

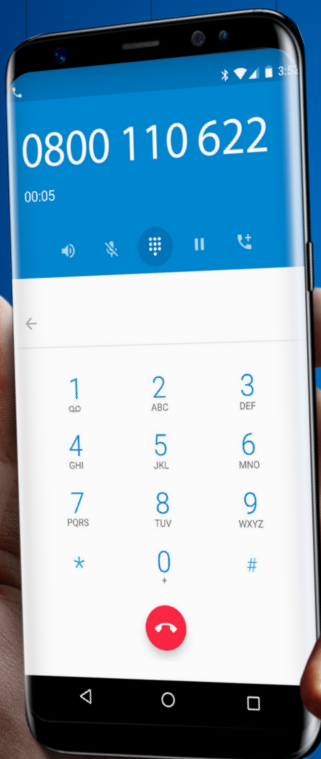
NATIONAL COMMUNICATIONS AUTHORITY



SERVICE CHARTER



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**

Communications for Development



National Communications Authority Ghana



@NCAGhana

Stakeholder Charter

This charter is intended for use by all stakeholders in the communications industry and the general public.

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Foreword

This Charter defines our purpose and values. In this charter we have communicated who we are, what we do, and what we stand for as the regulator of the communications industry in Ghana.

The service charter also clearly sets out the levels of service standards you can expect in your dealings with the Authority.

It is not a new set of rules or principles but is a reminder of what is important when we are faced with tough choices.

The National Communications Authority (NCA) is committed to achieving the goals of the regulatory framework for electronic communications using the available regulatory tools.

These goals are in line with the processes and trends for development of the market for electronic communications networks and service delivery.

However, we can only achieve them by working with stakeholders and for this purpose, we have developed a Charter to guide the process and ensure that stakeholders have a framework for service delivery.

We believe that our Charter specifies standards for service delivery, and the rights and responsibilities of both parties and how all stakeholders can access our services and receive excellent levels of service.

We urge you to send us feedback through the mechanisms suggested to enable us incorporate your feedback for continuous improvement of our service delivery.

Thank you.

*Director General,
National Communications Authority*



Vision

A world class Communications Regulator that facilitates innovative, reliable and sustainable communications solutions to meet stakeholders' expectations.

Mission

Regulate the communications industry in a forward-looking and transparent manner that promotes fair and sustainable competition, stimulates innovation, encourages investment, protects stakeholders' interest and facilitates universal access to quality communications services for national development.

Our Values

- » TEAMWORK
- » ACCOUNTABILITY
- » CONSISTENCY
- » TRUST
- » INNOVATION
- » TRANSPARENCY

Communications for Development



Consumer Protection (CP)

FOR ALL NETWORKS	
SERVICES	HARMONISED SHORT CODES
Call Centre	100
Credit Recharge	134
Check Balance	124
Voice Mail Deposit	108
Voice Mail Retrieval	109
SIM Registration	400



Billing Feedback



Sales Calls
Free Gift Card
Voice Call Spam
You've Won A Prize

UEC



Decentralisation

Short Codes



Consumer Protection is Key to The NCA

BACKGROUND

The National Communications Authority (NCA) was established by the National Communications Authority Act, 1996, Act 524, now repealed by the National Communications Authority Act of 2008, Act 769, to regulate communications by wire, cable, radio, television, satellite and similar means of technology for the orderly development and operation of efficient communications services in Ghana.

FUNCTIONS

The responsibilities of the Authority as enshrined in the NCA Act are as follows –

- (a) To establish and monitor the implementation of national communications standards and ensure compliance accordingly;
- (b) To formulate a strategic plan;
- (c) To grant communication licence;
- (d) To regulate and monitor licensees, holders of frequency authorisations in consultation with the National Media Commission where appropriate;
- (e) To ensure fair competition amongst licensees, operators of communications networks and service providers of public communications;
- (f) To classify communications services to include;
 - (i) closed user group services;
 - (ii) private communications services;
 - (iii) value added services; and
 - (iv) any other service designated by the Minister and published in the Gazette;
- (g) To determine applications for communication licences including frequency authorisations,
- (h) To maintain the Register established under section 26;
- (i) To collect and arrange to be collected moneys lawfully due to the Authority;
- (j) To establish a frequency plan and monitor any frequency allocated

