



**NATIONAL
COMMUNICATIONS
AUTHORITY**

NEWSLETTER

QUARTER ONE - 2020

Protect yourself from
COVID-19



Mask-Up!!

**NCA SUPPORTS
COMMUNICATIONS
INDUSTRY
DURING COVID-19
LOCKDOWN**

IN THIS ISSUE

- A Roll Call of NCA's Emergency Response Team
- COVID-19 Safety Infographics
- NCA Response to 5G and COVID-19 fears
- World Consumer Rights Day Celebrated in 20 Churches and Mosques

Contacts and Presence Countrywide

• Accra, Head Office

National Communications Authority,
NCA Tower, No. 6 Airport City
P. O. Box CT 1568, Cantonments, Accra
Tel: +233 (0) 302 771701
Fax: +233 (0) 302 763449
E-mail: info@nca.org.gh
Complaints: +233 (0) 30 701 1419
complaints@nca.org.gh
Website: www.nca.org.gh
Digital Address: GL-126-7029

• Accra Office

National Communications Authority,
1st Rangoon Close, Switchback Road,
Cantonment, Accra
P. O. Box CT 1568, Cantonments, Accra
Tel: +233 (0) 553 369862, (0) 553 432215
E-mail: complaints.accra@nca.org.gh
Digital Address: GL-060-2379

• Bolgatanga Office

National Communications Authority,
H/No ZB 70, Zorbisi Estates
Private Mail Bag, Bolgatanga, Upper East Region
Tel: +233 (0) 3820 21141
E-mail: complaints.bolgatanga@nca.org.gh
Digital Address: UB-0034-8536

• Ho Office

National Communications Authority,
H/No A6/29, Stadium Road
P. O. Box HP1576, Ho, Volta Region
Tel: +233 (0) 3620 26339
E-Mail: complaints.ho@nca.org.gh
Digital Address: VH-006-0554

• Koforidua Office

National Communications Authority,
Residency Street
Behind New Juaben Municipal Library
Private Mail Bag, Koforidua, Eastern Region
Tel: +233 (0) 3420 28378 / 28380 / 28382
E-Mail: complaints.koforidua@nca.org.gh
Digital Address: EN-001-4621

• Kumasi Office

National Communications Authority,
Danyame, Kumasi
P. O. Box KS 10768, Kumasi,
Ashanti Region
Tel: + 233 (0) 3220 20014 / 20018 / 20019
E-Mail: complaints.kumasi@nca.org.gh
Digital Address: AK-063-2250

• Sunyani Office

National Communications Authority,
Plot No 83/D Penkwase
P. O. Box SY125, Sunyani, Brong Ahafo Region
Tel: + 233 (0) 3520 27564
E-Mail: complaints.sunyani@nca.org.gh
Digital Address: BS-0012-4632

• Takoradi Office

National Communications Authority,
Bakado
P. O. Box SL 409, Sekondi,
Western Region, Ghana
Tel: +233 (0) 3120 28073 / 28049
Fax: +233 (0) 3120 28063
E-Mail: complaints.takoradi@nca.org.gh
Digital Address: WS-014-8190

• Tamale Office

National Communications Authority,
Watherson Residential Area
P. O. Box TL 1590, Tamale,
Northern Region, Ghana
Tel: + 233 (0) 3720 28105 / 3720 20104
E-Mail: complaints.tamale@nca.org.gh
Digital Address: NT-0027-8191

This newsletter was produced by the Consumer and Corporate Affairs Division of the
National Communications Authority, March 2020

NCA SUPPORTS COMMUNICATIONS INDUSTRY DURING COVID - 19 LOCKDOWN

Republic of Ghana

**OPERATION COVID
SAFETY PASS**

NSCS

Pass valid for 29th March, 2020 - 12th April, 2020

NATIONAL COMMUNICATIONS
AUTHORITY

#ACCRA

Service providers in the telecommunications sector received this pass from NCA to ease their movement during the lockdown.

