



**NATIONAL
COMMUNICATIONS
AUTHORITY**

NEWSLETTER

JANUARY - APRIL, 2024



NCA ORGANISES CONSUMER FORUM IN TAMALE TO ADDRESS TELECOMMUNICATIONS ISSUES

IN THIS ISSUE

- **GHANA AND BENIN SIGN BILATERAL ROAMING SERVICE AGREEMENT IN COTONOU**
- **MOVING FROM GOOD TO A GREAT REGULATOR: NCA OUTDOORS FIVE-YEAR STRATEGIC PLAN (2024 – 2028)**
- **GHANA AND BENIN SIGN BILATERAL ROAMING SERVICE AGREEMENT IN COTONOU**
- **MTN GHANA PAYS COURTESY CALL ON NCA**

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This newsletter was produced by the Consumer and Corporate Affairs Division of the
National Communications Authority, April 2024

MOVING FROM GOOD TO A GREAT REGULATOR: NCA OUTDOORS FIVE-YEAR STRATEGIC PLAN (2024 – 2028)



“I am impressed with the strategies aimed at flourishing and contributing to a globally competitive and rapidly changing environment” – Hon. Mrs. Ursula Owusu-Ekuful, Minister for Communications and Digitalisation

On Tuesday, 16th January, 2024, the Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, officially unveiled the National Communications Authority’s (NCA) Five-Year Strategic Plan (2024-2028) at the NCA Tower. Prior to this event, the Authority held an internal launch of the Plan on Friday, 12th January, 2024 at the Head Office in Accra.

The development of the Authority’s Five-Year Strategic Plan is in accordance with Section 3(b) of the NCA Act, 2008 (Act 769) and is aimed at setting clearly defined goals and measurable steps for the Authority.

During her keynote address, the Hon. Minister highlighted the necessity of NCA’s regulatory work over the years. She urged the Authority to maintain vigilance and concentration in the face of emergent disruptive technologies and a rapidly changing technological landscape.

She further commended the strategies outlined in the plan, expressing her satisfaction, “I am impressed with the strategies aimed at flourishing and contributing to a globally competitive and rapidly changing environment. This means we will create the enabling environment for Ghanaian solutions to compete with other global solutions”.

According to Dr. Joe Anokye, the Director General of the Authority, the Electronic Communications Industry is fast-paced and requires continuous innovations and strategies to keep the pace, therefore making the development of strategies crucial in the bid to seize new opportunities and effectively overcome challenges. He said, “The Five-Year Strategic Plan marks a significant milestone on our path to innovation, growth, and a long-lasting impact.”

Dr. Anokye also expressed confidence that the



Board Chairman of NCA, Okatakyie Ababio Boakye Danquah II delivering his remarks

Strategic Plan will enhance productivity, align goals with resources, improve communication and collaboration, and enhance staff welfare.

Delivering his remarks, the Board Chairman of the NCA, Okatakyie Ababio Boakye Danquah II, known in private life as Isaac Emmil Osei-Bonsu Jnr, stated that the present reality of the launch of the Five-Year Strategic Plan reflects the need envisioned by the Board during its inauguration in 2021. "It is evident that we are at a critical



Dr. Joe Anokye, Director General of the NCA, pledged the Authority's commitment to the full realization of the Strategic Plan

point as we launch the Strategic Plan for 2024–2028, which will serve as our blueprint for the forthcoming five years. It is an exciting moment for the NCA, as the creation of this document has unveiled numerous untapped opportunities within the communications sector", he said.

The Board Chairman further urged all stakeholders to collaborate with the NCA to ensure the full realisation of the objectives of the Strategic Plan by the end of 2028.



