is located at the Airport City. It comprises 11 floors including 2 underground parking levels and 3 elevators. Being an equal opportunities employer and making the facilities open to all consumers, the NCA Tower is specially adapted for the physically challenged and has elevators with audio prompts for the visually challenged.

In his welcome address, the Director-General of the NCA, Mr. William Tevie said the NCA Tower was built with its stakeholders in mind. He said, “for our staff the NCA Tower means an improved working environment, for our consumers there will be more space to meet and engage with us and their



Hon. Minister for Communications unveiling the plaque

service providers to address their complaints, for our operators, adequate meeting rooms to discuss ongoing regulatory projects and for the ordinary Ghanaian, this goes to prove that once we have a can do attitude combined with effective leadership, we will succeed.”

The Director-General also stated that the building is but one of the numerous achievements recorded over the twenty-year period. “The NCA started off with one office in Accra in 1996. Today, in addition to Accra, the

Authority has 7 regional offices in Ho, Sunyani, Koforidua, Bolgatanga, Kumasi, Takoradi and Tamale. This is to enable the Authority bring its services closer to the communities and also to facilitate effective monitoring of spectral resources as well as the quality of service delivered by Operators to their consumers in the various regions”, Mr. Tevie added. He indicated that, “having completed this building, we shall discuss the feasibility of constructing our own buildings in these regional offices as against continuing to rent”.



Mr. William Tevie, Director-General of NCA, giving his welcome address



Hon. Minister for Communications, Dr. Omane Boamah delivering the keynote address



Mr. Eugene Baffoe-Bonnie delivering his speech



Invited guests at the ceremony



A cross section of staff at the event

“The office complex will solidify Ghana’s position in the sub-region as a communications regulator par excellence”.

He expressed gratitude to the previous Board members and Directors for their efforts and gave the assurance that the current Board of Directors, Management and Staff will build on their legacies.

Remarks by the Board Chairman, Mr. Eugene Baffoe-Bonnie indicated that the office complex will solidify Ghana’s position in the sub-region as a communications regulator par excellence. In addition, he said, “the office complex marks the Authority’s growth from our beginnings twenty years ago and shows the world what the NCA as a regulator has become by sharing our most treasured technical capabilities with

regulators in the sub region.”

In his keynote address Dr. Omane-Boamah outlined the various developments in the communications industry. The Hon. Minister said, “Ghana now has over eighteen million mobile data subscribers. This massive boost shows a complete adoption of ICT technology, evident in various fields—health, agriculture, education and finance, amongst others. Along the expansion in mobile telephony is value added services to enable Internet service providers establish networks and provide services that promote access to ICTs.”

The Hon. Minister also touched

on some of the recent policies introduced in the industry. In the speech he read on behalf of the president, he said, “Over the past three years and still counting in my first term, we have also approved in cabinet a number of progressive policies which seek to expand the frontiers of the gains made so far. These policies are to ensure the issuance of licences for the implementation of International Wholesale Carriers, the Interconnect Clearing House, the Unified telecom and last but not least, the operations of Mobile Virtual Network Operators.

I am happy to note that these policies are being implemented and are also ensuring greater



.Balloons being released during the ceremony



.Hon. Edward Omane-Boamah interacting with some staff of the NCA



The Minister for Communications and his entourage touring the facility after the commissioning

participation of Ghanaians in the telecommunication sector. The full benefits of these forward looking policies will be realised in the coming years and we believe just as others came and still come to learn from Ghana, they will become positive case studies in the near future."

He commended the NCA management and staff for decentralizing its operations by putting up permanent offices in seven regions. He also commended Board, Management and staff of the Authority for using their internally generated funds to build this huge edifice.

The event was attended by some key stakeholders of the NCA such as the Ghana Independent Broadcasters' Association,

Ghana ICT Chamber, Ghana Journalists Association and the Telecoms Chamber among others.



The Minister of Communications in a group picture with the present and past Directors General and Board Chairman of the NCA



The Ultra modern Office Complex

NCA Holds Joint Press Conference with the NMC on the 2016 General Elections



Representatives from the NMC and NCA at the Press Conference

The National Communications Authority (NCA) in collaboration with the National Media Commission (NMC) on the 24th of November 2016 has held a joint press conference on media responsibility in the run up to the 2016 General Elections and the immediate post-election period at the NCA Tower in Accra.

The significance of the joint statement was to remind stakeholders of their responsibilities with regards to

dissemination of information during the election period.

Welcoming the media, Mr. Eugene Baffoe-Bonnie, the Board Chairman of the NCA said the two institutions have on previous occasions had similar collaborations which augured well for the country.

On his part, and addressing the media at the press conference, Mr. Gyan-Appenteng reminded frequency holders of the obligations they have

with regards to their use of their allocated frequencies as stipulated in the various guidelines of the NMC, Code of Conduct of the Ghana Independent Broadcasters' Association (GIBA) and the Code of Ethics of the Ghana Journalists Association (GJA).

He added that as an important stakeholder of the Authority, the role of the media was crucial in upholding our peace and safeguarding the safety of the nation and citizens by not using



Mr. Gyan-Appenteng, Chairman of the NMC addressing the media



Mr. William Tevie answering a question

their platforms for activities that would threaten our collective peace and security. The broadcasting houses and Mobile Network Operators (MNOs) were also advised to investigate all allegations and claims by interest groups before putting them out and desist from disseminating false news.

