



CONSUMER

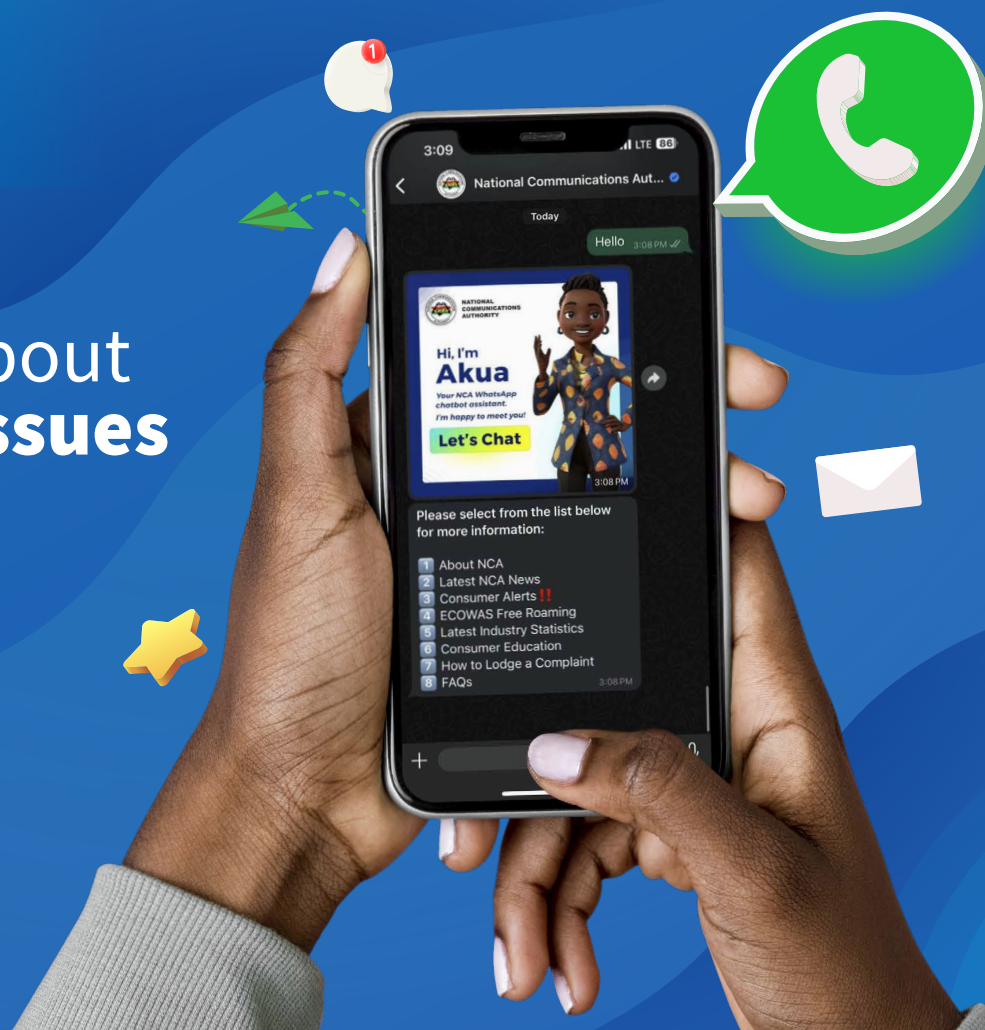


A National Communications Authority Publication for Consumer Information

Edition 10

NCA WhatsApp

Scan to know more about
Consumer Related Issues



Free Roaming in Côte d'Ivoire, Togo and Benin

Benefits to Ghanaians

SMS

Send Local and International SMS	At Local Rates
Receive Local and International SMS	For Free – No longer have to pay Roaming Fees

VOICE

Make Local and International Calls	At Local Rates
Receive Local and International Calls	For Free – No longer have to pay Roaming Fees

DATA

Internet Usage	<ul style="list-style-type: none">- Using Local Data Bundle Rates of Benin or Togo- Using Cote d'Ivoire Local Pay-As-You-Go Data Rates
----------------	---

Note: You cannot use or buy data bundles under ECOWAS Free Roaming

! For 30 Continuous Days Only of Your Stay



Toll free:

0800 110 622

Hotline:

0307 011 419

or via email: complaints@nca.org.gh



ADDRESSING THE MYTH OF MOBILE PHONES AND TELECOM RADIATION



As technology advances, it is easy to overlook the “unsung heroes” like masts and towers that facilitate connectivity in today’s fast-paced world. These structures are essential for telecommunications and broadcasting services, enabling wireless communication. However, several myths surround mobile phones, masts and towers, and consumers are understandably concerned about the possible health effects of radiation from base stations on masts and towers.

Radiation is the emission of energy as electromagnetic waves or as moving subatomic particles.

There are two types of electromagnetic radiation i.e. ionizing and non-ionizing.

Ionizing radiation

This contains enough energy to cause ionization. Ionization is a process by which electrons are stripped from atoms and molecules. Its interaction with matter can change

biochemical reactions in the body that may lead to damage in biological tissues including effects on DNA (deoxyribonucleic acid) – our genetic material. Gamma rays and x-rays are two forms of ionizing radiation. The radiation from mobile communications equipment is not ionizing.