As the COVID-19 pandemic reared its head in Ghana, the National Communications Authority (NCA) after a review of the initial decisions taken by the Government, put in place some measures to ensure the continued operations of the Authority and Operators within the Communications Industry.

The Authority rolled-out various communications services across the country to support the operations of all sectors including education, finance, communications and information, economic, transportation and health services.

The actions were to adhere strictly to the directive of the President to ensure the safety of its staff, staff of Service Providers as well as consumers, see to the continuous execution of the mandate of the Authority during the lockdown and to ensure that communication services are not interrupted.

Security Passes for Critical Staff and Communications Service Providers

Prior to the onset of the lockdown, the Authority re-designed the passes issued by the State and distributed same to service providers. A total of 3,726 security passes were issued to Staff of the NCA and other Service Providers (Mobile Network Operators, Broadband Wireless Access

Operators, Tower Companies and Internet Service Providers) to enable them freely move during the lockdown. The breakdown of the passes are captured on page 5.

Scheduling of Staff

Prior to the announcement by the President, and in pursuant to the directives from the Public Services Commission, Management of the NCA identified various staff who could work from home or be excused from work during this period. Staff with underlying health conditions, nursing or lactating mothers, and pregnant women were duly excused to enhance the social distancing guidelines as recommended by the Ghana Health Service (GHS).

In line with the directives by the President, noncritical staff of the NCA were asked to stay away from the premises and work from home where need be.

Lockdown Scheduling of Staff – Head Office, Greater Accra and Kumasi Offices

With the coming into force of the lockdown, Management of the NCA identified critical roles within various Divisions and selected staff who will be reporting to work during the duration of the lockdown. This arrangement was also applicable to two other Regional Offices – Accra and Kumasi.

Safety Precautions Instituted by the NCA

During the period of lockdown, other staff in the Regional Offices of the NCA where there were no lockdown went through normal work schedules while observing various safety measures as advised by the GHS. These included social distancing rules.

The Authority also instituted other measures to ensure the safety of its staff. These include the provision of sanitising outlets on all of the floors NCA Head Office and Regional Offices, informing Service Providers and other stakeholders to reach the Authority via telephone lines and other online platforms, fourteen-day mandatory quarantine for staff who had returned from overseas and screening of letters to the Authority using UV machines provided at the ground floor of the NCA Tower.

Complaints Management during Lockdown

Similarly, consumers were advised to reach the NCA through dedicated lines and the Authority's online platforms if they had any complaints with the services of Providers. They were still encouraged to report to the mobile network operators (MNOs) as first level complaints before reporting to the NCA.

Complaints Management during Lockdown – Operators

All four MNOs also closed down a number of customer care outlets during the period, leaving a few strategic ones opened to serve customers in Accra, Tema and Kumasi.

Daily Virtual Meetings with Operators

The NCA instituted daily virtual meetings with service providers. The rationale behind this was to ensure prompt reporting of issues and challenges affecting the delivery of communications services and resolution of same. These companies included the Mobile Network Operators, Broadband Wireless Access Providers, Fibre and Cable Landing Companies and ISPs.



NCA Staff using one of the sanitising outlets across the floors of the NCA Tower.



The NCA has ensured the social distancing and other Covid -19 protocols right from its point of entry.

Number of Passes Issued to Service Providers

NO.	COMPANY	TOTAL PASSES ISSUED
1.	Kelni-GVG	30
2.	Electronic Communications Tribunal	5
3.	NITA	100
4.	Ghana Meteorological Agency	35
5.	AirtelTigo	470
6.	Glo Mobile	124
7.	MTN Ghana	1,583
8.	Vodafone Ghana	350
9.	Comsys Ghana	30
10.	K-NET Limited	34
11.	Super Tech Limited	79
12.	Telesol	30
13.	Busy Internet	35
14.	Bluetown	6
15.	Vobiss	18
16.	Giant International	10
17.	Huawei	66
18.	NETIS	50
19.	BBH	10
20.	Afriwave	7
21.	African Towers	22
22.	American Towers	191
23.	I Engineering	5
24.	Csquare Towers	66
25.	Eaton Towers	110
26.	Helios Towers	105
27.	Dolphin	20
28.	Glo-1 Cable	7
29.	Mainone	10
30.	Wacs	4
31.	Sat-3	7
32.	Spectrum Fibre Limited	3
33.	Bahamus	2
34.	Etix Everywhere Data Center	15
35.	Nour Vision	3
TOTAL		3,726

