



NATIONAL
COMMUNICATIONS
AUTHORITY

NEWSLETTER

JANUARY - JUNE, 2022



GOVERNING BOARD OF NCA MEETS STAFF

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GOVERNING BOARD OF NCA MEETS STAFF



Members of the Board seated at the durbar

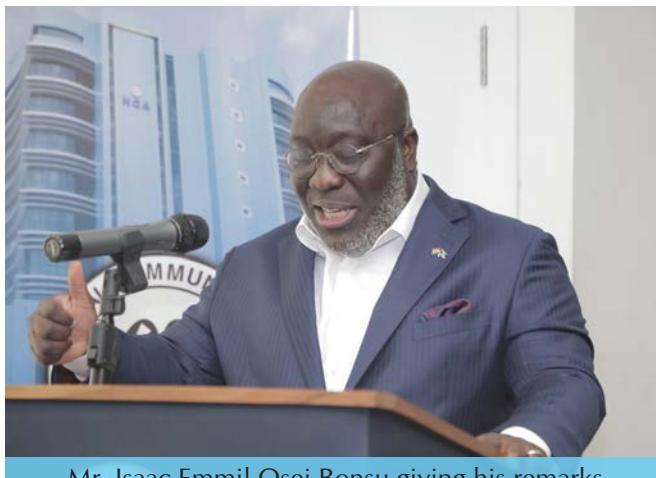
The Governing Board of the National Communications Authority (NCA) on Friday, 18th February, 2022 held an open forum at a durbar with Staff of the Authority. The durbar, which was attended in-person and virtually by all Staff in the Head Office and Regional/Zonal Offices, was geared at affording the Board the opportunity of interacting with Staff following its meetings with Management and other stakeholders after its inauguration in October, 2021.

In his welcome remarks, Director General of the NCA, Mr. Joe Anokye, said he was privileged to officially introduce the Board to members of Staff

after its inauguration by the Honourable Minister for Communications and Digitalisation, Mrs. Ursula Owusu-Ekuful.

He added that the Board had intentions of meeting with Staff after its inauguration. However, the Authority had ran three (3) quarters of the year without a Board and for that reason, it had to attend to very pressing and pending issues.

Mr. Anokye further commended the Board for its tremendous performance within the short period it has been in existence. He asked Staff to collaborate with Management and the Board as a comprehensive strategy as regards the NCA's



Mr. Isaac Emmil Osei-Bonsu giving his remarks



Mr. Joe Anokye giving the opening remarks



Some members of Staff taking turns to share their concerns

operations is being put in place.

In his remarks, Mr. Isaac Emmil Osei-Bonsu, Chairman of the NCA Board, reiterated that the Board was elated and have looked up to meeting Staff since its inauguration. He said the NCA has earned its place as a world class Regulator of the Communications Industry and has also contributed immensely to the development of the country ranging from generating revenue for the Government, ensuring timely interventions that enhance services provided to customers to creating business opportunities in the communications industry.

Mr. Osei-Bonsu noted that all these contributions could not have been realised without the dedicated efforts of Staff and as such, the Board



recognises Staff as the building blocks of the NCA.

Speaking further, he emphasised on the dwindling revenues of the Authority and the need to find creative ways for sustainable revenues to continue the NCA's operations as a Regulator and also meet the demands of Staff. He went on to urge Staff to stay motivated and give in their best in their various roles as the Board also works to review their concerns and find favourable solutions to their requests.

Members of Staff of the NCA also took turns to congratulate the Board and also share their concerns hoping that they will be addressed in due course.



A cross-section of Staff at the durbar

BOARD'S CORNER



The Board welcomes you to the Board's Corner of the NCA Newsletter. As the first of its kind, the Board's Corner will be used to update staff and key stakeholders about the quarterly activities of the Board.

The Board is committed to moving the Authority from a good Regulator to "a Great Regulator" and we will achieve this through collaboration. These are the key highlights of the Board's activities since its inauguration on Monday, 4th October, 2021:

Board and Management Retreat

As required by basic principles of corporate governance, the Board engaged Management at a Retreat held from Friday, 12th November, 2021 to Sunday, 14th November, 2021. The purpose of the retreat was for the Board to gain a deeper insight into the functions of the various Divisions of the Authority.

Establishment of the Research, Innovation, Policy and Strategy (RIPS) Division, Regional Operations Division (ROD) and Procurement Unit

In line with a reorganisation of the Authority, the Board has merged the Policy, Strategy and Innovation (PSI) and the Research and Development Divisions to form the Research, Innovation, Policy and Strategy (RIPS) Division. This move is to reorient the focus of the research and policy wing of the Authority to best practices, innovation and emerging technologies.

The Regional Operations Division (ROD) was created to have oversight of all Regional and Zonal Offices, and to empower these Offices to function more effectively.

Finally, the Procurement Unit was established in line with the need to promote proper corporate governance.

Work Visits to Tamale, Bolgatanga and Ho Zonal Offices

The Board visited the Tamale and Bolgatanga Zonal offices on Monday, 14th March, 2022 and Tuesday, 15th March, 2022, respectively. Additionally, the Board visited the Ho Zonal Office on Monday, 16th May 2022. This is part of the Board's commitment to acquaint itself with all Regional and Zonal Offices and provide strategic policy direction on their operations.



Member of the Board in a group photo with Tamale Zonal Staff

The Board interacted with staff and dined with them. During these visits, the Board also paid courtesy calls on the Ministers responsible for the Regions. The Board plans to visit the rest of the Regional and Zonal Offices of the Authority by the end of the year.



Member of the Board in a group photo with Bolga Zonal Staff



Board interacting with Ho Zonal Staff

Committees of the Board

The Board increased the number of Committees from three (3) to six (6). These are Operations and Research Committee, Consumer Services Committee, Risk Committee, Finance Committee, Human Resource and Administration Committee and Legal and Compliance Committee.

The Committees play an advisory role over the operations of the various Divisions of the Authority. In order to create more inclusive decision-making, the Board co-opted staff and external experts to be part of the various Committees. Working closely with Management, the Board and its Committees

continue to provide robust and efficient policy direction to the Authority.

Board Joins Staff to Celebrate Heritage Day

The Board was not left out of the Heritage Day celebration. The Board commemorated the day adorned in Ghanaian-themed outfits.



Board Strategy Document

To move the NCA from a good regulator to “a Great Regulator”, the Board conducted a strategy exercise. This, together with engagements with staff and key stakeholders, has led to the production of the 2022 Board Vision and Work Plan. This is a first step towards the production of a five-year strategy document for the Authority.



Meeting with Minister

In order to foster a good working relationship with the MoCD, the Board met with the Minister, Hon. Ursula Owusu-Ekuful. The purpose of the meeting was not only to update the Minister on the policy direction of the Authority, but also to incorporate same into the overall policy direction of the Ministry.



