IS YOUR ELECTRONIC EQUIPMENT SAFE??

The NCA has introduced a new regime to help certify and ensure the testing of all communications equipment and devices for compliance with international standards, environmental health and safety standards including electromagnetic radiation and emissions.

The new Type Approval Regime was introduced to help ascertain the authenticity of all Electronic Communications devices including mobile devices that enter the Ghanaian market.

The targeted devices include all Mobile Phones, Tablets, Radio Communication Equipment and all other devices that use Radio Frequency in their operation.

Under this regime, all certified devices will have a unique identification number which will confirm the originality or otherwise of the device or equipment.

1. What is Equipment Type Approval?
Equipment Type approval is a demonstration by a manufacturer of an electronic communications equipment that minimum regulatory requirements (Radio, EMC, Health, Safety, and Environment) relating to a communications product have been fulfilled.

2. What is the purpose of Equipment Type Approval?
The main goal of performing Equipment Type Approval is to ensure that:

i. Electronic communications equipment on the Ghanaian market is safe to use and environmentally friendly.

ii. Electronic communications equipment on the Ghanaian market operate as required and do not cause undue interference with other RF emitting devices

iii. EMF exposure from electronic communications equipment is within the required national established limits.

iv. Electronic communications equipment is compatible with the public telecommunications network

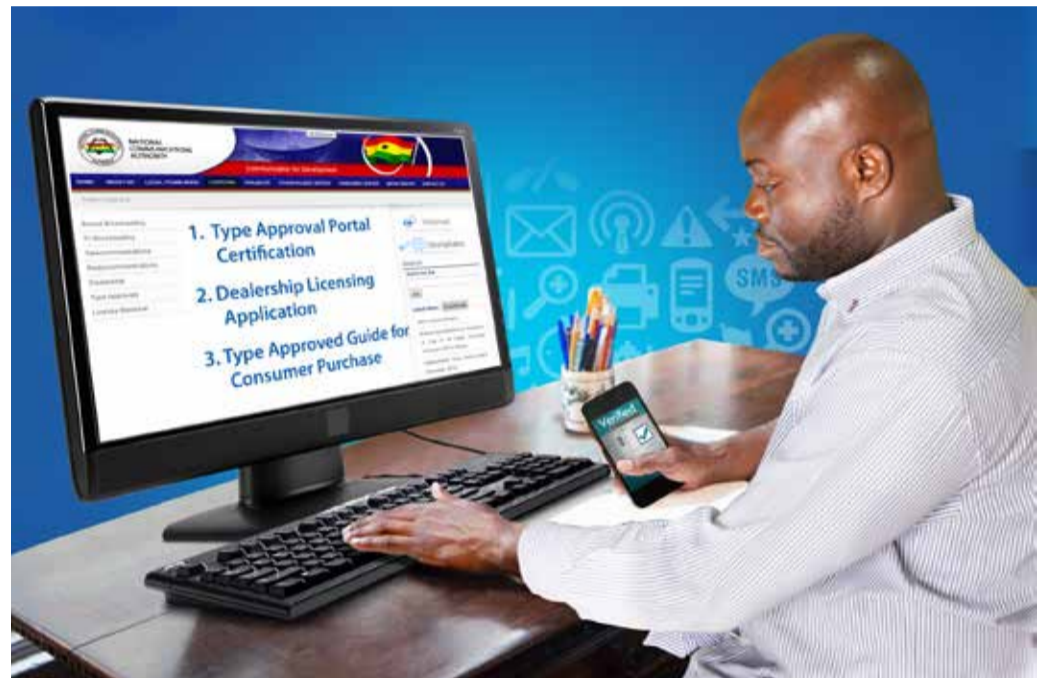v. Network quality of service delivery to customers.

3. When does NCA issue certificates to manufacturers?
The NCA issues a Type Approval certificate to a manufacturer or its Authorised agent based on satisfactory review of RF, EMC, Health and safety requirements that are contained in test reports and other supporting documents demonstrating compliance with the applicable standards.

4. Which Equipment Needs Type Approval?
All electronic communications equipment e.g. mobile phones, tablet, computers, etc.