Answering a question on interference, the Director General of the NCA, Mr. William Tevie said that the Authority would be ready to assist media houses which have interference issues during the period. He urged them not to complain on air but to directly engage the relevant authority for quick resolution. On the issue of a shutdown of social media platforms, the DG said, while social media is useful in sharing information, the public should exhibit responsible behaviours in their posts.

Mr. George Sarpong, Executive Secretary of the NMC said that as part of the plans to ensure media responsibility, there would be formal engagements with journalists and hosts of programmes on the choice of language and content. He went on to say that there were some mobile and permanent monitoring stations across Ghana as part of the early warning system.

The NCA and the NMC also assured the general public of their efforts to encourage professionalism in the media and lawful measures including sanctions in place against any media house for non-compliance. The general public were also advised and to redirect any concerns to the NCA or the NMC.



A participant asking a question at the press conference



A section of the media at the Press Conference

20

YEARS of PROGRESSIVE and
DYNAMIC REGULATORY ACHIEVEMENTS



Join the National Communications Authority in Celebrating its Achievements

Since 1996, the National Communications Authority has been at the forefront of regulating the communications industry for efficient communications services in Ghana.

From educating and protecting users of communication services including Telephone, Internet, Radio, Television, Maritime and Aviation communications to ensuring consumers get good quality service from their service providers and see to the resolution of all industry related disputes.

This is the time to celebrate our achievements and look forward to the future of communications in Ghana.

www.nca.org.gh



20 YEARS OF PROGRESSIVE AND
DYNAMIC REGULATORY
ACHIEVEMENTS

Managing Unsolicited Electronic Communications

1. What are the various types of Unsolicited Electronic Communications?

Unsolicited Electronic Messages or unwanted Text Messages and Calls simply refer to electronic messages that a recipient has not consented to receiving. There are various types of Unwanted Text Messages and Calls as detailed below:

- Spams are the transmission of harmful, fraudulent, misleading, illegal or unsolicited messages in bulk to any person without the permission of the recipient.
- Fraudulent Communication means the transmission of a message which is false and misleading.
- Obnoxious Communication means the transmission of a message which harasses or disturbs recipients. These messages may be sent in the form of:
 - o Text or writing; Data; or
 - o Speech, music, or other sounds; or
 - o Visual images (animated or otherwise); or Any other form; or any combination of forms

2. Who Sends these Unsolicited Electronic Communications?

- Network Messages: Also called Transactional messages, are sent by your Mobile Network Operator (MNO) to give you information on products and services.
- Promotional Messages: These are promotional, advertising and marketing messages that can be sent to consumers from your MNO or from Third Party Providers which you may or may have



not subscribed to receive. Third Party Providers are also known as Value Added Services providers who initiate electronic communications for the purpose of marketing of services, investment and goods to the public through telecommunication services.

- Spam (Web to Text) Messages: Messages are being sent by lead generation companies that are trying to find people who will respond so they can market their products and services for profit.

3. Where did they get my details?

In most cases we believe not all companies sending the messages hold information about you.

Some of these companies sending the texts and calls randomly generate mobile telephone numbers and send several hundreds, or thousands of texts in the hope that a proportion of subscribers may be reached.

4. Is it legal for my service provider to keep sending me messages?

Your Service Provider has the right to inform you of products and services related to their network, these are what we term Transactional Messages. However, there should be an

option for you to unsubscribe from receiving promotional Text Messages and Calls from any Provider.

5. How can I stop receiving them if I did not sign up for them?

You can send "STOP" to the same Short Code number from which the message was sent to stop receiving promotional messages on your phone.

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.

If you are still not satisfied, with the results after a few days, then contact the National Communications Authority and follow the procedure for filing a complaint.

Tel: 0307 – 011-419

*

E-mail: complaints@nca.org.gh

6. What are my rights as a consumer and what can I do?

As a consumer the rights you have with regard to Electronic Communications are:

- You can send "STOP" to the same Short Code from which the message was sent to stop receiving promotional messages on your phone.
- Opt-outs and /unsubscriptions is at no cost to you.
- You should receive promotional messages on your phone from 8.00 a.m. to 7.00 p.m. only.
- Promotional messages should not be sent to you on Sundays
- Report SPAM messages and calls to your Service Provider.
- Protect your number and be

careful who you give your number to.

- If you receive marketing by text messages/calls you should write to or call your Network Operator concerned (remember to keep a record of all correspondence).
- If you are unsure where the message or call comes from you should not respond as this may confirm your number is live. If you know who the message is from, you can try to opt out from further messages by texting 'STOP' to the telephone number or short code shown in the text message or call.
- Always be wary of such calls and messages, especially if you are asked to send money or provide your bank and or personal details.
- If you continue to receive unwanted marketing by text messages or calls you can report to your Network Operator.

The law says that companies looking to offer this kind of service must identify themselves when they contact you. The companies sending these messages without your consent are therefore breaking the law and we would therefore advise that you do not reply to these messages. Simply report to your Service Provider.

7. Is it lawful for anyone to send me Unsolicited Electronic Communication at any time?

If you have subscribed for a service then the provider has the right to send you messages at stipulated times. In addition, your Service Provider has the right to inform you of products and services related to their network. However, these transactional

messages should be sent to you from 8.00 a.m. to 7.00 p.m. only and on all days excluding Sundays.

8. The Unsolicited Electronic Communication I receive does not have an option for me to unsubscribe, what should I do?

Report this to your Service Provider and if this does not work, you can report to the National Communications Authority.