Members of the Board in a group photo with the Hon. Minister

Are you a Telesol, Surfline and Busy Internet Subscriber?



Contact your
Service Provider to
register the SIM Card
in your device to avoid



Disconnection

NCA COMMEMORATES 2022 WORLD TELECOMMUNICATION AND INFORMATION SOCIETY DAY (WTISD) UNDER THE THEME “DIGITAL TECHNOLOGIES FOR OLDER PERSONS AND HEALTHY AGEING”

The National Communications Authority (NCA) joined the rest of the world in commemorating this year's World Telecommunication and Information Society Day (WTISD) under a global theme, “Digital Technologies for Older Persons and Healthy Ageing”. The day is observed annually on 17th May. The event took place at the NCA Tower in Accra.

According to the Director General of the NCA, Mr. Joe Anokye, the theme for this year's celebration was significant and timely as very little attention has been paid to this theme. He indicated that there is a vast potential to develop and advance in various areas including investment in intelligent devices which target the growing population of the country as well as older persons. This, he said, will increase older people's autonomy and mobility resulting in happier, healthier ageing.

Mr. Anokye stated that the Government of Ghana and the Ministry of Communications and Digitalisation (MoCD) have anchored digitalisation as a key policy objective and have also initiated several programmes within the different sectors of Ghana's economy tailored at bridging the digital divide. He added that the



Deputy Minister for Communications and Digitalisation, Hon. Ama Pomaa Boateng, delivering a keynote address

policies are what make technological innovations possible in all fields including finance, health care and education.

In her keynote address, the Deputy Minister for Communications and Digitalisation, Hon. Ama Pomaa Boateng, speaking on behalf of the Sector Minister, Hon. Ursula Owusu-Ekuful, stated that digital tools have become indispensable in our society such that the digital inclusion of all persons have become necessary. Hon. Boateng noted that “since 2017, the MoCD, with the support of His Excellency, the President, Nana Addo Dankwa Akufo-Addo and His Excellency, the Vice President, Dr. Mahamadu Bawumia, has embarked on an ambitious infrastructure development programme for the ICT sector as part of efforts to support the digitalisation of the



The Board Chairman of NCA, Mr. Emil Osei Bonsu, delivering a speech



Director General of the NCA, Mr. Joe Anokye, delivering a welcome address

economy".

She further indicated that these digital foundations are being laid for digitalisation to thrive and support services that will enhance healthy ageing. She pointed out that a number of Service Providers providing e-health services and e-commerce in the country have employed Artificial Intelligence and ICT for efficient and effective services delivery.

The Board Chairman of NCA, Mr. Emmil Osei -Bonsu Jnr., in a speech read on behalf of the Secretary-General of the International Telecommunication Union (ITU), outlined how digital technology aided the livelihood of everyone during the wake of the Covid-19 pandemic. He added that the day marks the founding of ITU and reiterated that WTISD 2022 presents an unprecedented opportunity to bridge cycles of exclusion and accelerate digital transformation in our society.

The Head of the Office and Representative of UNESCO to Ghana, Mr. Abdourahamane Diallo, was also present to deliver the message of the UN Secretary General, Antonio Guterres. Mr. Guterres on the other hand was of the view that New technologies, from 5G and big data to cloud computing and artificial intelligence, are powerful tools to tackle the world's most pressing challenges, including the pandemic. According to him, "leaving no one behind means leaving no one offline. World Telecommunication and Information Society Day reminds us that international cooperation on digital technology is essential to help defeat COVID-19 and achieve the 2030 Agenda for Sustainable Development", he concluded.

Prior to an open discussion session as part of the activities for the day, representatives from relevant stakeholders such as Afrifanom Limited, Zipline International Inc and AllRound Specialists Virtual Clinic shed light on how ICT is promoting healthy Ageing. ExpressPay also Limited intimated on how ICT is promoting financial independence. The conversations preceded a panel discussion on the theme, "Digital Solutions for Older Persons and Healthy Ageing – The Role of All Stakeholders".

The open discussion which was moderated by Ing. Dr. Ken Ashigbey, Chief Executive Officer of the Ghana Chamber of Telecommunications revealed that having a policy framework will aid to build confidence in an ICT infrastructure and ensure that data can be transmitted between hospitals for instances to save lives. Panelists urged the NCA and MoCD to lead the conversation on a policy framework to lead ICT digitalisation for inclusiveness in the health sector.

The event, which was held at the NCA Tower, was climaxed with a flag hoisting ceremony at the NCA premises led by the Hon. Deputy Minister for Communications and Digitalisation, Ama Pomaa Boateng, and supported by the Head of the Office and Representative of UNESCO to Ghana, Mr. Abdourahamane Diallo, and the Director General of the NCA, Mr. Joe Anokye.



A group photograph of some participants with Deputy Minister for Communications and Digitalisation

SIM CARD REGISTRATION DEADLINE EXTENDED TO 31ST JULY, 2022

- SIM Card Registration deadline extended from 31st March to 31st July, 2022
- The exercise will help address issues of cyber fraud and promote secure SIM Card based transactions as part of efforts to digitally transform the economy
- As at 20th July, 24,653,458 SIM Cards have been linked to the Ghana Card and 15,359,607 Bio-Captures conducted.

The Ministry of Communications and Digitalisation (MoCD) has extended the deadline for the national SIM Card Registration exercise from 31st March, 2022 to 31st July, 2022.

The decision to extend the deadline was due to a number of factors including the fact that over 7.5 million citizens and residents were yet to obtain Ghana Cards to enable them register their SIM cards. The extension, which was communicated by the MoCD in a Statement also mentioned that more time was required to update the SIM Registration App for the registration of diplomats while a Self-Service SIM Registration App was also being developed to facilitate registration of SIM cards for Ghanaians resident abroad.

In 2021, the Hon. Minister of Communications and Digitalisation, Mrs.Ursula Owusu-Ekuful, directed that all Subscriber Identity Module

(SIM) cards should be re-registered over a six-month period ending 31st March, 2022 using the Ghana Card.

Following the commencement of the Nationwide SIM Card Registration Exercise, statistics recorded showed an increasing rate of Bio-capture with a weekly average of 866,390 and 696,642 USSD registrations. As at 20th July, 24,653,458 SIM Cards had been linked to the Ghana Card and 15,359,607 Bio-Captures conducted.

The Statement further commended all Ghanaians and foreign residents in Ghana for their support in ensuring that through this exercise, Ghana develops and builds a credible SIM database with integrity which will help address issues of cyber fraud and promote secure SIM Card-based transactions as part of efforts to digitally transform the economy.

SIM Card Registration Exercise Extended!



Remember to register your SIM Card Now!