Cross section of participants at the event



Prof. Ezer Osei Yeboah-Boateng, Deputy Director General for Technical Operations sharing some highlights of the Strategic Plan

Prof. Ezer Osei Yeboah-Boateng, Deputy Director General for Technical Operations shared some highlights of the Strategic Plan as part of the Launch. He mentioned that the Plan is a testament to NCA's dedication to excellence, innovation, and inclusivity. He also indicated that the Plan reflects the Authority's commitment to fostering a communications environment that empowers individuals, promotes economic

growth, and strengthens the social fabric of our nation. He outlined the four Strategic pillars of the Strategic Plan as follows:

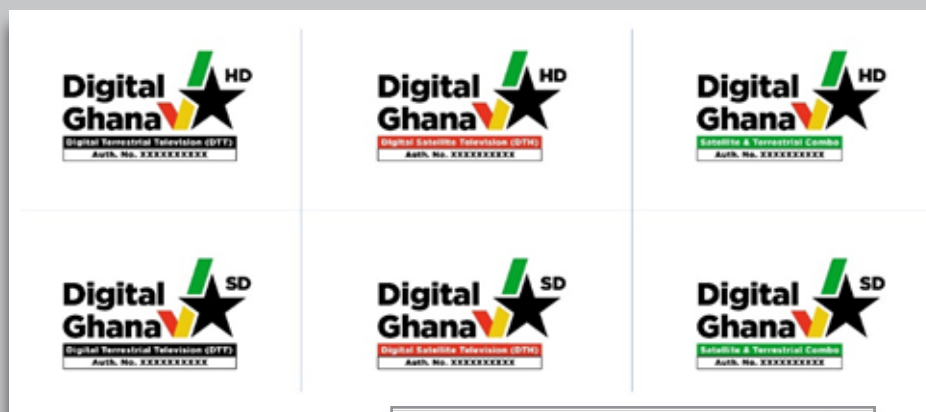
- a. **Pillar 1** - Structure and reposition research, innovation, and process improvement throughout NCA to be abreast with industry development by 2028
- b. **Pillar 2** - Build coordination and collaborative structures for enhanced engagement by 2028
- c. **Pillar 3** - Develop and Empower human resource by 2028
- d. **Pillar 4** - Optimise current resources, diversify and develop new areas of growth, including revenue

With the launch of the Five-Year Strategic Plan, the Authority, among other things, has recast its mission statement as ***Moving from Good to a Great Regulator; An innovative, agile, professional, and proactive Regulator, adaptive to emerging changes in the communication and digital ecosystem, and delivering optimally to all its stakeholders.***

REINSTATEMENT OF DIGITAL TELEVISION RECEIVER CONFORMANCE REGIME

The Digital Television Receiver Conformance Regime has been reinstated. This Regime requires all DTT and DTH receivers, such as set-top boxes and integrated digital TV sets, sold in Ghana, to pass a conformance test and be certified to use a receiver certification logo. The general public is encouraged to:

- Check for DTT, DTH, and Combo logos on receivers:



- Note that Existing receivers with the digital Ghana logo are still valid:



NCA ORGANISES CONSUMER FORUM IN TAMALE TO ADDRESS TELECOMMUNICATIONS ISSUES



“Ghana will deploy 5G by end of year”- Hon. Ursula Owusu-Ekuful

On 17th April, 2024, the NCA hosted a Consumer Forum at the UDS Auditorium in Tamale. The event, which is in line with the Authority’s mandate stipulated in Section 26 of the Electronic Communications Act, 2008 (Act 775), was aimed at engaging with consumers to assess their opinions on the performance of Service Providers.

Held under the theme “Safeguarding Consumer Rights through Effective Communication”, the Forum fostered dialogue and collaboration between consumers, Service Providers, the NCA and relevant stakeholders within the industry.

Discussions at the Forum bordered on topics such as Quality of Service (QoS), SIM Card Registration, money doubling schemes on Television (egregious content), Mobile Money fraud, recent internet disruptions, issues on

Masts and Towers.

Dr. Joe Anokye, Director General of the NCA, while welcoming participants emphasized the NCA’s commitment to upholding consumer rights and outlined its complaints management channels through which consumers can lodge their complaints for resolution.

He stated that in addition to the Consumer Forum, the Authority takes various proactive measures such as conducting of periodic surveys to gauge consumer perceptions, views and expectations. He was optimistic that the draft QoS Regulations when passed, will be a game changer which will further underscore the NCA’s commitment to ensuring consumers receive the level of service they deserve.

