



National Communications Authority

- Press Release

NCA Engages Stakeholders in Northern Sector on Draft QoS Regulations

As part of ongoing consultations with a cross section of stakeholders, the National Communications Authority (NCA) has held a Public Consultation Workshop in Tamale on the Draft Quality of Service regulation. The Northern sector stakeholder's engagement took place on Tuesday April 23, 2019. The stakeholders were drawn from institutions and organizations including Metropolitan, Municipal and District Assemblies, Mobile Network Operators, Schools, Security Services, Civil Society Organizations and the Media in the Northern, Savannah and North East Regions.

Delivering a speech on behalf of the Director General of NCA, Mr. Joe Anokye, a Deputy Director General in charge of Technical Operations Mr. Henry Kanor explained that, the purpose of the regulation is to guide the assessment of the quality of service being provided by telecommunication network providers through Voice, Data and Text. He indicated the engagement is in line with section 4.1 of the National communication policy (2005) and section 5(h) of the National Communications Act, 2008, Act 769.

"NCA considers stakeholders involvement in its activities as well as sharing of information to be vital for the efficient regulation of the electronic communications industry hence the need to engage you today to seek your inputs of the draft regulation of the authority on Quality of Service" he said

He added "the regulation will create conditions for customer satisfaction by making known the quality of service obligations that the service provider is required to meet and also help to measure from time to time the quality of service provided by service providers in line with the service parameters stated in the regulations in order to assess levels of performance"

On his part, Deputy Director for Regulatory Administration, Kwame Baah-Acheamfuor who presented the draft legislations to participants explained the regulations will address the issues of disconnect between Quality of Service (QoS) and Quality of Experience (QoE) assessment outcomes, gaps in existing QoS assessment and enforcement approaches, obsolete QoS parameters and thresholds and poor QoS which has resulted in consumer complaints.

The District Coordinating Director for Bunkpurgu Yunyo in the North East Region Gyimah Konlaa who spoke on behalf of participants, lauded NCA for engaging them to seek their inputs especially on a very important matter of information distribution.

"We usually face challenges with poor network services which is worrying and I think your engagement is an eye opener" he said. He appealed to the Authority to constantly engage Mobile Network Operators to give better and quality services that best serve consumers.

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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.