



NATIONAL COMMUNICATIONS AUTHORITY

Shaping the Future

The National Communications Authority (NCA) has played a vital role in stabilizing Ghana's communications industry through collaborative regulation, especially during challenging times like the COVID-19 pandemic. Its robust regulatory framework ensures transparency and high standards, reinforced by a proactive Five-Year Strategic Plan (2024-2028).

Consumer protection remains central, supported by quality enforcement and public awareness initiatives. The NCA's commitment to innovation, seen in the rollout of 5G technology and the use of advanced monitoring tools, highlights its focus on maintaining a competitive, globally aligned telecom sector. Collaborative efforts with regulatory bodies further underscore its dedication to excellence.

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Communications Authority (NCA) was established by an Act of Parliament, Act 524 in December 1996, which has been repealed and replaced by the National Communications Authority Act, 2008 (Act 769).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 communications activities and services in the country.

VISION

A world-class communications regulator that facilitates innovative, reliable, and sustainable communication solutions to meet stakeholders' expectations.

MISSION

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 stakeholders.

CORE VALUES

TEAMWORK	ACCOUNTABILITY	CONSISTENCY
TRUST	INNOVATION	TRANSPARENCY

SERVICES WE REGULATE

Telecommunications

- 1 Mobile Cellular (2G/3G/4G)
- 2 Interconnect Clearing House (ICH)
- 3 Internet/Public Data Service Provision
- 4 International Inbound Traffic
- 5 Maritime Radio Services
- 6 Broadband Wireless Access
- 7 Mobile Virtual Network Operations (MVNO)
- 8 VSAT Licence
- 9 Microwave Authorisation
- 10 Aeronautical Radio Services
- 11 Fixed Licence
- 12 International Wholesale Carrier Licence
- 13 Numbering (SIM, M2M, Short Codes etc.)
- 14 Telemetry, SCADA, Alarms
- 15 Electronic Communications Service (4G & 5G) Licence
- 16 Wholesale Electronic Communications Infrastructure (Telecommunications) Licence
- 17 Licence for Satellite Service

Broadcasting

- 18 Television Broadcasting
- 19 Radio FM Broadcasting
- 20 Amateur Radio
- 21 Digital Audio Broadcasting
- 22 Satellite

Standards

- 23 Type Approval
- 24 DTT Conformance Certification

Infrastructure

- 25 Infrastructure Licence (Nationwide Or Metro Fibre)
- 26 Submarine Cable Landing
- 27 Infrastructure Licence (Mast and Towers)
- 28 Satellite Landing Right Service

Other Services

- 29 Electronic Communications Managed Service Licence
- 30 Public Mobile Equipment/Land Mobile Service
- 31 Value Added Service (VAS)

INDUSTRY AT A GLANCE/STATISTICS

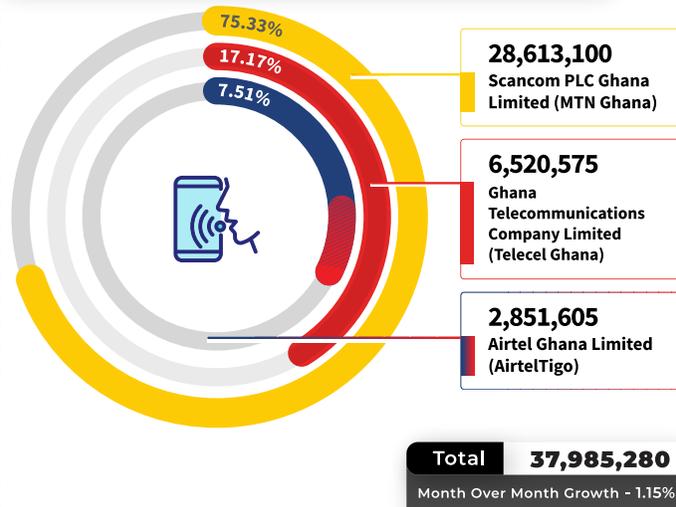
This section provides insights into current industry statistics across telecommunications and broadcasting, and offers stakeholders an understanding of sector growth and trends.