Dr. Anokye further addressed the recent internet



"We can demand accountability from Service Providers and bring about positive change" - Okatkyie Ababio Boakye Danquah II, Board Chairman of the NCA



"It is the NCA's foresight that ensured that Ghana did not experience a total outage of internet services" - Dr. Joe Anokye

outage and pointed that it was "the Authority's foresight that ensured that Ghana did not experience a total outage of internet services". He also revealed that to avoid or better manage such unforeseeable occurrences, the Authority is engaging various stakeholders in the ecosystem to pick up lessons and develop the necessary strategies.

Digitalisation, Hon. Ursula Owusu-Ekufu, in her keynote address highlighted Government's commitment and initiatives aimed at bridging the digital divide and ensuring that "every Ghanaian has access to affordable and reliable communication services". Notable among them include the Rural Telephony Project, ECOWAS Roaming, SIM Registration and Technology Neutrality.

The Minister for Communications and



Present at the Forum were representatives from MTN, AT, Telecel, Bank of Ghana and GIFEC who provided answers to questions from the audience



The questions from consumers came in thick



She also hinted that Ghana will deploy 5G before the end of the year and announced that within the next few weeks, the NCA will announce the modalities for the deployment.

The Hon. Minister seized the opportunity to caution entities and individuals who deal on pre-registered SIMs as well as individuals who use their Ghana Cards for the registration of SIMs for others to cease and desist immediately.

She finally commended the NCA for its commitment towards consumer protection and assured the general public that under the auspices

of her Ministry, “the NCA will endeavour to seek and implement forward looking measures that will safeguard the use and adoption of digital solutions”.

Okatakyie Ababio Boakye Danquah II, Board Chairman of the NCA, closed the Forum expressing his gratitude to participants for their opinions, insights, concerns, and recommendations shared at the event. “It is evident that by coming together, we can demand accountability from Service Providers and bring about positive change. Let us maintain the energy generated here today and keep pushing for



Present at the Forum were representatives from MTN, AT, Telecel, Bank of Ghana and GIFEC who provided answers to questions from the audience

transparency, integrity and justice in consumer affairs”, he said.

He entreated participants to educate others and not to hesitate to channel their issues to their Service Providers and the NCA. “Remember, our collective voice is powerful, and by remaining vigilant and informed, we can safeguard the rights of consumers in the telecoms space”, he added.

Participation at the Forum cut across the various sectors including academia, security agencies, artisans, religious organisation and market

vendors. Additionally, stakeholders such as Mobile Network Operators (MNOs), National Media Commission, Ghana Investment Fund for Electronic Communications (GIFEC), Bank of Ghana (BoG) and Consumer Advocacy Groups were in attendance.

Consumers and the general public are hereby assured that the Authority in its quest to ensure that consumers are empowered to make informed decisions and safeguarded against unfair practices, looks forward to hosting another Forum within the year; the details for the next Forum will be communicated in due course.



The MNOs were present to resolve all consumer related issues. They included MTN, Telecel and AT