Equipment Category	Category Name	Category Examples
Category One	Terminal Equipment	PDAs, Mobile handsets, POS, Tablets, Telephone sets, IP Phones, Mobile Dongles, etc.
Category Two	Modular and Low powered Devices	Wi-Fi, Bluetooth, NFC Readers, RFID, Keyless entry cards etc.
Category Three	Class 1 Network Equipment	Routers, Switches, Modems, PBX, tracking devices, etc.
Category Three	Class 2 Network Equipment	BSCs, MSCs, BTS, PSTN Switches, Media gateway etc.
Category Four	Radio, Broadcast, Satellite Equipment	(UHF/VHF, FM/TV Transmitters, Microwave, VSAT Transceivers), etc.
Category Five	Frequency Dependent Medical Devices	Diagnostic, Ultrasound imaging, visualization and measurement devices, etc.

5. What are the Benefits of Type Approval to the Consumer?
NCA approved equipment types would ensure that electronic communications equipment on the Ghanaian market do not pose danger to your health as a user and also do not harm the environment in which you live. NCA approved equipment types would also guarantee consumers value for money in terms of the type of equipment they buy as the type approval process also seeks to check counterfeit electronic communication equipment.

6. What are the disadvantages of counterfeit electronic communications?
Counterfeit electronic communications equipment does not last long as it does not conform to acceptable standards. It also poses threat to the user in terms of material poison, explosion, excessive radiation. It also affects quality of service.

7. How to know which Equipment have been Type Approved
There are two ways to verify if a particular device has been type approved by NCA.

1. **Visit the Authority's website or NCA's Type Approval Portal for the**

PUBLIC NOTICE

TYPE APPROVAL AND DEALERSHIP ONLINE APPLICATION

The National Communications Act 769 of 2008 mandates NCA to certify and ensure the testing of communications equipment for compliance with international standards regarding environmental, health and safety standards including electromagnetic radiation and emission levels.

To facilitate the above, an online application portal for Type Approval Certification and Dealership License is available on NCA's website. A database register of NCA approved ICT equipment and dealers, can also be accessed using the portal.

This portal is a step-by-step web-based application to guide applicants and the general public through the Type Approval system.

SERVICES THAT CAN BE ACCESSED ON THE PORTAL

- › Apply for Type Approval Certificate
- › Apply for Dealership License
- › Type Approved Equipment Register
- › Dealers Register
- › Type Approval Guidelines

WHO NEEDS TO USE THE PORTAL?

Type Approval portal is intended for the following group of people;

- › Local and International Vendors and Assemblers
- › Dealers of ICT equipment for marketing/commercial use
- › Licensed Operators and Service Providers
- › Individuals or Companies wishing to import ICT equipment for their own use (i.e. not for marketing/commercial use)
- › General Public

REGISTRATION AND SERVICE REQUEST

To use the portal, Log in to NCA website (www.nca.org.gh) and look for the link [**Online Applications**] and follow the instructions;

Users must **register** for an account in order to use all services.

ONLINE REGISTRATION ACCOUNT

To register for an account, one needs a username and password. Below are the steps

1. Click on Register.
2. Fill in your personal or corporate information requested if you are a new applicant otherwise login with your previously set up account.
3. The system will then automatically send the Requestor an email, providing you with a username and password as a way of verifying your email address.

A login link will also be provided in the Email, allowing you to log in with your new account details to start the application process

APPLYING FOR TYPE APPROVAL AND DEALERSHIP ONLINE

STEP 1: Log into your account with your login and password.
STEP 2: Click on the service you seek to access.
STEP 3: Click on New Type Approval certificate link to access the application forms.
STEP 4: Fill the form by providing the appropriate information as requested.
Click on "**save and next**" to continue or "save and logout" to exit the portal and continue at a later date.
STEP 5: If information provided is accurate, click "Save and Submit" to complete your service request.

BENEFITS

1. Importers, Dealers and Vendors can now apply for services from the comfort of their offices and homes
2. Speedy and efficient service delivery.
3. Customer satisfaction.
4. Reduce importation of fake products

APPLICATION REQUIREMENTS

Application Letter on Company Letterhead

- › Completed NCA Type Approval Application Form
- › Declaration of Conformity issued by the manufacturer of the RTTE
- › Technical/ operational documentation of the RTTE including user /installation manual
- › Test Reports of accredited laboratory
- › Photographs (external/internal),Circuit diagram, part lists and other relevant design information
- › Certificate of Compliance issued by an authorised National Regulator
- › Certificate of Conformity
- › Power of Attorney (where applicable)
- › Proof of Genuine IMEI by GSMA (where applicable)

REQUIREMENTS FOR DEALERSHIP LICENCES

- › Application Letter On Company Letterhead
- › Completed NCA Application Form D
- › Project Feasibility Study/Business Plan (for class B and C)
- › Company Registration Documents

updated list of type approved equipment.