9. I have been charged for opting out of receiving an Unsolicited Electronic Communication, what should I do?

NCA and the Service Providers have agreed that Opt-outs and /unsubscriptions should not be at a cost to you. If this happens, please report it.

10. Sometimes I need to provide my telephone number when I am applying for a social service or for an entertainment service, how can I be sure that my number will not be used for spamming?

Read the small print provided and if in doubt, ask the people requesting for your telephone number if they intend sending messages.

11. I keep getting these Unsolicited Electronic Communication at odd times, what can I do?

As stated earlier, NCA and the Service Providers have agreed on some principles and this includes:

- You should receive promotional messages on your phone from 8.00 a.m. to 7.00 p.m. only

- Promotional messages should not be sent to you on Sundays
- If you get messages outside these times and days, then please report it.

12. In a day, I receive a number of Unsolicited Electronic Communication which I have not subscribed for. How do I get out of this?

Simply send "STOP" to the same Short Code number from which the message was sent to stop receiving promotional messages on your phone and remember, Opt-outs and /unsubscriptions is at no cost to you.

13. My service provider says I subscribed for a service and I don't remember doing so. Is that fair?

You may have unknowingly subscribed for a service. If you do not remember doing so, all you have to do is send "STOP" to the same Short Code number to stop receiving these messages. If it does not work then follow the procedure for filing a complaint.

14. What does the law say?

The Electronic Communications Regulations 2011 covers the way service providers send direct marketing messages by electronic means, which include text message (SMS) and Calls. Service Providers cannot send you marketing text messages and Calls you didn't agree to receive, unless:

- You have subscribed to receive these messages
- You may receive introductory messages about a promotion, however, to reduce the risk of you being bombarded with messages, NCA and the MNOs have agreed that
 - o Each Promotional and

Non-Transactional Electronic Communication should not be sent more than once a day as a means to reduce the incident of subscribers receiving the same message twice a day. This is in relation to only electronic communications i.e. voice or SMS regarding non-network service related communications (messages inviting subscribers to join or participate in a promotion or introducing a non-network service related facility).

- o In relation to the above recommendation, any Electronic Communication introducing a product or service can be sent only three (3) times in a month, to avoid sending the same content many times and causing nuisance.

15. What can I do to avoid unwanted (spam) texts and Calls?

- Be careful who you give your telephone number to.
- Don't advertise your telephone number, for example by putting it on the internet.
- Check privacy policies and marketing opt outs carefully.

16. How can I stop receiving messages and calls from these organisations?

You can report them to your network operator, who may be able to prevent further spam from the originating number. Unfortunately as the numbers often change, your network provider cannot guarantee to stop all unsolicited messages.

Remember to provide enough

information on your complaint to your network Operator which might include:

- The date and time of message or call
- The telephone number that made the call
- Description or the nature of message or call

If you continue to receive these spam texts and calls after reporting to your network operator or unsatisfied with the outcome of your complaint you can report to the NCA. To contact the National Communications Authority, please use the contacts below:

- **National Communications Authority, Head Office, Accra**
NCA Tower, No. 6 Airport City
P. O. Box CT 1568,
Cantonments, Accra

Complaints:

+ 233 - (0)30 – 70 - 11419
Tel: + 233 - (0)30 - 2771701
Fax: + 233 - (0)30 – 2763449
E-mail: info@nca.org.gh
Website: www.nca.org.gh

- **Tamale Office**
P. O. Box TL 1590, Tamale,
Northern Region, Ghana
Tel: + 233-(0)37 - 2028105 /
(0)37 - 0208104
- **Kumasi Office**
P. O. Box KS 10768, Kumasi,
Ashanti Region, Ghana
Tel: + 233(0)3220-20014
/ (0)3220-20018 / (0)3220-
20019
- **Takoradi Office**
P. O. Box SL 409, Sekondi,
Western Region, Ghana
Tel: + 233 (0)3120-28073/
(0)3120-28049
Fax: + 233 (0)3120-28063

Customer Care Lines of network operators

MTN Ghana

Please call **111** Toll Free on your MTN number
E-mail: customercare@mtn.com.gh

Tigo Ghana

- **111**
- **841**
- **810**
- **0277-55-1000**
- **0277-55-1002**
- **0277-55-1003**
- **0277-55-1004**
- **0277-55-1006**

Vodafone

Call **100** (toll-free) to report faults, make general enquiries, broadband service enquiries and for help with your mobile services.

Call **212** (toll free) to make enquiries about our Blackberry service. **050 5555 111** (charges apply) to Call Centres from a non-Vodafone line. **0800 10000** for corporate enquiries.

Glo

121 (Prepaid) or **200** (Postpaid)
E-mail: customercare@glomobileghana.com for prepaid customers
E-mail: corporatcare@glomobileghana.com for postpaid customers

Airtel

Call (toll free) 24 hours, 7 days a week on **121** from your Airtel phone, **0260 000 121** from other networks within Ghana or **+ 233 260 000 121** if you are calling outside Ghana.

Expresso

Call Phone number
+ 233 288 210 103

NCA Trains Service Providers on the use of the Web Customer Portal Nationwide



The Director General of the NCA giving his welcome address at the forum



Mr. Henry Kanor giving his closing remarks

As part of the efforts to reduce the issues with manual submission of applications, the National Communications Authority (NCA) has launched an online platform for individuals and companies to submit applications. The online platform referred to as the Web Consumer Portal (WebCP) is a module integrated with the Automated Spectrum Management System (ASMS) that allows customers to accurately complete and submit their applications online.