Dial *404# to start



MORE NCA STAFF APPOINTED TO VARIOUS POSITIONS AT THE ITU



A group photo of the appointed Vice Chairs – From Left: Mr. Yaw Boamah Baafi, Mr. Isaac Kofi Boateng, Mr. Kofi Ntim Yeboah-Kordieh and Mr. Kwadwo Osafo-Maafo

Five staff of the National Communications Authority (NCA) have been appointed to the International Telecommunication Union Standardisation Study Group (ITU-T SG) in the following positions:

Mr. Kofi Ntim Yeboah-Kordieh	Vice Chair, Study Group 11 - Protocols and Test Specifications
Mr. Kwadwo Osafo-Maafo	Vice Chair, Study Group 17 - Security

Name of Appointed Representative	ITU-T Position
Mr. Isaac Kofi Boateng	Vice Chair, Telecommunications Standardisation Advisory Group (TSAG)
Mr. Yaw Boamah Baafi	Vice Chair, Study Group 2 - Operational Aspects
Mr. Frederick Asumanu	Vice Chair, Study Group 3 - Economic and Policy Issues

These appointments took place at the World Telecommunication Standardisation Assembly (WTSA-20) which was held in Geneva, Switzerland from 1st to 9th March, 2022.

This comes after the Ministry of Communications and Digitalisation (MoCD) in collaboration with the NCA nominated and backed their candidature for the positions.

The appointment of these candidates puts Ghana in a strategic position to continue with the frontiers of influencing global standardisation making at the ITU, taking into account the UN

Sustainable Development Goals (SDGs) which Ghana is a co-chair. Ghana will also consolidate her gains over the years at the ITU towards the bid for the 5th re-election to the ITU Council as well as Radio Regulations Board (RRB) for 2023 – 2026 during the Plenipotentiary Conference (PP-22) in September/October, 2022.

About WTSA

The World Telecommunication Standardization Assembly (WTSA) is organised by the International Telecommunication Union (ITU) every four years to determine new study areas, appoint Telecommunications Standardization Advisory Group (TSAG), Study Group (SG) Chairs and Vice Chairs, as well as review 4 years budget for the Standardization Sector (ITU-T).

About Study Groups (SG) and TSAG

S/N	Study Group	Lead Mandate and Roles
1	TSAG	The mandates of the Telecommunication Standardization Advisory Group (TSAG) are to review priorities, programmes, operations, financial matters and strategies for ITU-T's activities, to review progress in the implementation of ITU-T's work programme, to provide guidelines for the work of the study groups and to recommend measures, inter alia, to foster cooperation and coordination with other relevant bodies within ITU-T and with the Radiocommunication (ITU-R) and Telecommunication Development (ITU-D) Sectors and the General Secretariat, and with other standardization organizations, forums and consortia outside ITU.
2	Study Group 2	This Study Group is responsible for the operational aspects of service provision and telecommunication management.
	Operational Aspect	Its mandates primarily cover standards development in the areas of numbering, naming, addressing and identification requirements and resource assignment, including criteria and procedures for reservation, assignment and reclamation; routing and interworking requirements; principles of service provision, definition and operational requirements.
3	Study Group 3 Economic & Policy Issues	This Study Group is responsible for studying international telecommunication / ICT policy and economic issues and tariff and accounting matters (including costing principles and methodologies), with a view to informing the development of enabling regulatory models and frameworks. Study Group 3 also fosters collaboration among its participants with a view to establish rates at levels as low as possible consistent with an efficient service and taking into account the necessity for maintaining independent financial administration of telecommunications on a sound basis. Additionally, Study Group 3 is further tasked to study the economic and regulatory impact of the internet, convergence (services or infrastructure) and new services, such as OTT, on international telecommunication services and networks.

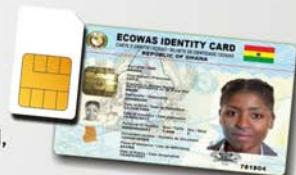
4	Study Group 11 - Protocols and Test Specification	This Study Group is responsible for 'signalling', producing international standards (ITU-T Recommendations) that define how telephone calls and other calls (such as data calls) are handled in the network. SG 11 is also responsible for the development of test specifications and coordination of ITU's work programme on conformance and interoperability testing and counterfeiting ICT products.
5	Study Group 17 - Security	This Study Group is responsible for building confidence and security in the use of information and communication technologies. This includes studies relating to cybersecurity, security management, countering spam and identity management. It also includes security architecture and framework, protection of personally identifiable information, security of applications and services for the Internet of things (IoT), smart grid, smartphone, software defined networking (SDN), Internet Protocol Television (IPTV), web services, social network, cloud computing, big data analytics, mobile financial system and tele-biometrics

HOW TO REGISTER YOUR SIM CARD

Stage One - Linking of SIM Card to Ghana Card via USSD



- ✓ If successful, you get a confirmation message with a unique code
- ✗ If unsuccessful due to wrong details, you have 3 attempts to answer security questions
- ✗ If unsuccessful due to verification failure at the National Identification Authority (NIA), you will be informed to contact the NIA



Stage Two - Visit your Service Provider (Agent or Customer Care) with your Ghana Card, Unique Code and Digital Address to complete this stage of the registration



MINISTRY OF
COMMUNICATIONS AND
DIGITALISATION
GHANA



Register your SIM Card to stay connected!

For more information, call: 100 on all Networks or NCA on 0800 110 622

NCA COMMEMORATES 2022 WORLD CONSUMER RIGHTS DAY

The National Communications Authority (NCA) has joined the world in the celebration of the 2022 World Consumer Rights Day (WCRD) across the country. While the global theme for the celebration was "Fair Digital Finance", the Authority's celebration was premised on the theme "SIM Ownership, Connectivity and Retention: The Right of the Consumer".

This year's celebration took place at various market centres across the country in the following Regions:

- Greater Accra - Ada Kasseh Market Centre
- Central - Kasoa Market
- Ashanti - Kejetia Market
- Eastern - Anyinam Market
- Northern - Aboabo Market Centre
- Bono – Dormaa Market Centre
- Upper East - Navrongo Market

- Western - Kojokrom Market
- Volta - Kpeve Market

The theme provided a platform for the Authority to educate consumers about the importance and process for the ongoing national SIM Card registration exercise as well as assist them with on-site registration. Mobile Network Operators (MNOs) and Outreach officers were present to assist with linking SIM cards to Ghana cards and biometric capture.

The NCA team, in collaboration with MNOs, seized the opportunity to address consumer challenges as regards the SIM Card Registration exercise. The celebration also created an avenue for subscribers who had not registered their SIM cards to do so.