Free Roaming in Côte d'Ivoire

Effective 14th June, 2023

Benefits to Ghanaians

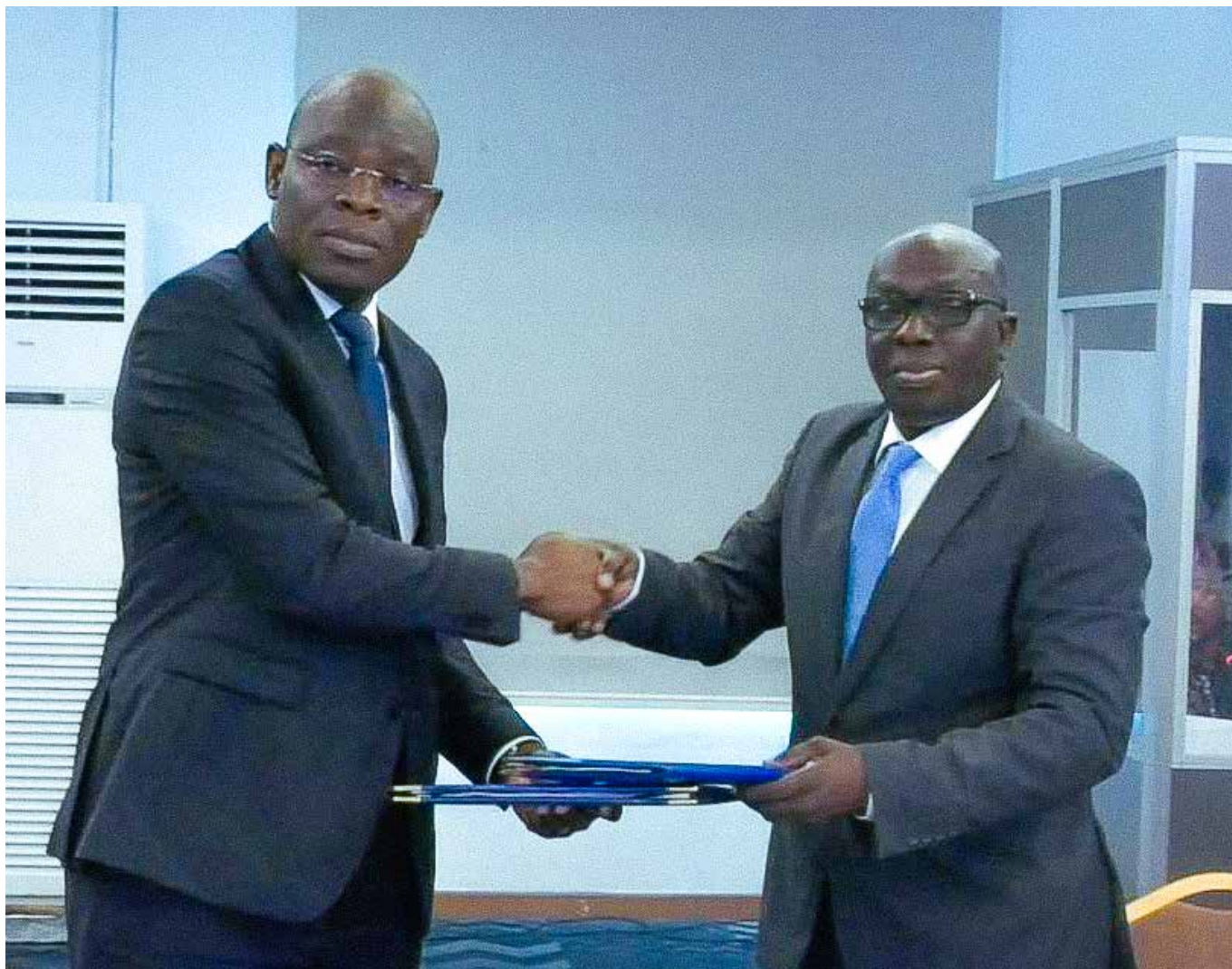
SMS	Send Local and International SMS Receive Local and International SMS	Using Côte d'Ivoire Local Rates For Free - No longer have to pay Roaming Fees
VOICE	Make Local and International Calls Receive Local and International Calls	Using Côte d'Ivoire Local Rates For Free - No longer have to pay Roaming Fees
DATA	Internet Usage Bundled Data from Ghana will not work in Côte d'Ivoire.	Using Côte d'Ivoire local Rates Note: Only Pay As You Go Data is available. You cannot buy Data bundles under ECOWAS Free roaming service.

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GHANA AND BENIN SIGN BILATERAL ROAMING SERVICE AGREEMENT IN COTONOU



Executive Secretary of ARCEP, Dr. Hervé Coovi Guedegbe (left) and Deputy Director General for Technical Operations, NCA, Prof. Ezer Osei Yeboah-Boateng exchanging the signed Agreement

As part of efforts to promote regional integration and seamless communication across West Africa, the NCA and the Autorité de Régulation des Communications Électroniques et de la Poste (ARCEP) of Benin signed a bilateral roaming service agreement on 27th March, 2024 in Cotonou, Benin.

The agreement, which is for the implementation of the regulation on roaming on mobile communications networks within the ECOWAS region is intended for the respective Mobile Network Operators in Ghana and Benin to collaborate on the effective implementation of the ECOWAS Free Roaming Initiative.

Welcoming the delegation from Ghana, the Executive Secretary of ARCEP, Dr. Hervé Coovi Guedegbe, indicated Benin's commitment to collaborate with the NCA and other Member States to facilitate a smooth implementation of the ECOWAS Free Roaming services in the sub-region. He further expressed satisfaction for the progress made by NCA and ARCEP to pilot the service toward its full implementation.