The National Communications Authority (NCA) organised a series of training for service providers in the country on the use of the online Automated Spectrum Management System, also known as the Web CP. The first of the series was held at the Best Western Premier Hotel on 8th November, 2016 for the Greater Accra, Volta and Eastern Regions.

The second and third fora was held on 18th and 29th November in Kumasi and Takoradi respectively. The final

series which was held for the three Northern Regions was on the 1st of December, 2016 at the Capital View Hotel in Tamale.

The purpose of the forum was to create awareness and educate service providers on the use and functionalities of the portal.

In his welcome address at the Greater Accra series, Mr. William Tevie, the Director General for the NCA outlined some of the customer-based portals that the Authority has rolled out within the past three years. He said, "within the past three years, NCA has introduced a number of customer based

portals that enhances interaction with its stakeholders and such innovations and initiatives include;

- The development of an online portal for type approval application. This allows prospective clients to file their documents directly to the Authority to apply for dealership licence. Users of this online platform are expected to be able to access high-speed services anytime, anywhere and over a safe device;
- The Complaints Management System that allows telecom consumers to lodge or file a second level complaint for



A cross section of participants at the forum

prompt and adequate redress to all types of complaints;

- An Online reference manual for the list of certified and approved digital receivers and equipment. This also ensures dealers and retailers of set-top boxes and Digital TV sets and more importantly consumers to know and acquire the certified and approved digital equipment which conforms to the digital standardization of the country;
- The Authority has also unveiled its new corporate website that is user friendly and affords stakeholders to have quick and accurate online information about regulatory facts in the communications industry."

Mr. Tevie also assured participants that the fall out that may come up as a result of this new technology has been anticipated and measures are being put in place to ensure that some of these obstacles are addressed promptly.

Participants were taken through the new portal and there was also a live demonstration of the application of licensing and authorisation process. The following was also communicated to the participants during the presentation;

- In due course, Computers with internet access will be placed at all our head and 7 other regional offices across the country. Officers will be on standby to assist clients in submitting their applications online.
- There will be parallel running of the current hardcopy application system and the online system for a period of a

year until a total phase out of the hardcopy system in 2017.

Mr. Henry Kanor, the Acting Director General for Technical Operations, in his closing remarks at the Greater Accra forum, thanked all service providers for participating in the forum and also urged stakeholders to embrace the new paperless technology.



Mr. Henry Kanor in an interview with journalists after the event



Some participants in a group picture



Mr. Henry Kanor giving his welcome address

KUMASI FORUM IN PICTURES



A participant asking a question



Mr. Ammisah- Ocran of the Engineering Division giving a presentation



Some participants in a group picture

TAKORADI FORUM IN PICTURES



Mr. Henry Kanor (middle), Acting Director General for Technical Operations of NCA, delivering his welcome address



Director for the Consumer and Corporate Affairs of the NCA, Mrs. Nana Defie Badu addressing participants



Cross section of participants at the forum



Some participants in a group picture

TAMALE FORUM IN PICTURES



Mr. Henry Kanor (middle), Acting Director General for Technical Operations of NCA, delivering his welcome address



Some representatives of the NCA at the forum



Cross section of participants at the forum



Some participants in a group picture



**CONSUMER
TIPS**

KNOW ABOUT THE BILLING FEEDBACK MESSAGE

WHAT IS BILLING FEEDBACK?

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

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

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

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

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

www.nca.org.gh

Communications for Development

NCA Organises Fun Games for the Communications Industry



Participants partaking in a loosening up exercise

The National Communications Authority (NCA) has organised the first ever fun games for the communications industry dubbed Comm. Olympics 2016 on Saturday 5th November 2016 at the Burma Camp Sports Complex. The games which was organised in honour of the 20th Anniversary Celebrations of the NCA provided a unique opportunity for participants to interact and network with each other amidst promoting communication and friendly rivalry.

Addressing participants prior to the commencement of the games, Dr. Isaac Ani, Ag. Deputy Director General of the



Dr. Yaw Ani giving a welcome address at the event to kick-off the games

NCA said that as part of the 20th Anniversary Celebrations, the Authority found it important to slate an event which would bring all stakeholders together in an attempt to foster collaboration within the industry.

More than 400 participants from about 9 service providers of the industry being regulated by the Authority participated

in the Comm. Olympics 2016. Participants partook in traditional, non- traditional and board games such as tug of war, soccer, jamma competition, parachute race, oware, ludo, scrabble, basketball, ampe etc.

The event had its own share of fun as ATC presented an all-male team for the all-female Ampe competition, and emerged the winner.

Vodafone also presented a woman for the Men's swimming competition and she also won, drawing protests from the men who participated.

The highlight of the day was the Men's Cooking competition, with men being tasked to prepare



Representatives of the participating teams competing in various board games



Teams competing against each other in the cooking, musical chairs and basket ball matches

Banku with Okro Stew and a side accompaniment of Grilled Tilapia and Fresh Pepper. This was interesting as Vodafone's fish got missing and was found under NCA's table, with accusations of sabotage and set ups from each side respectively.

Speaking on the Games, Mrs.

Nana Defie Badu, Director of Consumer and Corporate Affairs thanked the operators for participating and expressed the Authority's appreciation to the Ghana Chamber of Telecommunications for co-sponsoring some of the Awards. In furtherance, she revealed that the NCA is looking at the

possibility of having an annual event with the same objective.

MTN emerged overall winners of the Communications Olympics, with 3 trophies and 4 medals. All in all the games was interesting and fun.