In the Greater Accra Region, traders and commuters at the Ada Kasseh Market were educated on the importance of SIM Card Registration



Kasoa Market in the Central Region was also not left out in the registration exercise



Commuters at the Kejetia Market also got the opportunity to register their SIM Cards



At the Anyinam Market in the Eastern Region, people came in their numbers to get their SIM Cards registered



Mobile Network Operators were present at the Dormaa Market to help resolve consumer issues related to SIM Card Registration



Staff at the Ho Regional Office were poised for action for the WCRD 2022 celebration



Consumers at the Kojokrom Market in the Western Region used the opportunity to channel their concerns on their telecom services



People at the Aboabo Market in the Northern Region were also assisted to register their SIM Cards

Dial ***404#** to link your SIM Card with your Ghana Card to stay connected



NCA EDUCATES CONSUMERS ON SIM CARD REGISTRATION



As part of efforts to reach out to consumers of telecommunication services, the National Communications Authority (NCA) conducts periodic Consumer Outreaches across the regions in the country. This year, the Authority reached out to consumers to educate them on the on-going SIM Card Registration Exercise.

The Outreach was conducted in various districts and municipalities across the sixteen (16) Regions in Ghana. Staff of the NCA engaged consumers in markets and communities and explained the

importance of registering their SIM Cards. They further assisted subscribers who had their Ghana Cards but were yet to link to their SIM Cards with the process and encouraged them to visit their Service Providers or Agents to complete the process.

Also, staff of the Authority took concerns of consumers on the Exercise for Management's attention and resolution.



NCA CONDUCTS COMMUNICATIONS INFRASTRUCTURE IMPACT ASSESSMENT AT APPATSE



Dr. Ezer Yeboah-Boateng, Deputy Director General, Technical Operations briefing the entourage ahead of the assessment

The National Communications Authority (NCA) on 21st January, 2022, led a technical team comprising the NCA and three Mobile Network Operators (MNOs) namely, AirtelTigo, MTN and Vodafone to conduct a Communications Infrastructure assessment at Appiatse following the explosion. The purpose of the assessment was to determine the impact of the explosion on communications services.

After the assessment, which was conducted in three (3) stages, the team concluded that the explosion had no major impact on radio installations and communications at Appiatse.

The physical inspections included checking for damages to communication installations, spectrum monitoring to ascertain the field strength of radio signals received at Appiatse

and Quality of Service monitoring to measure the consumer experience.

The Team found among others that:

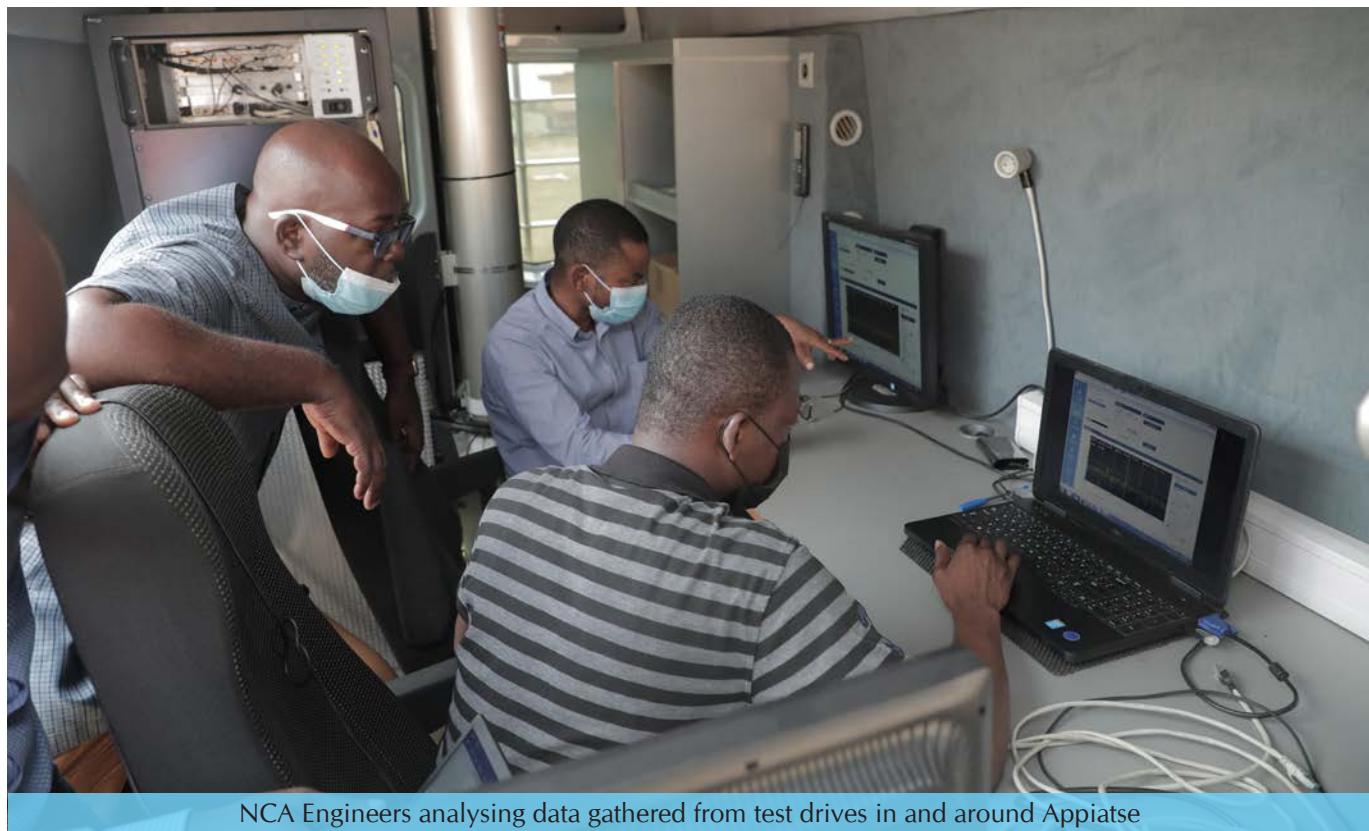
- MNO signals picked up within the Appiatse community were generally fair. Since Appiatse and its surrounding communities are not District Capitals, licence obligations binding Operators to provide network coverage is not applicable to the area. Prevailing QoS conditions in Appiatse and environs is however not as a result of the explosion.
- There were no Radio Installations for both Broadcasting and Mobile Network at Appiatse.

- The wireless communication infrastructure were located at the neighbouring towns (Bogoso and Bawdie) which served the people of Appiatse. Four (4) FM Radio broadcasting Stations located at the neighbouring towns, Bawdie, Prestea and Bogoso served the Appiatse community with sound broadcasting services. A scan of the Terrestrial TV band showed no signals at Appiatse. However, this had nothing to do with the explosion since the DTT transmitters were not located at Appiatse.