Speaking at the ceremony, the Chairman of the Board of ARCEP, Mr. Flavien Bachabi, also commended Ghana and Benin for the significant progress made towards the implementation of the ECOWAS Free Roaming Initiative and

urged other ECOWAS members to speed up efforts in ensuring the realisation of the initiative proposed by the ECOWAS Ministers of Telecommunications, ICT, Digitalisation and Posts during their meeting in Niger in 2016.

Speaking on behalf of the NCA, the Deputy Director General for Technical Operations, Prof. Ezer Osei Yeboah-Boateng, said the NCA is committed to partnering with ARCEP to leverage telecommunications as a tool for regional integration and economic growth. He added that Ghana is optimistic that the implementation of the proposed bilateral agreement would facilitate seamless cross-border communication for consumers in Ghana and Benin, thereby promoting business, tourism, and social ties at reduced costs.

Prof. Yeboah-Boateng also said, in 2019, the Government of Ghana amended the Electronic Communications Act, 2008 (Act 775) to exempt incoming intracommunity roaming traffic within the ECOWAS region from the minimum rate of USD\$0.19 for incoming electronic communication traffic to demonstrate the country's commitment towards the ECOWAS "Free" Roaming Initiative within the ECOWAS Sub-region.

In the coming weeks, the MNOs from both countries will continue to work collaboratively to address all outstanding issues to allow for activation and testing of the agreed roaming services in both countries prior to the launch of the service in July 2024 in Accra.



Dr. Hervé Coovi Guedegbe (left) and Prof. Ezer Osei Yeboah-Boateng showing the signed Agreement to the Press

MTN GHANA PAYS COURTESY CALL ON NCA



Dr. Joe Anokye, Mr. Selorm Adadevoh and Mr. Stephen Blewett in a discussion

The Management of Scancom PLC (MTN Ghana) led by the outgoing Chief Executive Officer (CEO), Mr. Selorm Adadevoh, paid a courtesy call on the Director General of the NCA, Dr. Joe Anokye, on 19th February, 2024, at the NCA Tower in Accra.

Accompanied by the incoming CEO, Mr. Stephen Blewett, and some management staff of MTN Ghana, the visit was to formally introduce the incoming CEO to the NCA following Mr. Adadevoh's appointment as the Chief Commercial Officer for the MTN Group.

Welcoming the Team, Dr. Joe Anokye acknowledged the role MTN Ghana is playing in the telecoms industry in Ghana such as providing connectivity, ensuring digital innovations and its commitment to corporate social responsibility. Citing the competence and professionalism Mr. Adadevoh displayed during his tenure as CEO, Dr. Anokye recounted Mr. Adadevoh's show of courtesy and selflessness towards issues which enhanced the cordial relationship between MTN Ghana and the Regulator.

Speaking further, Dr. Anokye noted that with Mr. Blewett's experience in the MTN Group, he is optimistic that he is bringing on board extensive experience and expertise to enhance the Company's operations and services in the country.

Mr. Selorm Adadevoh on his part, thanked the management of NCA for the support during his years as CEO and entreated the Authority to extend the same support that was offered him to Mr. Blewett to enable him succeed in his work.

Mr. Stephen Blewett in his remarks expressed his delight to work with the NCA and added that he is committed to ensuring MTN Ghana remains consistent in adhering to its regulatory requirements and improving service quality to its customers. Mr. Blewett again assured that he will contribute significantly to his team to help drive continued success.

On behalf of the NCA, Dr. Anokye congratulated Mr. Blewett on his appointment and wished Mr. Adadevoh well in his new endeavour.



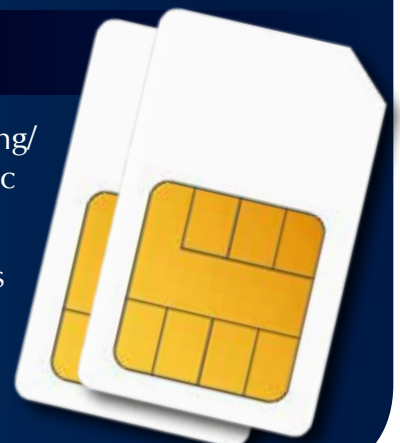
Dr. Anokye in a photograph with Mr. Adadevoh and Mr. Blewett

SIM Renting in Ghana is Illegal

Consumers and the general public are being cautioned against the leasing/renting of Subscriber Identity Modules (SIMs), as it violates the Electronic Communications Act (Amendment) Act, 2016.