NCA STAFF RECEIVE COVID -19 TRAINING

The Director of Health Promotions at the Ghana Health Service, and Chairman of the Risk Communications and Social Mobilisation Committee for COVID-19, Dr. DaCosta Aboagye, met with staff of the National Communications Authority (NCA) in various sensitisation workshops to broaden the knowledge and understanding of staff on COVID-19 and to promote public education among others.

The workshops which were held in a number of batches to avoid breaching social distancing protocols were attended by a cross-section of staff, including first responders to the Authority's complaints management protocols. Dr. Aboagye took advantage of the meetings and addressed various misconceptions about COVID-19 including mode of transmission, stigmatisation, and also dissuaded the perception that contracting COVID - 19 is a 'death sentence'.



Dr. DaCosta Aboagye, Director of Health Promotions at the Ghana Health Service giving his presentation.

EMERGENCY NUMBERS FOR CONSUMER COMPLAINTS
during COVID-19 Lockdown

Contact Numbers	
Mon - Fri	9:00 a.m - 5:00 p.m.
TOLL FREE	0800 110 422
HOTLINE	0307 631 400
Mon - Fri	9:00 a.m - 5:00 p.m.
Network	Number
MTN	0544 874 507
Vodafone	0203 443 981
Airtel Tigo	0203 316 989
Glo	0204 842 333

You can also reach us via our online platforms

Channel	Address
E-mail	complaints@nca.org.gh
Twitter	@NCA Ghana
Facebook	National Communications Authority Ghana
Instagram	nca ghana

www.nca.org.gh Communications for Development



A cross section of staff at the training observing social distancing protocols.

A ROLL CALL OF NCA'S EMERGENCY RESPONSE TEAM

When President Akufo-Addo announced the lockdown of the Greater Accra and some parts of Ashanti and Central Regions as part of Ghana's efforts at managing the COVID-19 pandemic, the Director General of the National Communications Authority (NCA), Joe Anokye constituted an Emergency Response Team consisting of

management and staff of the Authority. The team was mandated to continue working during the lockdown to ensure that service providers continued to deliver their services uninterrupted. The Authority acknowledges the services of the following staff during the three week lockdown:

DG's Secretariat

Joe Anokye
Joyce G. A. Abbey
Gladys A. Ayertey
Josephine Adu-Fowaa
Harriet Gomina

DDG-TO's Secretariat

Henry Kanor
Fayidatu Ahassan

DDG-OPs' Secretariat

Prince Ofosu Sefah
Paul Agyekum

DDG-MO's Secretariat

Olivia Okailey Quartey
Dennis Owusu

Engineering

Patrick J. Laryea
Edmund Fianko
Naa Amorkor Asihene
Kwame Baafour Osei-Akoto
Alexander Asomani-Sasu
Christiana L. Attrams
Raymond Sabogu Sumah

Regulatory Administration

Paul Kofi Datsa
Henrietta Acquaye
Samuel Agyekum
Nii Ayitey Komey
Abdul-Razak Salifu
Nana Ama Addo

Consumer & Corporate Affairs

Nana Defie Badu
Kwame Gyan

Abigail Gunn

Sarah Naa Lamiley Lamptey
Mercy Obeng-Dapaah

Legal/Procurement

Poku Adusei
David Gyapanin

Finance/Stores

Ebenezer Nartey
Kofi Afenu
Frank Mensah
Ebenezer Quarcoo
Phyllis A. A. Asampong
Marian Norgah
Kofi Afenu

IT

Majeed Iddrisu
Buajor Puplampu
Rimaskeb A. Cobson-Cobbold
Charles Roland Sanny
Kwadwo Omari Agyapong

