



National Communications Authority

- Press Release

NCA WINS CTO AWARD FOR BILLING FEEDBACK MESSAGES

For Immediate Release

Accra, 27th June, 2016 –

The National Communications Authority has been given an award for the “Best ICT Policy and Regulatory Initiative” on Billing Feedback System from the Commonwealth Telecommunications Organisation.

As part of the Authority’s mandate to protect consumers, in 2014, the NCA in consultation with the Mobile Network Operators (MNOs) implemented a Billing Feedback System for pre-paid mobile network subscribers. This initiative sought to resolve recurring complaints from pre-paid subscribers on billing and credit issues, give pre-paid consumers instant access to their billing and remove unsubstantiated claims on billing and thereby build trust between the service providers and their customers.

All MNOs (MTN, Vodafone, Airtel, Tigo, Glo and Expresso) then begun sending Billing Feedback Messages (BFM) using Unstructured Supplementary Service Data (USSD), whereby every pre-paid subscriber after every billable transaction, whether voice or data, will receive a message detailing the duration, rate per minute, the cost of the transaction and indicate the credit balance. For pre-paid consumers, they now have instant access to billing after any mobile activity, and the BFM which are sent as USSDs are not stored on the mobile devices.

Receiving the award on behalf of the NCA, Mr. William Tevie, Director General of the Authority said: “The Authority is honoured to be presented with this award, this is the second award we have received this year. I will like to commend the networks for their

cooperation during the implementation of the project and every staff member of the Authority for the effort they put into ensuring the success of this initiative”.



A Picture of the Award from CTO

The Commonwealth Telecommunications Organisation (CTO) is the oldest and largest Commonwealth intergovernmental organisation in the field of information and communication technologies. Although its history can be traced back to 1901 with the establishment of the Pacific Cable Board, the organisation has only existed in its present form as an intergovernmental treaty organisation since 1967. With a membership from developed and least developed countries, small island developing states, and more recently the private sector as well as civil society. The CTO aims to become a trusted partner in ICT to facilitate sustainable development for all member countries.

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Editor's Note

About NCA

The National Communications Authority, (NCA), was established by an Act of Parliament, Act 524 in December 1996, which has been repealed and replaced by the National Communications Authority Act, 2008 (Act 769). The Authority is the statutory body mandated to license and to regulate electronic communication activities and services in the country.