



National Communications Authority

INVITATION FOR COMMENTS ON THE NATIONAL COMMUNICATIONS (QUALITY OF SERVICE) REGULATIONS, 2016

1. The National Communications Authority (NCA) intends to introduce the Quality of Service Regulations, 2016. The purpose of these Regulations is to:
 - a) create conditions for customer satisfaction by making known the quality of service which the service provider is required to provide and the user has a right to expect;
 - b) measure the quality of service provided by the service providers from time to time and to compare them with the norms so as to assess the level of performance;
 - c) protect the interests of consumers of Electronic communications services;
 - d) Make information available to help with informed customer choice of services and Licensees;
 - e) Improve the operation and performance of interconnected networks; and
 - f) Implement a Quality of Service Framework whereby the quality of service of electronic communications will be measured, reported and published based on definitions and measurement methodology.
2. Accordingly, in pursuance of its mandate under section 27 of the Electronic Communications Act, 2008, Act 775 and section 4.1 of the National Telecommunications Policy 2005 (NTP'05), the Authority hereby invites views and comments from Licensed Service Providers, Consumers of Information and Communication Technology services and the General Public on the Quality of Service Regulations, 2016 which can be accessed on the Authority's website, www.nca.org.gh.
3. The public consultation begins with immediate effect and shall expire on **31st August, 2016**
4. All responses/comments should be electronically transmitted as e-mail attachments, in Microsoft Word format to info@nca.org.gh.
5. All respondents are requested to complete a response cover sheet (see Page iii).

6. It would be helpful if your response could include comments on the sections of the document you agree/disagree with.

Confidentiality

7. In furtherance of transparency and openness, the Authority shall consider all responses as non-confidential; accordingly all submissions shall be published on our website, **www.nca.org.gh**, on receipt.

8. Please note that copyright and all other intellectual property in responses shall be assumed to be licensed to NCA to be used to meet its legal requirements.

**Issued by the Director General
June, 2016**

**COVER SHEET FOR RESPONSE TO NCA PUBLIC CONSULTATION ON THE NATIONAL
COMMUNICATIONS (QUALITY OF SERVICE) REGULATIONS, 2016**

BASIC DETAILS

Name of respondent:

Representing (self or organisation/s):

Address:

DECLARATION

I confirm that the correspondence supplied with this cover sheet is a formal consultation response. It can be published in full on NCA's website, and I authorise NCA to make use of the information in this response to meet its legal requirements. If I have sent my response by email, NCA can disregard any standard e-mail text about not disclosing email contents and attachments.

Name :

Signed (if hard copy)

FORMAT FOR COMMENTING ON THE DOCUMENT

Chapter Number	Section Number	Heading	Comment	Suggestion / Proposed Amendment

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1 Introduction

2 Definitions in this Document

3 Applications of Regulations

4 Regulations

Introduction

The National Communications Authority (hereinafter referred to as “the Authority”) was established by the National Communications Authority Act, 2008 (Act 769) to license and regulate communications services in Ghana.

In exercise of the power conferred on the Minister responsible for electronic communications by Section 97 of the Electronic Communications Act, 2008 (Act 775) and acting on the advice of the Authority, the QoS Regulations are being made. The purpose of these Regulations is to:

- i. create conditions for customer satisfaction by making known the quality of service which the service provider is required to provide and the user has a right to expect;
- ii. measure the quality of service provided by the service providers from time to time and to compare them with the norms so as to assess the level of performance;
- iii. protect the interests of consumers of Electronic communications services;
- iv. Make information available to help with informed customer choice of services and Licensees;
- v. Improve the operation and performance of interconnected networks; and
- vi. Implement a Quality of Service Framework whereby the quality of service of electronic communications will be measured, reported and published based on definitions and measurement methodology.

Definitions

In these Regulations, unless the context requires otherwise-

“**Act**” means the National Communications Authority Act 2008, Act 769;

“**Authority**” means the National Communications Authority established by the National Communications Authority Act 2008, Act 769;

“**Basic Telephone Service**” covers collection, carriage, transmission and delivery of voice messages over licensee’s Public Switched Telephone Network in licensed service area and includes provision of all types of services except those requiring a separate licence;

“**Busy Hour**” means the one hour period each day for which the average traffic of the resource group concerned is greatest over the days under consideration;

“**Call Connection Success Rate**” means the number of successfully connected calls to the number of call attempts;

“**Call Drop Rate**” means the percentage of calls which, once they have been correctly established and therefore have an assigned traffic channel, are interrupted prior to their normal completion by the user, the cause of the early termination being within the operator’s network;

“**Cellular Mobile Services**” means services derived from a Public Land Mobile Network;

“**Downtime**” means the sum of all the time during reporting period when the fault exists on the service;

“**Electronic Communication Services**” means transmission and provision of information by wire, radio waves, optical media or other electromagnetic systems, between or among points of the user’s choice;

“**Electronic Communication Services Provider**” means an entity engaged in the provision of Electronic communication services;

“**Fault**” means a state where a network does not meet the service specifications and some repair action is required;

“**Force Majeure**” means earthquake, epidemic, war, famine, state of emergency or any other event declared as such by the Government;

“**Locality**” means a cluster within a district, municipal or metropolitan area;

“**Mean Opinion Score**” means a numerical indication of the perceived quality of received media after compression and/or transmission. The MOS is expressed as a single number in the range 1 to 5, where 1 is lowest perceived quality, and 5 is the highest perceived quality;

“**TTR**” means Time to Repair;

“Public Switched Telephone Network” means a network set up and operated by basic service providers for the specified purpose of providing fixed communication services between subscribers using telephone sets or accessories;

“Public Land Mobile Network” means a network set up and operated by a licensed operator, for the purpose of providing land based mobile communication services to the public and which provides communication facilities to subscribers using mobile user equipment;

“NMS” means Network Management System of the Service Provider;

“OSS” means Operations Support Systems of the Service Provider;

Application of Regulations

These Regulations are issued pursuant to Section 97 of the Electronic Communications Act 2008, Act 775.