Dr. Ezer Osei Yeboah-Boateng, the Deputy Director General in charge of Technical Operations of the NCA, who led the Team,

said the NCA found it prudent to conduct the assessment to determine whether or not there was a communication gap that needed fixing following the explosion. "As the Regulator, we deemed it essential to visit the community to see if there has been any impact on telecommunication infrastructure and consumer experience; alongside the service providers, we are happy to note that there has been no impact on services", he said.

He added that the NCA would continue to monitor the resettlement processes underway and would be at hand to provide whatever support needed.



NCA Engineers analysing data gathered from test drives in and around Appiatse

No Registration NO SERVICE

**Register your SIM Card
before 31st July, 2022**



No Service



No calls **No Text Messages** **No Internet** **No Mobile Money**

STAFF WEBINARS



As part of the National Communications Authority's (NCA) efforts to increase employee engagement and provide relevant awareness on topical issues, the Authority hosted three (3) staff webinars for the first quarter of 2022. The Staff webinars which were held via Microsoft Teams on 28th January, 25th February and 25th March, 2022 were attended by Staff and National Service Personnel of the NCA.

Home and Personal Security

The maiden staff webinar was on Home and Personal Security. Mr. Ahmed Mohammed Fawaz of the Ghana National Peace Council was the facilitator for the webinar on Home and Personal Security. Mr. Fawaz's presentation provided staff with insight on how best to react when confronted with various security situations, and procedures to follow to help achieve the best possible outcomes such as being aware of the surroundings when using Automated Teller Machines (ATMs). In addition, he touched on the pillars of safeguarding one's space in the field of security, exposure, privacy and value while giving real-life examples to back up these salient points.

Financial Investment

The financial investment webinar which was the second educated staff on how to improve revenue and decrease expenses as well as the importance of diversifying revenue streams. Mr. Desmond Bredu, Head of Client Services at Stanbic Investment Management Services and facilitator for the webinar educated staff on how to select the best investment as well as the most important factors to consider while making a decision.

He also educated staff on the numerous forms of investment options available and associated rewards and hazards in areas of Fixed Deposits, Treasury Bills, Bonds, Shares, Stocks and Equity, amongst others.

Furthermore, he spoke about the need for Staff to consider their vulnerability at all times and the importance of recognising situations that can make one susceptible to attacks and how to avoid them.

Work-life Balance and Exercising

Dr. Marc Kwame Dzradosi, the International Maritime Hospital's Head of Pharmaceutical

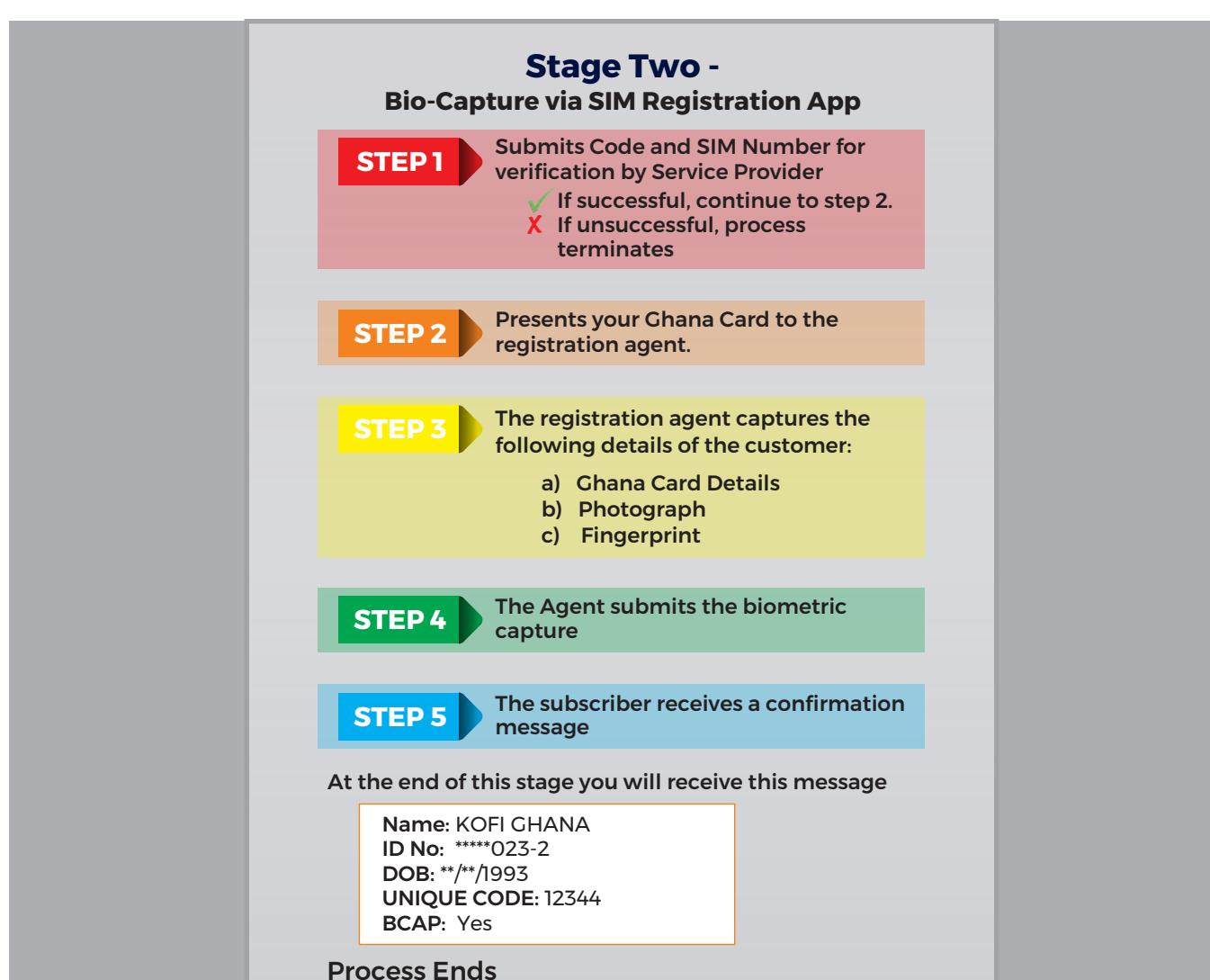
Service, led the third webinar which focused on finding a work-life balance and exercising regularly. Dr. Dzradosi's presentation emphasized how work often takes precedence over everything else in our lives and how the desire to succeed professionally can push us to set aside our own well-being. He highlighted on the common reasons leading to poor work-life balance. For example, increased responsibilities at work, working longer hours at work, having children, increasing social/extracurricular activities, etc. where identified as some of the reasons.