A search for a type approved product on the portal can be done by using any of the following information:

a. Name of Manufacturer
b. Brand Name
c. Product Type or
d. Model Number
e. NCA Product ID

2. **Check if the product may have a label as detailed below:**

NCA APPROVED: XXX-XX-XXX-XXX

What is Type Approval Portal?

This is an online application portal for Type Approval Certification and Dealership Licensing. It is a database of NCA type approved ICT equipment and licensed dealers, to guide consumers to make informed choices. Accessing the portal is free.

How do I Access the Portal?

The portal can be accessed by using this link **www.nca.org.gh** (portal.nca.org.gh)

What Do I do If I buy a Product that is not Type Approved?

Report to the Authority on the following numbers **0302-771701** or through our complaints webpage

How does Type Approval Affect QoS?

Type Approval of electronic communications equipment is expected to reduce the number substandard products on the Ghanaian market. The use of substandard products has a negative impact on quality of service.

Any Advice?

If you are interested in buying any electronic communication equipment, please check on the Type Approval portal or NCA website before you buy. Make sure you buy from the right sources, if you don't buy from a licensed dealer, then you do at your own risk.

KNOW YOUR TELEPHONE NUMBERS

As a consumer do you know the different types of telecommunications numbers?

Consumers may or may not be charged depending on the type of number they are calling.

The different types of numbers are **Geographic Numbers, Mobile Numbers, Shared Cost Numbers, Premium Rate Numbers, Toll Free Numbers and Short Codes**. They are explained below:

1. **Geographic Numbers:** Geographic or Fixed line numbers are telephone numbeRegion in Ghana. A local telephone number for GreaterAccra for example would start **030**. The caller will be fully responsible for the call charge.

2. **Mobile numbers:** - These are numbers offered by mobile service providers. You can identify a mobile number if it has a prefix or service code of **02** and **05**. Call costs from mobile vary according to the calling plan chosen;

   a. **Post Paid (Pay monthly basis)** - The user or owner is billed by the network operator at the end of the month.

   b. **Pre-Paid (Pay as You Go)** – The user or owner credits his account with a prepaid voucher before he is able to make a call. He does not receive any monthly bill.

3. **Shared Cost Numbers**: - These are numbers that are used in an intermediate level of telephone call billing, where the charge for calling a particular phone number is shared between the caller and the recipient. Shared Cost Numbers can be identified with the service code **0880**. Example of a Shared Cost Number: **0880-300-4570**

4. **Premium Rate Numbers** – These are numbers with higher than normal calling rates. Here, although it is the caller who bears the entire cost of the call as usual, the cost of calling a Premium Number is maybe high. Premium Rate Numbers can be identified with the service code **0900**. Example of a Premium Rate Number: **0900-200-6220**

5. **Toll Free Numbers** - Also known as the Advanced Free Phone numbers (AFN) and allows people to call without paying for the call charges. Calls are free of charge from all landline and mobile telephone services to that Toll Free Number. Toll Free Numbers can be identified with the service code **0800**. Example of a Toll Free Number: **0800-110-6220**

6. **Short Code** – These are numbers that ranges from **2** to **5** digits. Caller may, or may not be charged depending on the type of service being provided.

Make sure you know the different types of numbers and their call cost implications.

NUMBERS AND THEIR COST IMPLICATIONS

	TYPES OF NUMBERS	PREFIX OR SERVICE CODE	DESCRIPTION
1	Geographic Numbers	03	Caller will be charged
2	Mobile numbers	02 / 05	Caller will be charged
3	Shared Cost Numbers	0880	Recipient and caller share charges
4	Premium Rate Services	0900	Caller will be charged
5	Toll Free Services	0800	Universally free to caller
6	Short Code	3 to 6 Digits	Caller may or may not be charged

Mobile Telephony Tariffs As At March, 2015

The National Communications Authority brings for your information, the Tariffs of Telephony Operators (Pre-paid) as at March, 2015.