Cybersecurity

Jennifer Mensah
Nii Clottey Oko Collison
Spilker Wiredu
Kwadwo Amoah
Fati Tanko Nuhu
Kingsley Kofi Ankoh
Bernard Dankwah
Nana Kwame Kwakye
Abdul-Nuhu Jawad
Ike Owuraku Amponsah

Administration

Beatrice Heming
Gabriel Bondzie
Salifu A. Yusif
Benjamin Boadu
Aikins Antwi
Robert Mensah
Lennox Kanbong
Charles Nedzo
Samuel Manu
Josephine Yeboah
Grace Azanang
Zeberion Tetteh
Henry Mishio
Prince Tonyi
Francis Dompseh
Georgina Bansah
Agnes Nifah
Kwasi Atimbilla
Alex Gyamera
Susana Forson
Akua A. Owusu Gyamfi
Ebenezer Gbangbalib

Human Resource

Charles Amoah-Wilson

Greater Accra Regional Office

Yaw Boamah Baafi
Edward Sutherland
Kwesi Anim Amponsah
Aligata Mengu Asani

Kumasi Regional Office

Diana Owusu-Ansah
Abdul Rahman Masoud
Victor Yaw Adjei
Isaac N. Mensah
Richard Appiah
Comfort Louisa Malladan



KEEPING YOUR COMMUNICATION DEVICES AND ACCESSORIES SAFE FROM CORONAVIRUS

COVID-19 TIPS

TIP 1

Disinfect your devices and accessories with the appropriate disinfectant.



Remember these devices are used often and some are placed on the face after touching or using the device.

TIP 2

Clean your hands with soap and water or alcohol based sanitiser before and after touching or using device.



Much care should be given to shared devices eg. office computers, phones, tablets etc.

HOW TO DISINFECT YOUR DEVICE

Use disinfecting wipes or similar solution with 70% alcohol to "gently" clean your device.



Do not apply liquid solutions directly to your phone; they should be carefully applied to a microfiber cloth or tissue instead.

Do not use bleach or anything abrasive in cleaning devices.



Do not submerge your device in any cleaning solution.

Before starting, make sure phone is powered down and unplugged from any power sources.



Communications for Development

NCA Responds to 5G and COVID - 19 Fears

The National Communications Authority (NCA) has taken note of recent widespread rumours and misinformation about 5G technology and its alleged link with the COVID-19 virus.

The NCA wishes to state categorically that there is absolutely no link between 5G technology and COVID-19. The public is therefore advised to disregard the misleading videos and audios circulating on social media.

Evolution of Mobile Cellular Technologies

The First Generation (1G) wireless mobile technology was analogue which was launched in Ghana in March 1991. It enabled customers to make voice calls on a hand-held telephone while on the move, an improvement over stationary telephone sets.

It was soon followed by Second Generation (2G) digital mobile technology which, in addition to voice calls, enabled Text Messaging (SMS) and a very limited amount of data to be sent over the Internet although it was rather slow.

Further innovations led to the introduction of Third Generation (3G) mobile technology enabling mobile Internet access and browsing, and transmission of images and videos at substantial speeds to facilitate messaging, video calling and mobile television.

Fourth generation (4G) came with even faster internet data speeds to improve the consumer experience. Operators in Ghana continue to expand access to both 3G and 4G technology.

The fifth generation (5G) is the next generation of mobile technology which has not yet been deployed in Ghana. However, it promises significantly higher internet data speeds which will enable innovative products and services in agriculture, transportation, education, health, security and commerce.

All generations of mobile cellular technology (1G, 2G, 3G, 4G and 5G) operate on radio

frequencies (RF). These frequencies are not visible, but they exist in the atmosphere; they are what enable radio and television stations to transmit news and information to us. They generate non-ionizing radiation which pose no harm to human beings.

Health Implications of Radio Frequency Radiations

There have been over 50 years of scientific research about the potential health risk associated with radiations from radio frequency signals and telecommunication installations.