Non-ionizing radiation (NIR)

This does not have sufficient energy to cause ionization in living matter. It causes some heating effect, but at low levels. There is not enough energy to cause any kind of long-term damage to tissues. Radio Frequency energy (e.g. RF emissions from mobile phones and base stations), visible light and microwave energy are considered non-ionizing. For the same level of exposure, ionizing radiation is more capable of causing health effects than non-ionizing radiation due to the ionization process.

The National Communications Authority regularly measures the electromagnetic field from base stations, FM radio and TV transmitters at various locations in Ghana.

Myths and Facts about Mobile Phones and Telecom Radiation

MYTH	&	FACT
Mobile phone radiation causes cancer.		<p>The WHO notes that A large number of studies have been performed over the last two decades to assess whether mobile phones pose a potential health risk. To date, no adverse health effects have been established as being caused by mobile phone use.”</p> <p>“While an increased risk of brain tumours is not established, the increasing use of mobile phones and the lack of data for mobile phone use over time periods longer than 15 years warrant further research of mobile phone use and brain cancer risk.</p> <p>In particular, with the recent popularity of mobile phone use among younger people, and therefore a potentially longer</p>

Myths and Facts about Mobile Phones and Telecom Radiation

MYTH

&

FACT

lifetime of exposure, WHO has promoted further research on this group. Several studies investigating potential health effects in children and adolescents are underway."

MYTH

&

FACT

Mobile Base stations are dangerous and should be kept away from where people live.



The WHO notes that "Considering the very low exposure levels and research results collected to date, there is no convincing scientific evidence that the weak RF signals from base stations and wireless networks cause adverse health effects."
"Studies to date provide no indication that environmental exposure to RF fields, such as from base stations, increases the risk of cancer or any other disease."

MYTH

&

FACT

Holding Your Phone to Your Ear Increases Radiation Exposure



Mobile phones are designed to operate automatically at the lowest possible power minimising exposure. However there are some additional steps as outlined by the WHO you can take to further reduce exposure.
The WHO notes that "In addition to using 'hands-free' devices, which keep mobile phones away from the head and body during phone calls, exposure is also reduced by limiting the number and length of calls. Using the phone in areas of good reception also decreases exposure as it allows the phone to transmit at reduced power".

MYTH

&

FACT

Cell Towers Are a Major Health Risk



Cell towers do not emit radiation. It is the base station, TV and FM radio antennae and microwave.

NB: Please refer to the tower guidelines.

Benefits of Mast and Towers



Enhanced Connectivity: Facilitate widespread and reliable mobile and internet coverage, supporting seamless communication



Mast and towers are passive element that do not provide telecom service. They facilitate provision of telecom service.



Support for 5G and Future Technologies: Essential for the deployment of 5G networks, offering ultra-fast speeds and low latency



Remote Area Coverage: Extend communication services to rural and remote regions, bridging the digital divide



Reduce Call Drop Rate: Help minimise call drops and improve voice quality, leading to a better user experience.

Safety Tips and Facts You Should Know



Use speakerphone, earphone, or Bluetooth devices to keep your phone away from your head and body, especially during long calls.



Keep your phone at a distance while you sleep, or put it on airplane mode if you use it as an alarm.



Regularly update your phone's software to ensure it operates efficiently and safely.



Stay informed about the latest research and developments in mobile phone safety.



Follow the safety instructions and recommendations provided by your phone's manufacturer.

To ensure that consumers enjoy these benefits, it is important to understand that masts and towers do not cause cancer. This myth has made it challenging for community leaders to accept telecom infrastructure in their localities due to lack of accurate information. Without these "unsung heroes" that keep us connected, it would be nearly impossible for consumers to receive quality service in their areas.

Caution!

DEALING IN PRE-REGISTERED SIM(s) IS ILLEGAL

Consumers and the general public are cautioned against the **sale and usage of pre-registered Subscriber Identity Modules (SIMs)**, as it **violates the Electronic Communications (Amendment) Act, 2016 (Act 910)**.

In line with the afore-mentioned Act, perpetrators of this illegal act are **liable on summary conviction to a fine or to a maximum of five-year imprisonment or to both**.

Bearing in mind that **ownership of SIM(s) can now be traced in the event of any criminal activity**, entities and individuals engaged in this act are to cease and desist immediately to avoid legal repercussions.



Our Complaint Channels



Writing a letter to the **NCA**. This letter can be either handwritten or typed but must be legible, concise, not more than **two (2) A4 pages** and signed.



Calling the NCA complaint and enquiry unit on toll free number **0800110622** and on hotline **(+233) 307011419**



Walking into any of the **NCA** offices to lodge a complaint.



Sending an email to **complaints@nca.org.gh**



Contacting **NCA** via these social media platforms (**Facebook, Instagram and X**)



For more Information, Contact the
National Communications Authority

Tel. 0302 771 701, Tollfree: 0800 110 622, Hotline: 0307 011 419 | www.nca.org.gh



National Communications Authority Ghana



@NCA Ghana



National Comm. Authority