"When it comes to a proper work-life balance, it's not a matter of splitting one's time evenly; rather, it's a matter of making sure that one's job and personal



Participants of the virtual meeting

life are balanced, Dr. Dzradosi explained. He stated that accepting that there is no perfect work-life balance, finding a job you love, prioritising your health, taking vacations, making time for yourself and loved ones, setting goals should be a priority.





National Communications Authority

Do you know your **RIGHTS** and **RESPONSIBILITIES** as a Telecom Service Consumer?



Communications for Development



National Communications Authority Ghana



@NCAGhana

TELECOM SUBSCRIPTIONS FOR APRIL 2022

1. Introduction

This report highlights voice and data trends that have occurred in the telecommunication industry as at the end of April 2022 with an estimated country population of 30,792,608. It presents information on Mobile Voice Telephony, Fixed Line as well as Mobile Data subscriptions for the month under review.

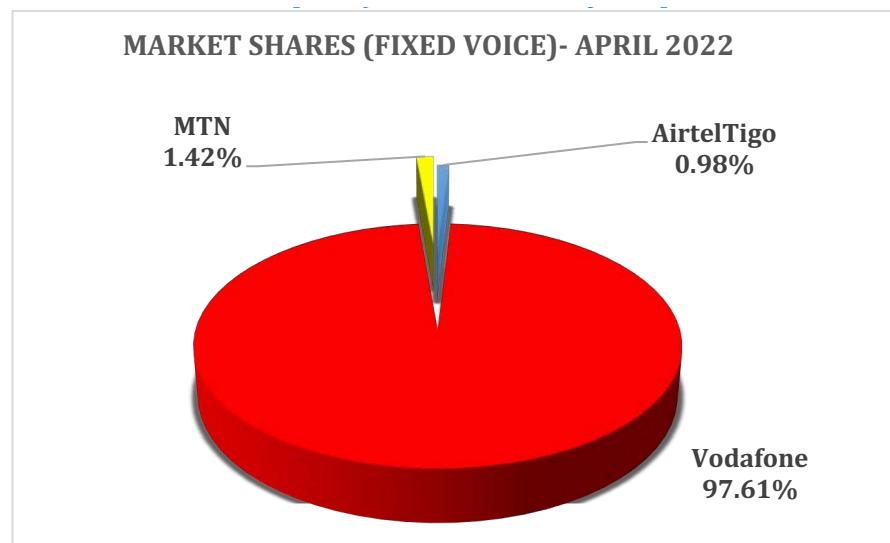
2. Voice Subscription Figures

2.1. Mobile Voice Subscription

At the end of April 2022, the total number of voice subscriptions was 41,305,059. This represents a percentage decrease of 0.43% from March 2022's figure of 41,481,767. The total penetration rate for the month under review was 134.14%.

MTN's voice subscriptions for the period was 25,882,040 representing a percentage

Chart 2 – Fixed Telephony Market Share for April 2022



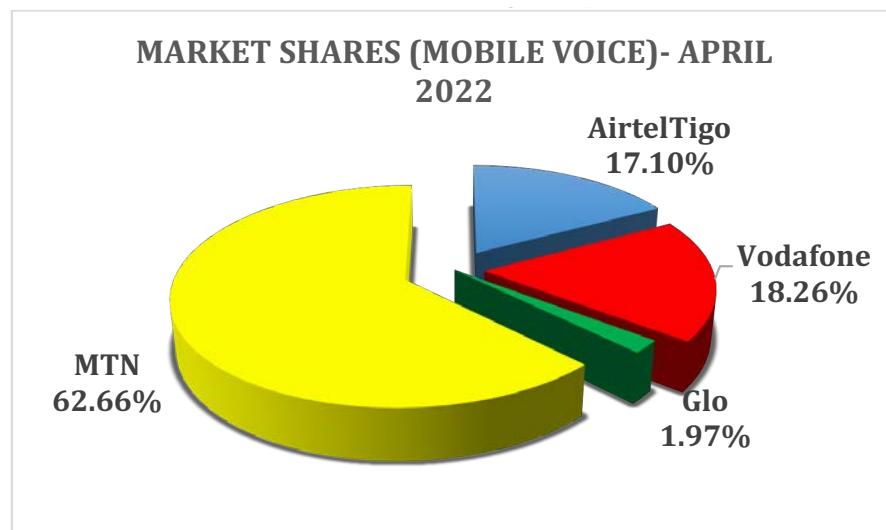
increase of 1.26% from March 2022's figure of 25,558,928. MTN's market share for the month under review was 62.66%.

Vodafone's mobile voice subscriptions decreased from 7,732,622 as at the end of March 2022 to 7,543,728 as at the end of April 2022. This represents a percentage decrease of 2.44%. Vodafone's

market share for April 2022 was 18.26%.

AirtelTigo's voice subscriptions decreased from 7,403,254 as at the end of March 2022 to 7,064,148 as at the end of April 2022 indicating a percentage decrease of 4.58%. Their market share for the month under review was 17.10% as compared to 17.85% in March 2022.

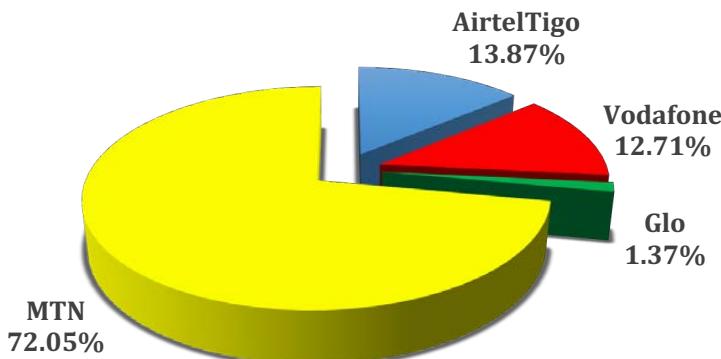
Chart 1 – Mobile Voice Market Share for April 2022



Voice subscriptions of Glo increased from 786,963 as at the end of March 2022 to 815,143 at the end of April 2022. With a percentage increase of 3.58%, their total market share for the month under review was 1.97%.

2.2. Fixed Telephony Subscriptions

There are three (3) Operators providing Fixed Line services in Ghana. These Operators are Vodafone, AirtelTigo and MTN. As at the end of April

Chart 3 –Mobile Data Market Share for April 2022**MARKET SHARES (MOBILE DATA)- APRIL 2022**

2022, the total subscriptions for the Fixed Operators stood at 310,852, a decrease of 9,608 subscriptions from the previous month's subscription of 320,460. Vodafone ended the month with 303,414 subscriptions; AirtelTigo recorded a total subscription of 3,034 with MTN recording 4,404 subscriptions.