- to the communications industry;
- (k) To investigate and resolve disputes:
 - (i) related to harmful interference with frequency brought to the attention of the Authority or of which the Authority has knowledge,
 - (ii) amongst users and operators in respect of rates, billings and services provided and facilitate relief where necessary amongst the users and operators;
 - (iii) in the event of the failure to obtain redress from providers of public communications services, and
 - (iv) in respect of interconnection sharing facilities and utility installations;
 - (l) To carry out on its own initiative or at the request of a person, investigations in relation to a person whose conduct is in contravention of this Act;
 - (m) To establish quality of service indicators and reporting requirements for operators and service providers;
 - (n) To certify and ensure the testing of communications equipment for compliance with:
 - (i) international standards; and
 - (ii) environmental health and safety standards including electromagnetic radiation and emissions;
 - (o) ensure the systematic implementation of policy directives of the Minister and of communications policies in the country;
 - (p) obtain requisite information from any person for purposes of the performance of its functions;
 - (q) when designated by the Minister, represent the Republic at international fora;
 - (r) issue guidelines and standards from time to time;
 - (s) support the implementation of the Universal Access Policy,
 - (t) encourage high standards of propriety within the Authority and promote the efficiency and effectiveness of the staff of the Authority;
 - (u) establish a policy and resource framework for the operation of the Authority in line with the overall strategic plan of the Authority;
 - (v) ensure that the principles of good corporate governance are complied

- with at all times;
- (w) establish and manage a national numbering plan for network and application services;
 - (x) advise the Minister on
 - (i) matters related to the communications industry within the country and globally, and
 - (ii) policies including incentives that may encourage investment and innovation in the communications industry in the country; and
 - (y) perform any other function assigned to it under this Act or any other enactment or that is ancillary to the object of the Authority.

COMMUNICATION FACILITIES AND SERVICES

1. **Radio Communications Licences**

Aeronautical Services
Land/Mobile Services
Marine Services
Trunk Radio Network

2. **Broadcasting Authorisations**

Radio Broadcasting Services
Television Broadcasting Services

3. **Telecommunications Licences / Authorisations**

Mobile Cellular Operations
Submarine Cable Landing Licences
Communications Tower Licences
Internet Data/Public Data Services
Value Added Services
Private/Corporate Data Network
Public Paging Services
VSAT for Public Use
VSAT for Private/Corporate Use
VSAT Data Network -

[Direct - to - Home (DTH)]
 VSAT for Carrier Network Licences
 Inmarsat Terminal (Terrestrial)

4. **Equipment Dealership Licences**
5. **Equipment Type Approval**

SCHEDULE OF FEES AND PAYMENT

Please refer to the NCA Website for current schedule of fees and payment mediums.

CORE RESPONSIBILITIES

- **Ensure fair competition among licensees**

A core responsibility of NCA is to promote and ensure fair competition in the telecommunications industry. These are done by implementing policies on competition within the remit of the Authority. NCA promotes fair competition and protects communications service providers from misuse of market power or anti-competitive and unfair practices by other service providers. The Authority is also vested with concurrent powers to deal with anti-competitive behaviour in broadcasting, use of spectrum and telecommunications.

- **Establish and monitor quality of service indicators for operators and service providers**

The Authority continuously strives to ensure that consumers get quality telecommunications services, be it voice or data. The Authority routinely conducts network end-to-end quality of service monitoring exercises throughout the country. These exercises are done twice a year in all Metropolises, Municipalities and Districts in the country. The results of these quality of service surveys are used for compliance and enforcement purposes, to ensure consumers are provided with excellent services.

- **Consumer Education and Protection**

The Authority ensures consumers are protected by providing safeguard mechanisms for seeking redress on telecom issues. Acting as a neutral arbitrator, NCA examines and resolves complaints and disputes between subscribers, licensed operators and other persons involved in the communications industry.