Participants keenly competing with their opponents



Volley Ball competition



The unbeatable MTN tug of war team in a fierce struggle with their opponents



Sack race competition



The all-male ATC team manoeuvring to win the Ampe finals



Table tennis match



Football competition



Swimming Competition



Teams receiving awards for the various games

GLACY assesses Ghana on Cybersecurity - Director General of the NCA appointed National Coordinator



The Director General of the NCA addressing the delegation from the Council of Europe (CoE)

The National Communications Authority (NCA) on the 14th of October 2016 welcomed a delegation from the Global Action on Cybercrime (GLACY), a project funded by the Council of Europe. The delegation's mission was to evaluate the needs of the country with regard to cybercrime and electronic evidence and formally establish a national coordinating team who would engage in international cooperation on cybercrime on the basis of the Budapest Convention.

The Director General of the NCA, Mr. William Tevie welcomed the delegation to the Authority and expressed his gratitude for their support in enhancing legislation and criminal justice capabilities of cases relating to cybercrime.

The project which ends in October 2016 will make way for the GLACY+, which will focus

on Cybercrime and security policy, strengthening law enforcement and training Legal Authorities and the Judiciary from November 2016 to 2020.

The team visited several institutions such as the National Communications Authority, Ministry of Justice, National Security Agency, Attorney General's Department, Data Protection Authority, Financial Intelligence Unit and INTERPOL National Central Bureau amongst others.

A final meeting took place at the NCA, where the delegation presented findings. These are as follows:

- Given the threat of cybercrime and the increasing relevance of electronic evidence in criminal proceedings,
- the assessment team observed a weak enforcement,
- lack of awareness of legislators to fight cybercrime, cyber dependency crime elements,
- lack of data and the need to align and expedite the



The Delegation from the Council of Europe

National Cyber Security Policy.

Having received nominations from the NCA, the delegation thanked Mr. William Tevie for his support and said that they were convinced the team would collaborate effectively to achieve the aims of the project.

Following Ghana's application to accede to the Budapest Convention and its addition to the priority countries at the 15th Plenary Meeting of the GLACY+, the Director General of the NCA, Mr. William Tevie has been appointed the National Coordinator for the GLACY+ Project. Other members of the National Coordinating Team include Justice Mrs. Afia Serwaa Asare Botwe from the Judicial Service, Mrs. Yvonne Atakora Obuobisa from the Attorney

General's Department, Mr. Kwabena Adu Boahene from National Security, Mr. Charles Nii Adams Akrong, Dr. Gustav Yankson from the CID, Mr. Justice Tsar from EOCO, Mr. Samuel Thompson from FIC and Mr. Eric Akumiah representing NITA.

The Team from the Council of Europe included Mr. Matteo Lucchetti, a programme Manager at Council of Europe, Mr. Alexandru Caciuloiu from Interpol, Mr. Freddie Cowper from the National Crime Agency UK and Mr. Zahid Jamil, a consultant.

About GLACY

Global Action on Cybercrime (GLACY) is a 36-month project funded by the European Union (EU) and the Council of Europe

(CoE) with the main aim to fight against organised crime. The project has a worldwide scope and focuses on supporting the countries that are prepared to implement the CoE Budapest Convention on Cybercrime.

The specific objective of the project is to enable criminal justice authorities to engage in international cooperation on cybercrime and electronic evidence on the basis of the Budapest Convention on Cybercrime.

Building on the positive results of GLACY, a new joint project of the European Union and the Council of Europe commenced in March 2016, that is, the Global Action on Cybercrime Extended (GLACY+).



The GLACY National Coordinating Team in group picture with the delegation from Council of Europe (CoE)



NATIONAL COMMUNICATIONS AUTHORITY

REQUEST FOR APPLICATIONS DIGITAL TERRESTRIAL TELEVISION (DTT) PROGRAMME CHANNEL AUTHORISATIONS

The NATIONAL COMMUNICATIONS AUTHORITY (NCA) invites applications from eligible entities registered under the Ghana Companies Code, 1963, Act 179 for the grant of authorisations to establish, maintain and operate a Digital Terrestrial Television (DTT) Free-to-Air (FTA) Programme Channel on the National DTT Multiplex.

All applications duly sealed are to be submitted at the Director General's Secretariat on or before 5 p.m. on **Monday, January 30, 2017** and addressed to:

The Director General
National Communications Authority
NCA Tower, No. 6. Airport City, Accra

Applications shall not be received after the above stipulated deadline.

The Selection and Award Procedure Document can be accessed on the Authority's website: www.nca.org.gh.

Companies that have already made applications to the Authority for the above mentioned services are **advised to reapply** in accordance with the terms and conditions of the selection and award procedure document. Application fees that may have already been paid would still be valid.

NCA Tower, No. 6 Airport City, Accra
P. O. Box CT 1568, Cantonments, Accra
Tel: 0302-771 701, 0501-451 522/3
Fax: 0302-763 449
E-mail: info@nca.org.gh

Website: www.nca.org.gh
@NCAGhana
National Communications Authority, Ghana
National Communications Authority

Communications for Development



NATIONAL COMMUNICATIONS AUTHORITY

PUBLIC CONSULTATION ON UNSOLICITED ELECTRONIC COMMUNICATIONS (UEC) CODE OF CONDUCT

The NATIONAL COMMUNICATIONS AUTHORITY (NCA), has initiated a revision of the current UEC code to service providers to help address and control the influx of UEC by ensuring that consumers are adequately protected.