3.0. Data Subscription Figures

3.1. Mobile Network Operators (MNOs) Mobile Data Subscriptions

With an estimated population of 30,792,608, the total subscriptions of data in the country at the end of April 2022 was 23,668,464. The penetration rate for the period stood at 76.86%.

MTN ended the month of April with 17,053,206 mobile data subscriptions. Their market share for the month under review was 72.05%.

The total number of subscriptions for Vodafone's mobile data in April 2022 was 3,007,411. This is reflected in their market share of 12.71%.

AirtelTigo's mobile data subscriptions for April 2022 was 3,283,160. Their market share for the month was 13.87%.

Glo recorded data subscriber

figures of 324,687 at the end of April 2022. This reflects a market share of 1.37%.

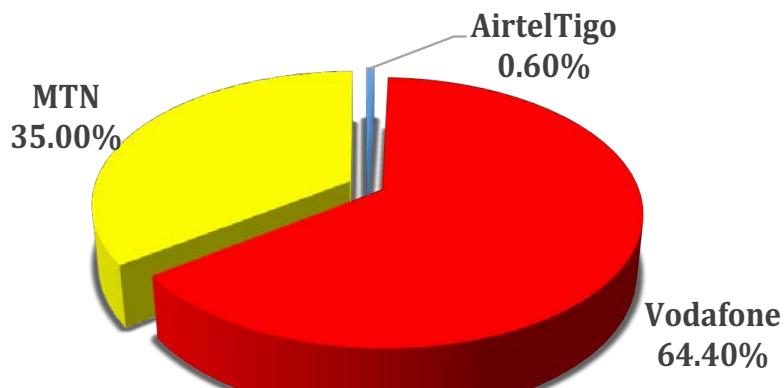
3.2. Fixed Network Data Subscriptions

There are three (3) Operators providing fixed data services in Ghana. They are Vodafone, AirtelTigo and MTN.

As at the end of April 2022, the total number of fixed data subscriptions was 107,203 with Vodafone recording 69,037. AirtelTigo and MTN ended the month with 643 and 37,523 subscriptions respectively.

3.3. Broadband Wireless Access (BWA) Subscriptions

Broadband Wireless Access (BWA) Operators provide broadband data access through wireless media to consumer and business markets. In Ghana, there are four (4) BWA Operators namely Surfline, Broadband Home, Telesol and Busy Internet.

Chart 4 –Fixed Data Market Share for April 2022**MARKET SHARES (FIXED DATA)- APRIL 2022**

The total subscriptions for BWA stood at 47,244 as at the end of April 2022. Surfline recorded subscriptions of 38,738 whilst Broadband Home ended the month with 770 subscriptions. Telesol and Busy Internet recorded 3,184 and 4,552 subscriptions respectively.

3.4. 4G Data

Currently, there are six (6) Operators providing 4G data services in Ghana. They are Vodafone, Surfline, MTN, Telesol, Broadband Home and Busy Internet.

As at the end of April 2022, the total number of 4G data subscriptions was 7,928,437 with MTN and Vodafone recording 6,208,874 and 1,672,319 respectively.

Surfline ended the month with 38,738 subscriptions while subscriptions for Busy Internet, Telesol and Broadband Home stood at 4,552, 3,184 and 770 respectively.

Chart 5 – BWA Data Market Share for April 2022

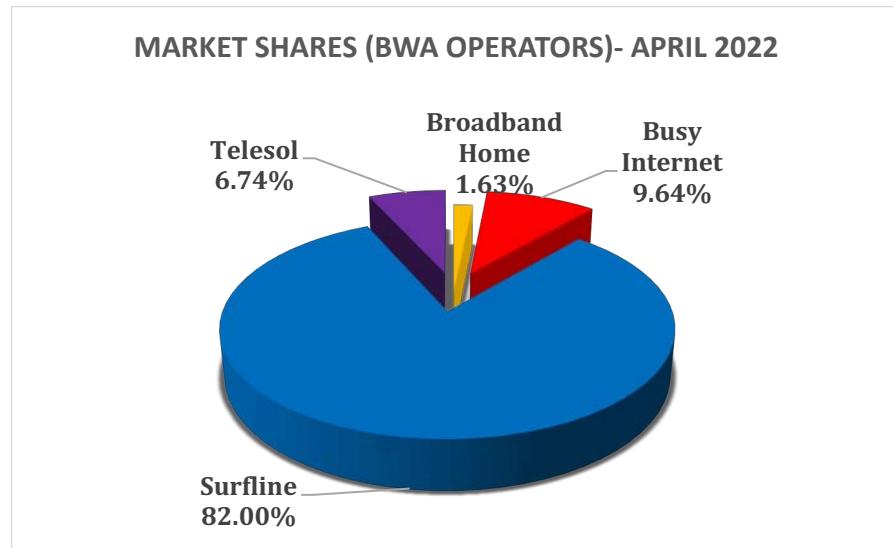
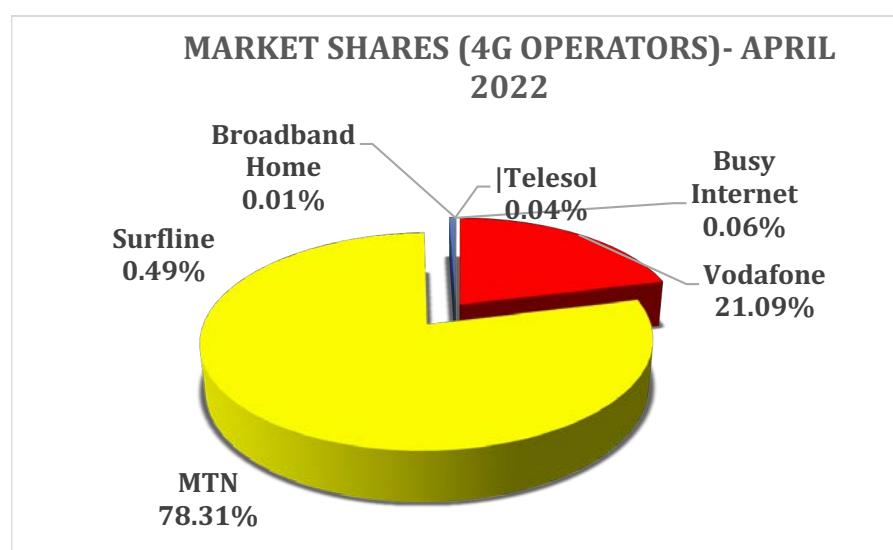


Chart 6 - 4G Operators' Market Share for April 2022



Do you have a Complaint with your Fixed or Mobile Telephone Service?