The World Health Organisation (WHO) reports that no evidence has been found to conclude that exposure to RF radiations are harmful to human health despite extensive research to date. RF radiations from FM radio and TV broadcasting signals have not caused any health hazards despite the many years of human exposure to them. Comparing the characteristics of the RF radiations from 1G, 2G, 3G, 4G and 5G base stations and handsets to that of FM radio and TV, the NCA does not expect any harm to human health.

In Ghana, the Radiation Protection Institute (RPI) of the Ghana Atomic Energy Commission (GAEC) works with the Environmental Protection Agency (EPA), NCA, and the telecommunications industry to ensure that electromagnetic emissions from telecommunications infrastructure are within safe limits.

NCA's Measures to Ensure Safety of Consumers

The NCA, as part of its consumer protection mandate, has established a Type Approval laboratory with test and measurement equipment for Radio Frequencies (RF), Electromagnetic Fields (EMF) and Specific Absorption Rate (SAR) (See attached pictures). The laboratory undertakes measurements to ascertain the safety of mobile devices (phones, tablets, etc) and field measurements of radiations from mobile base stations at frequencies below 6GHz which is the range of frequencies for 2G, 3G and 4G in

Ghana. Future 5G deployments in Ghana will also utilise some frequencies below 6GHz as well as higher frequencies and within safe limits.

The measurements taken by the NCA clearly indicate that the non-ionizing radiations from mobile base stations are even more stringent and safer than those set by the International Commission on Non-Ionizing Radiation Protection (ICNIRP), which is the international body responsible for safe use of non-ionizing radiation.

Additionally, in 2019, the NCA contracted independent private agencies to audit all base station masts/towers in Ghana for structural integrity and to assess the level of radiations from all the sites. The audit reports confirmed that radiation levels are significantly lower than the ICNIRP reference levels.

The public is therefore assured that, radiations from mobile base stations in Ghana are safe.

Details of Some NCA EMF Measurements

At the time of the last measurement conducted by the NCA in January 2020, the highest field strength recorded below 6GHz was 3.464 Volts per metre (V/m) in a frequency band where the ICNIRP safety limit is 61 Volts per metre (V/m). Therefore, the highest EMF radiation measured by the NCA in January 2020 was 94.32% lower than the ICNIRP Safety Level. Note that the

lower the figure, the safer the radiation level.

The following are results for various wireless services/technologies measured by the NCA in Accra in January 2020:

Wireless Service / Technology	Frequency Band (MHz)	ICNIRP Safety Reference Level in Volts per metre (V/m)	NCA Measured Total Field Strength in Volts per metre (V/m)	Percentage of measured to ICNIRP Safety Level
FM Radio	87.5–108	28	1.021	3.65%
TV	174–223	28	0.023	0.08%
	470–790	29.809	0.033	0.11%
2G Mobile	921–925	41.728	0.002	0.00%
	925–960	41.819	0.074	0.18%
	1805–1880	58.417	0.038	0.07%
	1880–1900	59.519	0.025	0.04%
3G Mobile	2110–2170	61	3.464	5.68%
4G Mobile	791–821	38.672	0.001	0.00%
	821–880	39.398	0.006	0.02%
	2620–2690	61	0.013	0.02%
	2690–3000	61	0.014	0.02%

Permitting process for Towers/Masts

The public is informed that, before a base station mast or tower is erected in Ghana, permits are obtained from the EPA and Local Authorities. As part of the permitting process each telecommunication company obtains a radiation safety report or certificate from the Radiation Protection Institute (RPI). The RPI's measurements over the years indicate compliance to ICNIRP levels by all Mobile Network Operators as the NCA affirms by its own measurements.

Conclusion

The general public is assured that all mobile technologies are safe. As part of its regulatory mandate, the NCA in collaboration with the relevant state institutions will continue to measure and check compliance to the safety levels of RF exposure to ensure protection of all users of communication services including 5G (when it becomes available in Ghana) and future advanced technologies. The Authority further assures the public that there is absolutely no relationship between any mobile technology and COVID-19.