In line with Section 5(h) of the National Communications Act, 2008, Act 769, the Authority shall in the performance of its functions have regard to the opinions of consumers and members of the general public.

Accordingly, the Authority hereby invites views and comments from consumers and the general public. The reviewed draft code can be accessed on the Authority's website at www.nca.org.gh.

The public consultation begins with immediate effect and shall expire on **24th January, 2017**.

All responses/comments should be electronically transmitted as e-mail attachments, in 2 formats, Microsoft Word and PDF to info@nca.org.gh

NCA Tower, No. 6 Airport City, Accra
P. O. Box CT 1568, Cantonments, Accra
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National Communications Authority, Ghana
National Communications Authority

Communications for Development

Telecom Subscriptions For September 2016

Mobile Voice Subscription for September 2016

At the end of September 2016, the total number of mobile voice subscribers had increased from 36,912,019 as at the end of August to 37,239,720 as at the end of September 2016. This represents a percentage increase of 0.89%. The total penetration rate for the month under review was 133.35%.

MTN's voice subscriber figures for the period was 18,050,144, representing a percentage increase of 0.89% from August 2016's figure of 17,890,958. MTN's market share for the month under review was 48.47%.

Vodafone's mobile voice subscribers decreased from 8,223,957 at the end of August 2016 to 8,158,527 as at the end of September 2016. This represents a percentage decrease of 0.80%. Vodafone's market share for September 2016 was 21.91%.

Tigo's voice subscribers increased from 5,225,021 as at the end of August 2016 to 5,402,668 as at the end of September 2016. This indicates a percentage increase of 3.40%. Their market share for the month under review was 14.51%.

Airtel's voice subscribers increased from 4,642,569 as at the end of August 2016 to 4,697,653 as at the end of September 2016. This represents a percentage increase of 1.19%.

Their total market share for the month under review was 12.61%.

Glo's voice subscribers increased from 822,539 as at the end of August 2016 to 828,162 at the end of September 2016. This reflects a percentage increase of 0.68% for the month. Their total market share for the month under review was 2.22%.

Expresso's voice subscriber figures decreased from 106,975 as at the end of August 2016 to 102,566 as at the end of September 2016. This represents a percentage decrease of 4.12%. Their total market share for the month under review was 0.28%.

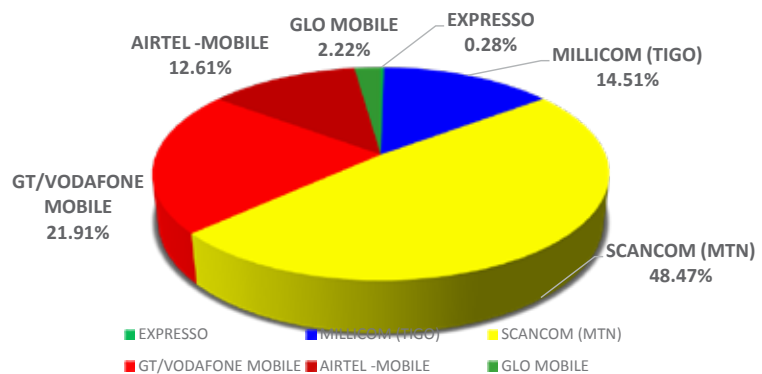
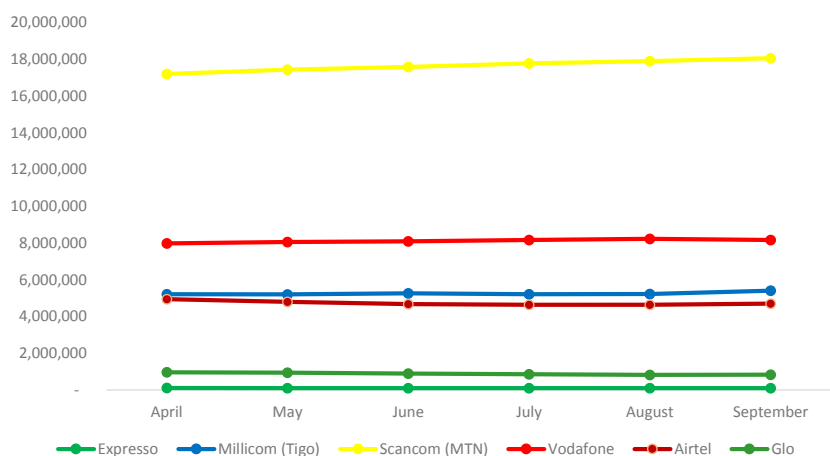


Chart 1 – Mobile Voice Market Share for September 2016



Mobile Voice Subscription from January - September 2016

Fixed Voice Telephony

There are two (2) operators providing fixed line services to the public in Ghana. These operators are Vodafone and Airtel. As at August 2016, the total subscriptions for the fixed operators were 254,021 representing a percentage decrease of 1.06% from the previous month. Vodafone recorded a total subscriber base of 246,425 while Airtel ended the month with 7,596 subscribers.