This unauthorised and illegal service undermines SIM registration efforts and jeopardizes data protection.

Entities and Individuals engaged in this business are to cease and desist immediately to avoid legal repercussions.



EMBARCKING TOWARDS ETHICAL EXCELLENCE: THE NCA'S JOURNEY THROUGH CORPORATE ETHICS TRAINING



The NCA has organised a Corporate Ethics Training aimed at cultivating values of integrity and trust among staff while fostering a culture of ethical behaviour and social responsibility in the workplace for all employees across its nine (9) Offices. The training sessions, which spanned from 20th February to 15th March, 2024, was facilitated by the Ghana Institute of Management and Public Administration (GIMPA),

Throughout the sessions, Staff engaged in various interactive activities to deepen their understanding of ethical principles and their application in daily work scenarios. Presenting case studies sparked discussions and debates on

how to navigate ethical dilemmas. Staff shared personal stories and brainstormed strategies to mitigate potential conflicts.

Discussions on topics such as conflict of interest, diversity, emotional intelligence, legal standards, and problem-solving were instrumental in formulating a comprehensive corporate ethical action plan.

At the end of the training programme, both management and staff alike emerged with a renewed commitment to upholding ethical standards and were poised to lead by example in the telecommunications industry.





NCA JOINS IN THE GLOBAL COMMEMORATION OF 2024 WORLD CONSUMER RIGHTS DAY (WCRD)



Staff of the Authority engaging students at Health Concern Ghana

The NCA marked the World Consumer Rights Day (WCRD) with celebrations across nine regions in the country on 15th March, 2024. While the global theme for WCRD 2024 was “Fair and Responsible AI for Consumers”, the NCA’s local celebration, held in selected tertiary institutions, centered around the theme “Consumer Protection: Safeguarding Consumers in a Digital World.”

The theme created a platform for students and staff of the institutions to be empowered and educated on their privacy and security of their online transactions, fraud and misleading advertisements as well as their rights and responsibilities as consumers.

This year’s celebration which was marked with an impactful consumer educational forum took place at the Health Concern Ghana (Accra); Tamale, Winneba, and Koforidua Nursing

Training Colleges; University of Energy and Natural Resources (Sunyani); Holy Child College of Education (Takoradi); Ho Technical University; Regentropfen College of Applied Sciences (Bolgatanga); and Mampong Technical College of Education (Kumasi).

Speaking at the event held in Accra, Mrs.



Mrs. Tracey Ofori addressing participants at the educational forum held at Health Concern Ghana



Participants busily confirming the SIMs linked to their Ghana Cards

Tracey Ofori, a Manager with the Consumer and Corporate Affairs Division at the NCA, emphasized the Authority's commitment and readiness to address issues consumers face in the telecommunications industry. She also urged participants to make use of the Authority's complaints management process to ensure that any concerns they have with the services provided by their Service Providers are satisfactorily resolved. Additionally, she advised the students to be cautious when engaging in online transactions in this digital age in order

not to fall prey to fraudsters as some of the advertisements they see could be misleading. The NCA team seized the opportunity to intensify education on how to check the SIMs linked to one's Ghana Card using the short code *402#.

It is important to note that consumer education and protection is at the heart of the Authority and as a Regulator, we will continuously make use of available channels such as these celebrations and our outreach programmes to ensure that telecom consumers are empowered.



Students at the Tamale Nursing Training College paid keen attention during the education



Mampong Technical College of Education students showed up in their numbers to be educated on their consumer rights and responsibilities

NCA HOSTS MALAWI COMMUNICATIONS REGULATORY AUTHORITY (MACRA) ON A BENCHMARK VISIT



Ms. Olivia Okailey Quartey, Deputy Director General for Managerial Operations (DDG-MO) welcoming the delegation



Director General for MACRA, Mr. Daud Suleman, giving his remarks

A three-member delegation from the Malawi Communications Regulatory Authority (MACRA) paid a benchmark visit to the NCA from 25th -27th March, 2024 at the NCA Tower.