MNOS AUTHORISED TO SEND HEALTH EDUCATION ON COVID - 19

Ghana's four (4) Mobile Network Operators (MNOs) – AirtelTigo, Glo, MTN and Vodafone have been granted a waiver by the National Communications Authority (NCA) to send Emergency Communications from the Ghana Health Service (GHS) on the COVID-19 Global Pandemic to subscribers. This forms part of efforts to educate consumers and the public on COVID-19, also called Coronavirus. All MNOs have, therefore, been directed to ensure that they only send Emergency Communications provided by the GHS to their subscribers. This will be in the form of text messages from the sender ID, COVID - 19 GH.

The NCA also worked with the MNOs and the National Emergency Communications Centre to route all calls placed to the COVID-19 emergency numbers at no cost to the public through the existing emergency number, 112.

The public is advised to refer all emergencies including those related to COVID-19 to national emergency number, 112. Calls to this number are free and can be made even when a caller has no credit or airtime.

TIP FOR TODAY

1. Families of affected persons need social support; stop stigmatization.
2. Depression kills; stop COVID-19 stigmatization.
3. Stop the name calling; spread concern and love. (MoH/GHS)

TIP FOR TODAY

1. Stay at home and break the spread of COVID-19
2. Staying at home to prevent COVID-19 is not an imprisonment
#SpreadCalm
NotFear(MoH/GHS)

TIP FOR TODAY

1. Stigmatization is suicidal, stop it now! We are all at risk; don't stigmatize me.
2. COVID-19 is not a respecter of persons, let's come together to fight it.
3. It is me [today](#), it could be you [tomorrow](#), let's unite against COVID-19. #SpreadCalmNotFear. (MoH/GHS)



World Consumer Rights Day celebrated in 20 Churches and Mosques

The National Communications Authority (NCA) marked the World Consumer Rights Day 2020 with various religious groups in nine (9) Regions of the country. The Authority took advantage of the various platforms to promote and raise awareness on consumer rights and responsibilities within the communications industry as well as remind service providers about the importance of observing and enforcing consumer rights. The celebration was in two folds, the first day was observed on 13th March, 2020 with selected Muslim communities nationwide and the second day was observed on 15th March, 2020 with selected churches under the theme “Information and Education: the tools for consumer empowerment and protection”.

World Consumer Rights Day is celebrated on 15th March each year to create awareness regarding consumer rights. It is an annual occasion for celebration and solidarity within the global consumer movement. Among the subject areas of consumer education for the NCA were the Consumer Complaint Process, Mobile Number Portability, Consumer Rights and Responsibilities, Unsolicited Electronic Communications among others.

Over the years, the NCA has undertaken several initiatives on this day to protect the rights of consumers, these include engaging market women, bus drivers, and communities amongst others.



An official of the NCA educating participants.

Central Region

Prior to the occasion which fell on Sunday, the staff of the Authority engaged members of the Winneba Central Mosque and Church of Pentecost- New Jerusalem Assembly (Winneba).



A cross section of worshippers at the Church of Pentecost-New Jerusalem.

Ashanti Region

Reaching out to about three thousand and nine hundred (3,900) worshippers, a team from the NCA Kumasi Regional Office engaged worshippers at the Naira Mosque, Grace Baptist Church and Calvary Charismatic Center. The platforms were used to educate consumers on consumer related issues as well as their basic rights and responsibilities as telecom consumers.



An official of the Authority distributing consumer educational materials to worshippers.



An official of the NCA from the Kumasi Regional Office giving a presentation at the Grace Baptist Church.

Savannah Region

In line with the theme for this year's celebration, Officers from the NCA engaged the Dabokpa Technical Institute Central Mosque and Light House Chapel in Tamale. The Tamale Zonal Manager, Mr. Abukari Iddrisu introducing NCA to the various congregation reiterated

that the NCA considers consumer's involvement in its activities as well as sharing of information to be vital for the efficient regulation of the electronic communications industry, hence, the need for the engagement.



The congregation of Light House Chapel in Tamale.