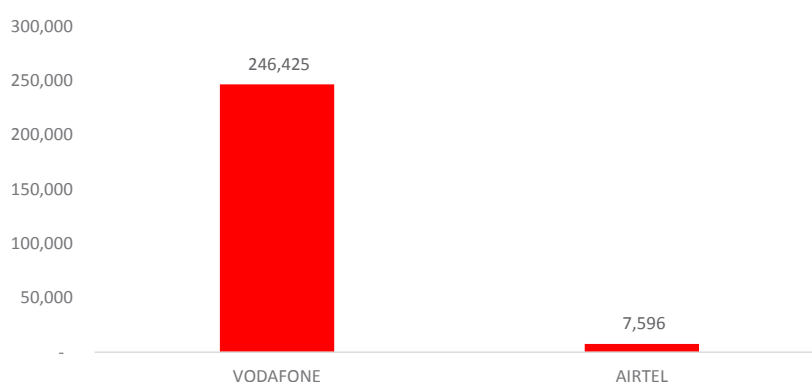


Chart 3 – Fixed Voice Telephony for September 2016

Mobile Data Figures for September 2016

At the end of September 2016, the total subscribers of mobile data subscribers in the country were 19,331,239 with a penetration rate of 69.22%.

Airtel's mobile data subscribers for September 2016 were 3,092,700. Their market share for the month was 16.00%.

Tigo's data subscribers for September 2016 were 2,872,375. Tigo's market share for the month under review was 14.86%.

Glo recorded data subscriber figures of 265,085 at the end of September 2016. This reflects a market share of 1.37%.

Expresso's mobile data subscriber figures as at the end of September 2016 were 40,181. This represents a market share of 0.21% for the month under review.

Cellular Mobile Operators

MTN's mobile data subscribers for September 2016 were 9,745,986. Their market share for the month under review was 50.42%.

The total number of subscribers for Vodafone's mobile data in September was 3,314,912. This is reflected in their market share of 17.15%

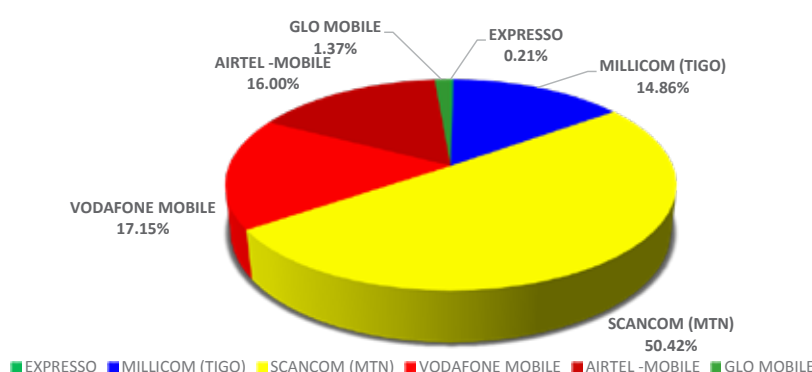


Chart 4 – Mobile Data Market Share for September 2016

Broadband Wireless Access (BWA) Operators

As at the end of September 2016, the total number of subscribers for Broadband Wireless Access data was 102,655. Surfline's subscriber base was 75,065. Blu Ghana recorded a total subscriber figure of 1,167 and Broadband Home recorded a total of 26,423 subscribers.