Led by Mr. Daud Suleman, the Director General of MACRA, the three-day benchmark visit sought to explore the capabilities of the NCA's

Broadcasting Monitoring Centre (BMC) and understand how this cutting-edge technology can enhance informed decision-making and contribute value to MACRA's broadcasting regulatory framework.

Ms. Olivia Okailey Quartey, Deputy Director General for Managerial Operations at the NCA,



The delegation from MACRA

who welcomed the delegation emphasized the NCA's contribution to knowledge sharing in the communications industry and expressed the NCA's pleasure to be a part of MACRA's success in many facets of this dynamic field.

She stated that with the establishment of the BMC, the NCA, together with the National Media Commission (NMC), has worked assiduously to reduce unwholesome and egregious content in the broadcasting space.

Director General for MACRA, Mr. DaudSuleman, expressed gratitude on behalf of the delegation for the NCA's ongoing collaboration and support over the years. He recounted that the NCA had provided expertise in the technicalities of the BMC early this year when another delegation from Malawi visited.

He indicated that the BMC is very critical

to Malawi as it will help in quality content delivery, consumer protection, reduce market exploitation, and add value to the management of the state media space. He stated that the lack of the BMC has amounted to a lack of regulatory power in undertaking the mandate of MACRA; hence, its set-up will add value to their regulatory framework.

The three-member high delegation from MACRA consisted of the Director General of MACRA, Mr. DaudSuleman, the Board Chair, Mr. Isaac Songea, and the Comptroller of Statutory Corporations, Mr. Peter Simbani.

As part of their visit, the delegation had the opportunity to tour some of the NCA's regulatory infrastructure, including the Communications Monitoring Centre (CMC), NCA-CERT, and the Type Approval Conformance Laboratories.



A group photograph of the delegation with the Director General of the NCA

NCA CELEBRATES HERITAGE MONTH IN GRANDSTYLE



To crown the Heritage Month, the NCA organised its annual Heritage Month celebration on 28th March, 2024, at the Head and Zonal Offices.

Embodying the diverse cultural fabric of Ghana, Staff and National Service Personnel (NSP) adorned themselves in traditional attire, vying

for the fashionable title of various best dressed categories.

As the celebration unfolded, the NCA staff and NSP showcased their talents through a variety of cultural performances. From energetic dances to cultural musical renditions, each act resonated with the audience, fostering a sense of pride



in their heritage. Staff came together to honour their cultural roots and forge deeper connections within the Authority.

The celebration provided Staff and the NSP the opportunity to bond and lay the foundation for continued collaboration and share experiences aimed at fostering growth of the Authority.





Zonal Offices



UNDERSEA CABLE DISRUPTIONS AFFECT DATA SERVICES



The NCA, guided by its supervising Ministry and the Board of Directors ensures that our regulatory work guarantees sustained delivery of services and this is notable by the recent internet service disruption.

In the early hours of 14th March, 2024, an alert was received on internet disruptions on Telecel and MTN. An immediate investigation revealed that there had been multiple undersea cable disruptions that had affected Mobile Data and Fixed Data services nationwide on these networks. However, the AT network did not experience any disruption. This incident was the first time in Ghana's telecommunication history that all four submarine cables that land in Ghana had experienced outages at the same time.

Following engagements and deliberations on the occurrence, the NCA has issued directives to service providers in a bid to strengthen its regulatory oversight and to better manage such incidences should they reoccur. They include a requirement for all Submarine Cable Operators to submit their backup and redundancy plans

to ensure business continuity and seamless connectivity to data services, should their cable get cut or develop a major fault.

In addition, all Mobile Network Operators are to maintain the existing redundant submarine cable links within Ghana. They have also been directed to connect to a cable provider in the sub-region that is currently not landing in Ghana.

The Authority has also begun engaging various stakeholders in the ecosystem to pick up lessons and strategise on how to avoid or better manage such unforeseeable occurrences. The engagements include meeting with the Internet Exchanges and developing a road map for key utility service providers to connect to the exchanges for a more resilient service delivery. At the end of the engagement, the report will be forwarded for consideration into policy.

The Authority will not hesitate to update the general public of new developments, where necessary.

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