- **Equipment Standards and Type Approval**

One of the administrative regulatory functions of the Authority is to ensure Equipment standards and Type approval of electronic communication equipment. This function is to make certain that all manufacturers, dealers and Network providers prove that their communication equipment to be sold or used in Ghana meet the required national and international technical standards.

It is aimed at ensuring that all communications equipment that come into the country and are used by the general public have met the required standards; they are safe, secured and do not cause any interference to public networks. This is a basic requirement to ensure end-to-end network quality of service delivery.

- **International Frequency Coordination**

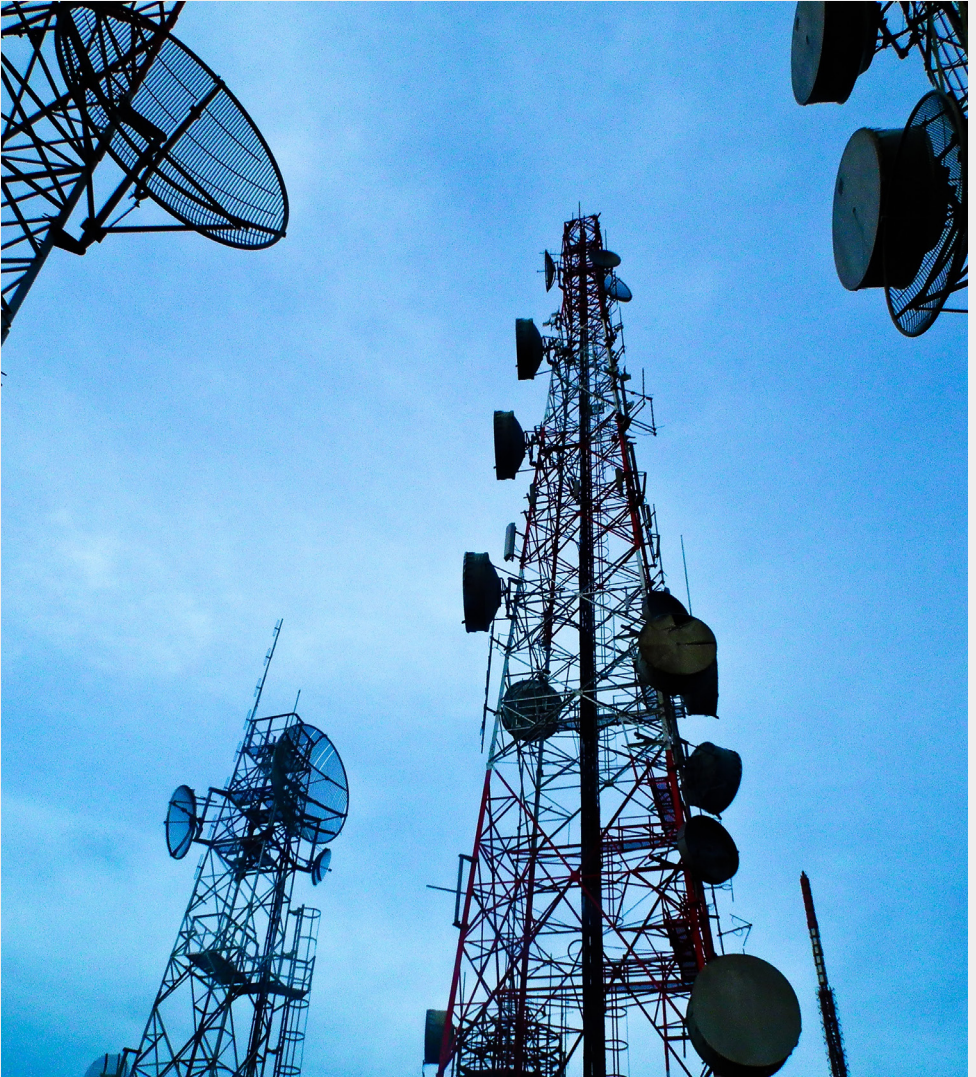
To ensure good quality of service for consumers, the Authority constantly engages in international frequency coordination with our neighbouring countries particularly Burkina Faso, La Côte d'Ivoire and Togo. This is to ensure that telecommunications services and broadcasting services provided in our country are not interfered with by other transmitting signals from these countries.