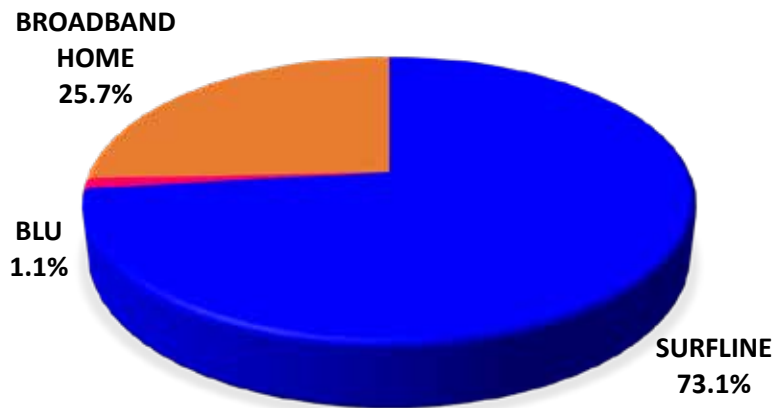


Chart 5 – Broadband Wireless Access (BWA) Market Share for September 2016

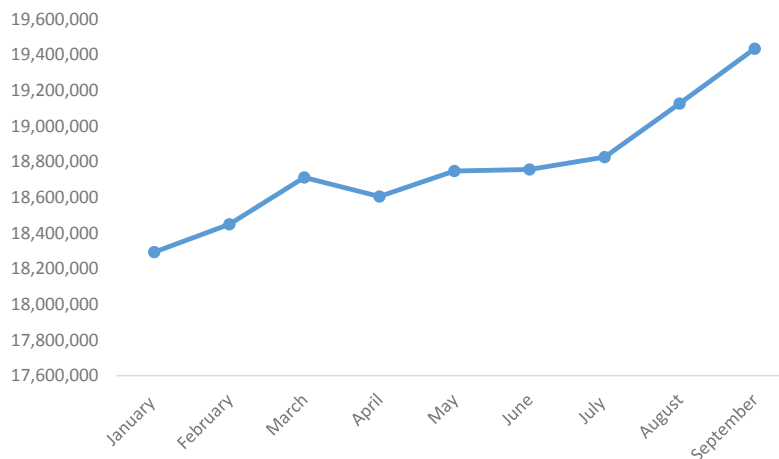


Chart 6 – Total Mobile Data Subscriptions Trends from January to September 2016

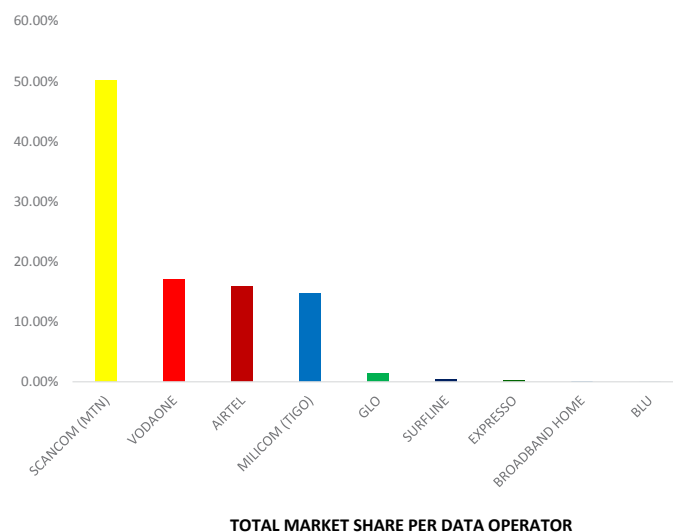


Chart 7 – Total Mobile Data Market Share for September 2016

List of Authorised TV Broadcasting Stations in Ghana as at Third Quarter of 2016

As at the third quarter of 2016, the total number of TV operators authorised by the National Communications Authority (NCA) in Ghana is 85. Out of the 85 TV stations,

- 21 stations are Analogue Terrestrial Television (free on air),
- 29 Satellite Television Broadcasting (Free-To-Air Direct-Home Single Channel),
- 7 Satellite Television Broadcasting (Pay TV Direct-To-Home Bouquet),
- 6 Satellite Television Broadcasting (Free-To-Air Direct-To-Home Bouquet),
- 5 Digital Terrestrial Pay Television (Service and Frequency),
- 5 Digital Terrestrial Free-To-Air Television Programme Channel,
- 1 Digital Terrestrial Pay Television (Service Only)
- and 1 Digital Cable Television.

A total of 34 stations are on air as at the end of June 30th, 2016. Television (TV) broadcasting service is a broadcasting service consisting of the transmission of visual images or other visible signals, with or without accompanying sounds, where the visual images are such that sequences of them are seen as moving pictures. TV services may be transmitted over cable, terrestrial wireless or satellite platforms.

SUMMARY OF TELEVISION BROADCASTING STATIONS IN GHANA

TYPE OF TELEVISION SERVICE	TOTAL NO. OF AUTHORISED STATIONS	TOTAL NO. OF STATIONS ON AIR	TOTAL NO. OF STATIONS NOT ON AIR
Analogue Terrestrial Television	21	15	6
Digital Terrestrial Pay Television (Service only)	1	1	0
Digital Terrestrial Pay Television (Service and Frequency)	5	4	1
Digital Terrestrial Television (Network only)	0	0	0
Digital Terrestrial Free-To-Air Television Programme Channel	7	4	3
Digital Terrestrial Radio Service on TV Multiplex	0	0	0
Satellite Television Broadcasting (Pay TV Direct-To-Home Bouquet)	7	4	3
Satellite Television Broadcasting (Free-To-Air Direct-To-Home Bouquet)	7	2	5
Satellite Television Broadcasting (Free-To-Air Direct-To-Home Single Channel)	36	20	16
Digital Terrestrial Television additional Services (eg. Teletext, etc)	0	0	0
Digital Terrestrial Mobile Television Service (Stand-alone Authorisation)	0	0	0
Digital Cable Television	1	1	0
Television over Internet Protocol (Pay TV)	0	0	0
TOTAL NO. OF AUTHORISED TV STATIONS	85	51	34

Authorised FM Radio Stations as at Third Quarter Of 2016

The National Communications Authority (NCA) has announced the authorisation of two new commercial radio stations within the third quarter (July to September) 2016.

The full list of authorised FM Radio broadcasting stations in Ghana as at the end of September 2016 totaled 452. Out of this number 354 stations are currently operational.

The breakdown is as follows:

- 31 Public radio stations
- 5 public (Foreign) radio

stations

- 73 Community radio stations
- 17 Campus radio stations and
- 326 Commercial radio stations

The details of the authorised FM radio broadcasting stations can be downloaded on www.nca.org.gh

SUMMARY STATISTICS OF FM STATIONS IN THE COUNTRY AS AT THIRD QUARTER, 2016

NO.	NAME OF REGIONS	TOTAL NO. AUTHORISED	PUBLIC	PUBLIC (FOREIGN)	COMMUNITY	CAMPUS	COMMERCIAL	TOTAL NO. IN OPERATION	TOTAL NO. NOT IN OPERATION
1.	ASHANTI	60	2	1	4	2	51	46	14
2.	BRONG AHAFO	63	3	-	7	2	51	52	11
3.	CENTRAL	33	2	-	8	3	20	29	4
4.	EASTERN	42	2	-	6	1	33	35	7
5.	GREATER ACCRA	50	2	3	6	3	36	47	3
6.	NORTHERN	46	7	-	13	1	25	30	16
7.	UPPER EAST	18	2	-	6	1	9	12	6
8.	UPPER WEST	19	2	-	8	1	8	11	8
9.	VOLTA	46	4	-	10	1	31	36	10
10.	WESTERN	75	5	1	5	2	62	56	19
TOTAL		452	31	5	73	17	326	354	98



**For
Complaints
contact**



Toll free

0800 110 622



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COMMUNICATIONS
AUTHORITY**

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Web Address: www.nca.org.gh



@NCAGhana



National Communications Authority Ghana



National Communications Authority

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.



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