



NATIONAL COMMUNICATIONS AUTHORITY

OVERALL SUMMARY OF APPLICABLE SANCTIONS FOR 2018 Q3 QOS MONITORING

In August, an exercise was performed as a follow up to the monitoring exercise carried out in March, 2018 for which Mobile Network Operators were instructed to remedy their non-compliance by 21st August, 2018 or be sanctioned if the default persist. Below provides guidance on the application of sanctions for non-compliance.

Section 6 (under Annex A) of the 3G licence state that “The Authority shall issue directives and sanctions in resolving or failing to meet any Quality of Service Requirement”.

Table 1 shows the scheduled sanctions to be issued to respective MNOs:

Table 1. Applicable Sanctions

OPERATOR	APPLICABLE SANCTIONS
GLO	GHC 4,460,000.00
MTN	GHC 9,080,000.00
VODAFONE	GHC 8,890,000.00
AIRTELTIGO	GHC 11,635,000.00

Below is the breakdown of sanctions per Operator:

Table 2. AIRTEL TIGO - TOTAL SANCTIONS

Licence	Parameter/ Licence Condition	Sanctions on Regional Basis	MOS Sanctions
3G	MOS	n/a	GHC 11,585,000.00
2G/3G	CALL SETUP TIME	GHC 50,000	
TOTAL Sanctions			GHC 11,635,000.00

*Note: Total Sanctions is a summation of applicable sanctions for MOS and the other KPIs

Table 3. MTN- TOTAL SANCTIONS

Licence	Parameter/ Licence Condition	Sanctions on Regional Basis	MOS Sanctions
3G	MOS	n/a	GHC 9,030,000
2G/3G	CALL SETUP TIME	GHC 50,000	
TOTAL SANCTIONS			GHC 9,080,000.00

*Note: Total Sanctions is a summation of applicable sanctions for MOS and the other KPIs

Table 4. VODAFONE- TOTAL SANCTIONS

Licence	Parameter/ Licence Condition	MOS Sanctions
3G	MOS	GHC 8,890,000.00
TOTAL SANCTIONS		GHC 8,890,000.00

Table 5. GLO- TOTAL SANCTIONS

Licence	Parameter/ Licence Condition	Sanctions on Regional Basis	MOS Sanctions using number of days of infraction
3G	MOS	n/a	GHC 4,210,000.00
2G/3G	CALL SETUP TIME	GHC 100,000	
	CALL COMPLETION RATE	GHC 150,000	
TOTAL SANCTIONS			GHC 4,460,000.00

***Note: Total Sanctions is a summation of applicable sanctions for MOS and the other KPIs**