WHAT WE STRIVE FOR

We strive to: _____

1. Act in a fair, practical and responsible manner in all our dealings with clients.
2. Ensure that all our services meet the specifications as contained in NCA's relevant laws and regulations.

3. Avoid discrimination against consumers on the basis of gender, age, religion, disability and ethnicity.
4. Display extreme courtesy and care when dealing with customers.
5. Provide our customers with all the information they need to access our services.



CONFIDENTIALITY

NCA keeps the personal information of clients/consumers confidential unless NCA is :

1. Authorised or required by law or an order of the courts to do otherwise.
2. In possession of written approval from the client/consumer to do so.
3. Required to release such information for the purpose of briefing auditors.

WHAT WE EXPECT FROM THE PUBLIC

To satisfy the needs of the public and in a timely manner, we expect the following from the public:

- Use the appropriate Application Forms when applying for a licence/authorisation. Application Forms are available at the premises of the NCA or on the NCA website (www.nca.org.gh).
- Ensure that Application Forms are properly filled before submission.
- Provide required documentation as listed on applicable NCA Guidelines.
- Read NCA Guidelines which are available on the NCA website (www.nca.org.gh).
- Pay applicable processing fees.
- Pay appropriate licence/authorisation fees and satisfy all other licensing conditions before commencing operations.
- Pay required annual regulatory fees and renew licences/authorisations when due.
- Permit officials of the NCA to inspect facilities/ equipment of licensees or authorisation holders as and when necessary.
- Quickly reply to letters and enquiries.
- Be courteous and polite to our staff and vice versa.

COMPLAINTS

Per our regulations, consumers should first forward their complaints to their service providers for redress. Where consumers are not satisfied with the outcome of their complaints by their service providers, they should forward the complaint to the Complaints Unit of the National Communications Authority via the below:

- Send an email – complaints@nca.org.gh
- Call our Hotline – 0307 - 011-419
- Call our Toll Free – 0800 - 110-622
- Visit our website (www.nca.org.gh) and fill a form via the Complaint Management System
- Walk-in – 8 Regional Offices
- Letter – NCA, P. O. Box CT 1568, Cantonments, Accra
- Facebook– National Communications Authority Ghana
- LinkedIn – National Communications Authority
- Twitter – @NCAGhana

CHARTER REVIEW

Based on feedback received and consultations with all stakeholders, this Charter will be periodically reviewed to ensure its continued relevance and validity.

Any submissions, comments or enquiries should be directed to:

Consumer and Corporate Affairs

Head Office, Accra

NCA Tower, No 6 Airport City

P. O. Box CT 1568, Cantonments, Accra

Tel: +233 - (0)302 – 776621 / 771701

Fax: +233 - (0)302 – 763449

E-mail: info@nca.org.gh

Digital Address: GL-126-7029

WHERE TO FIND US

- To make our services accessible to all Ghanaians, the NCA has offices in eight (8) regions:

OFFICE	LOCATION	TELEPHONE	POSTAL ADDRESSES	EMAIL
HEAD OFFICE	NCA Tower, No. 6 Airport City, Accra GL-126-7029	030 2776621 030 2771701 0501 528375	P. O. Box CT1568, Cantonments, Accra	info@nca.org.gh complaints@nca.org.gh
ACCRA	1st Rangoon Close, Switchback Road, Cantonment, Accra GL-060-2379	0553369862 0553432215	P. O. Box CT1568, Cantonments, Accra	complaints. accra@nca.org.gh
BOLGATANGA	H/No ZB 70, Zorbisi Estates UB-0034-8536	0382 021141	Private Mail Bag, Bolgatanga, Upper East Region	complaints. bolgatanga@nca.org.gh
HO	H/No A6/29, Stadium Road VH-006-0554	03620 26339	P. O. Box HP1576, Ho, Volta Region	complaints.ho@ nca.org.gh
KOFORIDUA	Residency Road behind New Juaben Municipal Library EN-001-4621	03420 28378 03420 28380 03420 28382	Private Mail Bag, Koforidua, Eastern Region	complaints. koforidua@nca.org.gh
KUMASI	Danyame, Kumasi AK-063-2250	03220 20014 03220 20018 03220 20019	P.O. Box KS 10768, Kumasi, Ashanti Region	complaints. kumasi @nca.org.gh
SUNYANI	Plot No 83/D Penkwase BS-0012-4632	03520 27564	P. O. Box SY125, Sunyani, Brong Ahafo Region	complaints. sunyani @nca.org.gh