Please note that all the rates are quoted in Ghana Cedis and the billing rate is per minute. It will be useful to take note of the following:

For Mobile Telephony:

Local call and SMS rates are default rates of Mobile Network Operators

*New Vodafone customers are given bonus which lasts for seven days

** Airtel and Tigo have different SMS-IDD rates for various destinations

All the international destination rates are calls to Mobile Networks

All calls are charged per second except calls to international destinations on MTN and Vodafone

Calls to international destinations on MTN are charged in 5 second blocks

Calls to international destinations on Vodafone are charged per minute

Vodafone charges 20Gp for first 3MB of Data, 15Gp for next 3MB of Data, 10Gp for next 4MB OF Data and 5Gp after that

Tariffs of Mobile Telephony Operators (Pre-Paid)

All rates are quoted in Ghana Cedis and the billing rate is per minute

	MTN	Tigo	Vodafone	Airtel	Glo Mobile	Expresso	Industry Average
On Net	0.11	**0.04**	0.11	0.10	0.14	0.10	0.0984
Other Local Networks	0.13	0.10	0.12	**0.10**	0.14	0.15	0.1236
UK	1.10	0.35	**0.30**	0.36	0.44	1.60	0.6923
USA	**0.15**	0.13	0.13	0.14	0.11	0.21	0.1463
Canada	**0.15**	0.13	0.13	0.14	0.11	0.21	0.1463
Italy	0.14	0.35	0.45	0.44	**0.28**	2.00	0.6098
Nigeria	0.50	0.35	0.30	0.20	**0.17**	0.21	0.2885
South Africa	0.27	0.54	0.88	0.39	**0.28**	1.27	0.6043
Germany	0.30	0.54	0.45	0.44	**0.28**	1.60	0.6008
China	**0.15**	0.13	0.13	0.14	0.11	0.21	0.1463
UAE	0.70	**0.54**	0.45	0.78	0.44	1.60	0.7517
SMS-On Net	0.05	0.04	**0.04**	**0.04**	**0.04**	0.04	0.0413
SMS-Other Networks	**0.06**	0.05	0.05	0.04	**0.04**	0.04	0.0468
MMS	**0.18**	0.10	0.19	**0.18**			0.1625
Data/MB	0.10	0.20	0.20	0.10	**0.08**	0.05	0.1217

** Tariff rates are rounded up to 2 decimal places.

SMS - IDD	MTN	Airtel	Tigo	Vodafone	Glo Mobile	Expresso	Industry Average
US	0.20	0.12	0.12	0.08	0.14	**0.06**	**0.1209**
Canada	0.20	0.12	0.12	0.08	0.14	**0.06**	**0.1209**
UK	0.50	0.15	0.12	0.08	0.18	**0.06**	**0.1826**
Germany	0.45	0.15	0.12	0.08	0.16	**0.06**	**0.1709**
Italy	0.45	0.15	0.14	0.08	0.16	**0.06**	**0.1757**
Nigeria	0.30	0.15	0.14	0.08	0.15	**0.06**	**0.1491**
South Africa	0.35	0.15	0.12	0.08	0.16	**0.06**	**0.1543**
China	0.45	0.15	0.12	0.08	0.14	**0.06**	**0.1676**
U.A.E.	0.35	0.15	0.12	0.08	0.18	**0.06**	**0.1576**

Tariffs Of Fixed Telephony Operators (Prepaid)

In addition to the six (6) mobile telephone operators in Ghana, there are two (2) fixed telephone operators, Vodafone and Airtel. Fixed Telephony, otherwise known as land lines, are telephone services which use devices that cannot be moved.

Also presented here are the tariffs of the fixed telephone operators as at March, 2015.

Again, Kindly note that all the rates are quoted in Ghana Cedis and the billing rate is per minute.

For Fixed Telephony

- All the international destination rates are calls to Mobile Networks
- All calls are charged per second except calls to international destinations on Vodafone
- Calls to international destinations on Vodafone are charged per minute

	Vodafone	Airtel	Industry Average
On Net	0.06	**0.053**	0.0565
Other Local Networks (Fixed)	0.06	**0.053**	0.0565
Other Local Networks (Mobile)	0.1368	**0.084**	0.1104
UK	0.3	0.36	0.33
USA	0.13	**0.144**	0.137
Canada	0.13	**0.144**	0.137
Italy	0.45	0.44	0.445
Nigeria	0.3	0.2	0.25
South Africa	0.88	0.39	0.635
Germany	0.45	0.44	0.445
China	0.13	**0.144**	0.137
UAE	0.45	0.39	0.4200
SMS-On Net		**0.04**	0.04
SMS-Other Networks		**0.044**	0.044
SMS-IDD		same as mobile	