Speak to your service provider first,
before you call the NCA

call the NCA On Toll Free
0800 110 622

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🌐 National Communications Authority Ghana 🐦 @NCAGhana



**NATIONAL
COMMUNICATION
AUTHORITY**

Communications
for Development



NCA CROWNS HERITAGE MONTH IN NATIONAL COLOURS

The National Communications Authority (NCA) on Thursday, 31st March, 2022 climaxed the celebration of Ghana Month in national colours. The day, which was dubbed "Heritage Day," saw both Staff and National Service Personnel (NSP) of the Authority clad in the national colours: red, gold, black, and green.

Among the various outfits worn for the day were customised

Ghana jerseys, vintage smocks, colourful kente cloth and scarves to express their excitement and pride for being Ghanaians.

As part of a short ceremony to honour the best-dressed employees for the day, Dr. Charles Amoah-Wilson, Director for the Human Resource Division, urged staff to be proud of their country and keep the spirit of patriotism alive by instilling it in the next generation.



Staff and NSPs of CCAD could not conceal their excitement and pride for being Ghanaians



The Human Resource Division was well-represented as everybody was spotted in at least one national colour



Sunyani Regional Office - Everyone looked proud in Ghana colours



It was a wonderful day for staff of the Regulatory Administration Division



Ghana was proudly represented at the Kumasi Zonal Office in all the national colours and apparels of national heritage



Takoradi Zonal Office
showcased its national pride
in grand style



Ho Zonal Office did not disappoint; it was beyond being clad in national colours. Faces were painted in red, gold, green and black



Staff of the Tamale Zonal Office were equally clad in red, gold, Kente and smock to reflect the Ghanaian heritage



Classy and timeless



Consumer and Corporate Affairs Division sparkling like sunshine



It was a fashion display for the Best-Dressed Division



Slaying in beautiful Ghanaian colours from the Board Secretariat



All eyes were on them as they strode down the runway



He got to show off his modelling skills



"Mr. Languages" representing the Procurement Division



Legal Division was not left out



Finance Division rocked in Ghanaian style

Award Winners

MALE CATEGORY



Winner – Mr. Ignatius Arthur,
Finance



Runner Up – Nelson Amankwa, Ho



Runner Up – James Sowah,
Consumer and Corporate
Affairs

FEMALE CATEGORY



Winner – Mrs. Gloria Opoku-Ansong,
Finance



Runner Up - Ms. Marian Mettle,
Regulatory Administration



Runner Up - Ms. Hawa Y. Bayayinah,
Kumasi



Best Post On Ghanaian Values- Dr. Charles Amoah-Wilson, HR



Best-Dressed National Service Person - Emily Sakyibea Boateng, Koforidua



Best-Dressed Zonal/Regional Office - Team Ho



Best-Dressed Division- Consumer and Corporate Affairs

LIST OF LONG SERVICE STAFF



Charles Amoah- Wilson (Dr.) - 15 years



Kofi Ntim Yeboah-Kordieh - 15 years



Gabriel Kofi Bentsi Bondzie - 10 years



Comfort Louisa Malladan - 10 years



Alex Gyamera - 10 years



Alice Samwaa - 10 years



Seth Mensah - 10 years

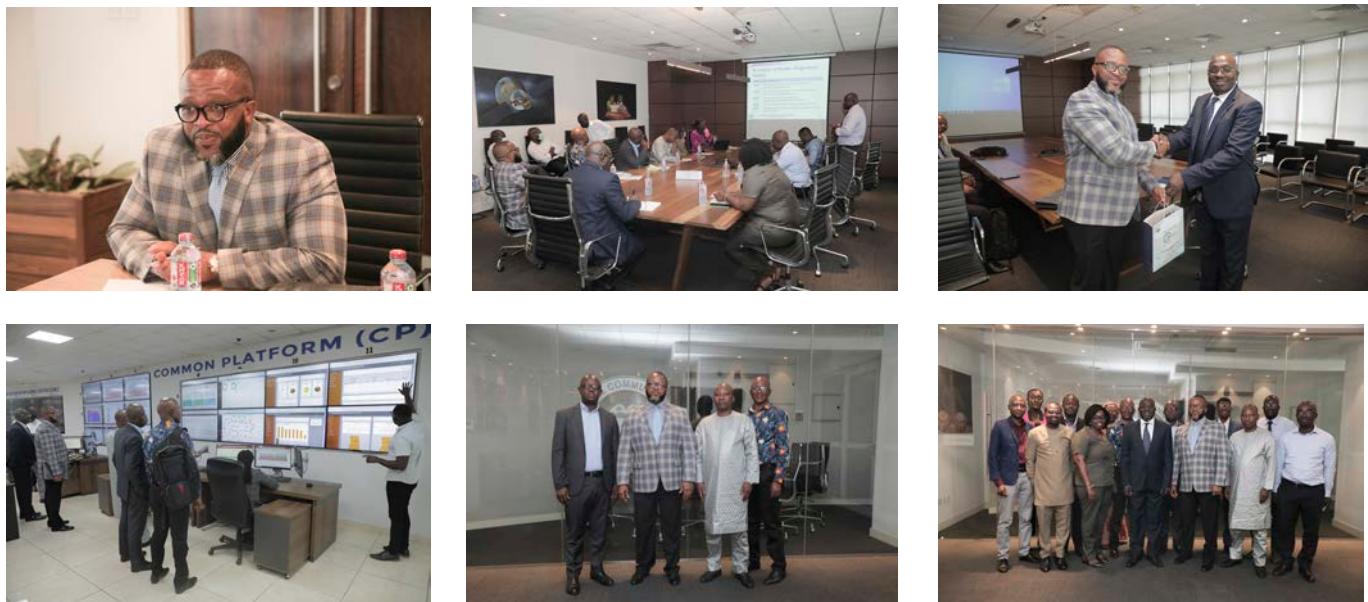
*Thank You for
your hard work*

INTERNATIONAL BENCHMARK VISITS/COURTESY CALLS

During the first half of the year, the National Communications Authority (NCA) received delegations from three (3) sister Regulatory bodies within the sub-region. The purpose of their visits were to benchmark the NCA's regulatory policies and installations.

Also, a three (3) member delegation from SMART Africa, an alliance for a digital Africa, paid a courtesy call on the NCA as part of efforts to foster collaboration between member states. The delegation was led by its Director General, Mr. Lacina Kone.

Sierra Leone's NATCOM Benchmarks NCA



NCA Hosts Telecommunication and Posts Regulatory Authority (ARPT) of Guinea on a Benchmarking Visit



Uganda Telecom Regulator (UCC) Benchmarks NCA's Common Platform



SMART AFRICA Pays Working Visit to NCA



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before 31st July, 2022**



No calls No Text Message No Mobile Money No Internet

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National Communications Authority



Who are we?

The National Communications Authority (NCA) is the central body mandated to license and to regulate electronic communication activities and services in the country.

Communications for Development



National Communications Authority Ghana



@NCAGhana