Bono Region

The World Consumer Rights Day celebration was successful at the Bono Region as the NCA embarked on an outreach to educate consumers on issues that directly affect them. The outreach took place at the Sunyani Mission Mosque and St. Anthony Church.



A participant at the St. Anthony engaging with the staff of the Authority.



A participant at the Sunyani Mission Mosque engaging with the staff of the Authority.

Eastern Region

For the Eastern Region, this year's World Consumer Rights Day was marked at the Central Mosque and the Central Assemblies of God Church in Koforidua on 13th and 15th of March respectively. The team concentrated on educating and informing consumers about their rights and responsibilities on communication services as well as the avenues put in place by the Authority for proper redress of their complaints where necessary.

Participating consumers were equipped with consumer related knowledge and educational materials to serve as a reference guide.

Quarter One | 2020



Eastern Regional Manager, Mr. Anthony Osei Adjei addressing the congregation at the Central Assemblies of God Church in Koforidua.



A cross section of congregants at the Koforidua Central Mosque.

Greater Accra Region

Consumers in Accra were not left out of the celebration. The Ghana Muslim Students Union – UPSA and the Charismatic Evangelistic Ministry were engaged and educated on their rights.



Staff of the Authority engaging members of the Charismatic Evangelistic Ministry.



A cross section of the UPSA participants.

Volta Region

In the Volta Region, the NCA team spent time with the Ho Zongo Community and The Lord's Pentecostal Church International in Ho. The team engaged them on their rights and responsibilities as consumers.



The NCA team being introduced before their presentation at the Mosque.



Staff of the NCA speaking to the congregation of the Lord's Pentecostal Church in Ho.

Government of Ghana

GH COVID-19 Tracker

Easy to use, digital tool to help you assess and self report your symptoms for COVID-19

COVID-19

National Communications Authority



Who are we?

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

Communications for Development



National Communications Authority Ghana




@NCAGhana

COMMUNICATIONS INDUSTRY STATISTICS



Mobile Voice Subscriptions						
	Jan-20		Feb-20		Mar-20	
Operator	Subscriptions	Market Share(%)	Subscriptions	Market share(%)	Subscriptions	Market share(%)
MTN	23,150,485	55.95%	23,676,259	56.64%	23,945,672	57.07%
Vodafone	9,075,795	21.93%	8,99,072	21.51%	8,787,464	20.94%
AirtelTi-go	8,428,322	20.37%	8,405,247	20.11%	8,498,008	20.25
Glo	726,149	1.75%	726,518	1.74%	728,154	1.74%
Total	41,380,751	100%	41,800,096	100%	41,959,298	100%

Mobile Voice Subscriptions from January to March 2020.




NATIONAL COMMUNICATIONS AUTHORITY

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Have You Registered Your Sim Card?

The National Communications Authority wishes to remind the general public that the SIM registration exercise is still in force and 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.



Telephone: 0307 011419
Email Address: info@nca.org.gh
Web Address: www.nca.org.gh

 @NCA Ghana
 National Communications Authority Ghana



Mobile Data Subscriptions

Mobile Data Subscriptions from January to March 2020.

To Complain, Call

Toll free

0800 110 622

Hotline

0307 011 419



**NATIONAL
COMMUNICATIONS
AUTHORITY**

Postmaster:
NCA Travel, Box 8, Airport City, Miami, FL 33141
Florida Address
P.O. Box 117, 1986, Clearwater, FL 34615

Tel: +91 9896 200 7788, 9896 200 7789
Fax Number: +91 9896 200 7788
E-mail Address: info@nmsi.org.in
Web Address: www.nmsi.org.in





**National
Communications
Authority**



**Issues with your Mobile,
Landline, Internet
or Paid TV?**

**Speak to your
service provider
first, before you
call the NCA**

To Complain, call

Toll Free

0800 - 110 - 622

Hotline

0307 - 011 - 419

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National Communications Authority Ghana



@NCAGhana




**NATIONAL
COMMUNICATIONS
AUTHORITY**

#MaskUp

Stay Safe

Communications for Development






National Communications Authority Ghana National Comm. Authority @NCAGhana