TAKORADI	Bakado, 1.2kms away from the Female Prisons WS-014-8190	03120 28073 03120 28049	P. O. Box SL 409, Sekondi, Western Region	complaints. takoradi @nca.org.gh
TAMALE	Watherson Residential Area NT-0027-8191	037 2028105 037 0208104	P. O. Box TL 1590, Tamale, Northern Region	complaints. tamale @nca.org.gh

Our website: www.nca.org.gh

ENQUIRIES

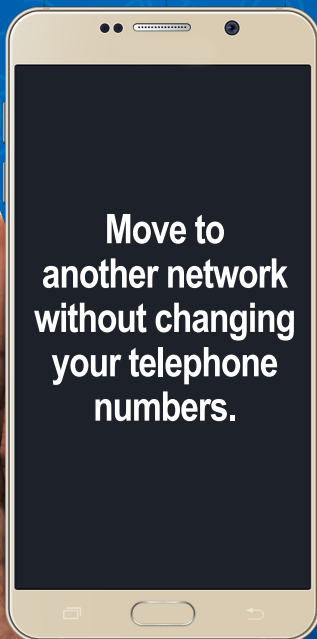
Any submissions, comments or inquiries should be directed to the following:

Head Office, Accra
NCA Tower, No 6 Airport City
P. O. Box CT 1568, Cantonments, Accra
Tel: +233 - (0)302 - 776621 / 771701
Fax: +233 - (0)302 - 763449
E-mail: info@nca.org.gh
Digital Address: GL-126-7029





National Communications Authority



You have a choice!

MOBILE NUMBER PORTABILITY (MNP)

Communications for Development



National Communications Authority Ghana



@NCAGhana



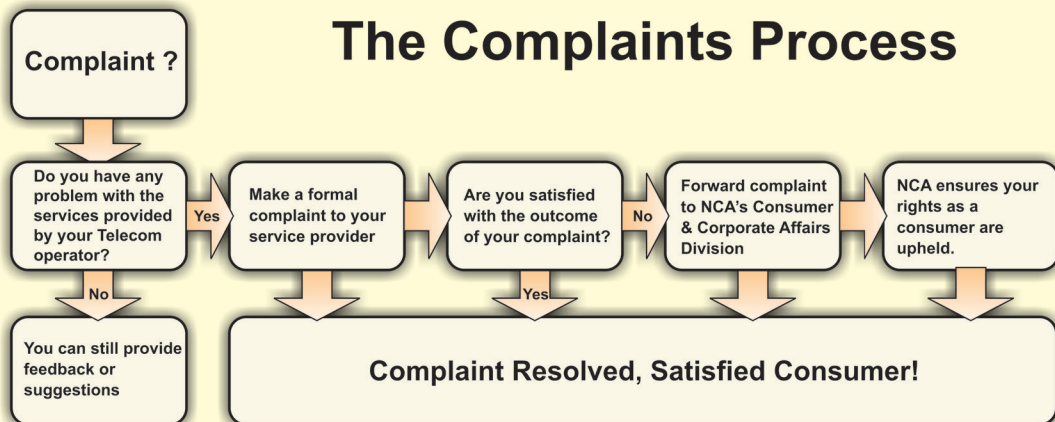
NATIONAL COMMUNICATIONS AUTHORITY

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.

The Complaints Process



HEAD OFFICE, ACCRA
Tel: +233 - 302 776621 / 771701, 0307 011 419
Fax: +233 - 302 763445
E-mail: complaints@nca.org.gh

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

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

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

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

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

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

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