Mobile Voice Subscriptions
Total Mobile 37,985,280
Penetration Rate - 115.76%

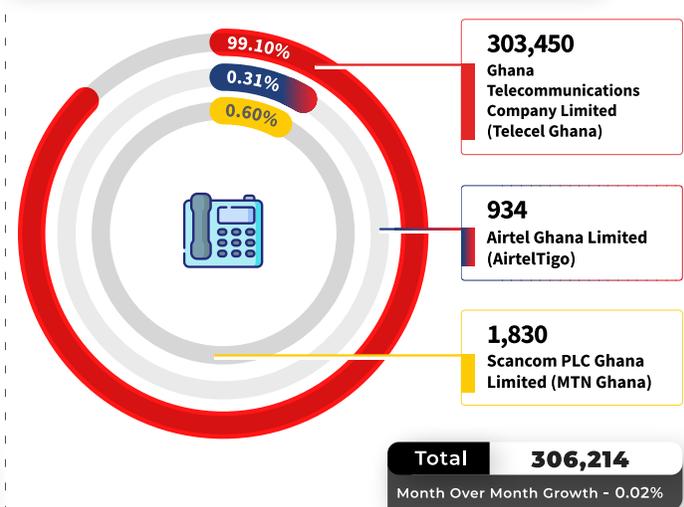
Fixed Voice Subscriptions
Total Mobile 306,214
Penetration Rate - 0.93%

4G Data Subscriptions
Total Mobile 14,384,417
Penetration Rate - 43.84%

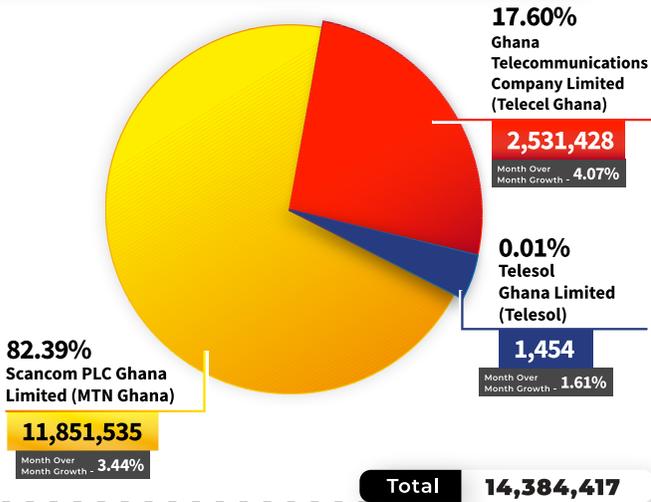
MARKET SHARES (MOBILE VOICE) - JULY 2024



MARKET SHARES (FIXED VOICE) - JULY 2024



4G SUBSCRIPTION ANALYSIS FOR JULY 2024



SUMMARY OF BROADCASTING STATISTICS IN GHANA

Television Stations

TOTAL NO. OF AUTHORISED STATIONS	175
TOTAL NO. OF STATIONS ON AIR	136
TOTAL NO. OF STATIONS NOT ON AIR	38



FM Radio Stations

PUBLIC	31
PUBLIC (FOREIGN)	5
COMMUNITY	139
CAMPUS	25
COMMERCIAL	532

TOTAL NO. AUTHORISED	732
TOTAL NO. IN OPERATION	527
TOTAL NO. NOT IN OPERATION	205



GHANA

on our re-election to the International
 Telecommunication Union (ITU) Council, 2023 - 2026

&

ING. EDMUND YIRENKYI FIANKO

on your election as a member, Radio Regulations Board
 representing Region D (Africa)



Key Strategic Initiatives between 2017 and 2024

5-Year Strategic Plan

The Authority, through a Consultant, has developed its Five-Year Strategic Plan in accordance with Section 3(b) of the National Communications Authority Act 769 of 2008. The Strategic Plan is intended to position the Authority as a world class regulator to stimulate growth of the telecoms industry.

It is worth noting that while the NCA maintained its vision, it has recast its

mission statement for the next five years as: "Moving from Good to Great Regulator: An innovative, agile, professional and proactive regulator adaptive to emerging changes in the communication and digital eco-system and delivering optimally to all its stakeholders". NCA will achieve this goal by the implementation of strategic activities under four strategic pillars detailed below:

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



The launch of the Plan marked a significant milestone in the Authority's journey and it was unveiled at a time when the telecommunications and digital landscape was not only evolving but becoming central to the nation's economic growth.

The NCA's Strategic Plan marks a critical step in shaping the future of Ghana's communications industry. By focusing on regulatory excellence, digital transformation, and consumer protection, the plan will help navigate the complex, fast-evolving sector. Its successful implementation will not only enhance the communications infrastructure but will also position Ghana as a regional leader in the

digital age. As the industry continues to evolve, the NCA's proactive and strategic approach will ensure that the sector remains both competitive and consumer-friendly, offering a brighter, more connected future for all.

Without a doubt, this Strategic Plan is a guiding torch to enabling an innovative, agile and proactive regulator with the ability to adapt to emerging trends in the electronic communications industry. For this reason, the Authority is determined to embrace the Plan as a guiding beacon, lighting its way to a future where Ghana stands as a benchmark in the electronic communications industry.

ECOWAS Roaming

To help reduce the cost of telecommunication services within the ECOWAS Region, Ghana has implemented the ECOWAS "Free" Roaming Initiative with Cote d'Ivoire, Benin and Togo.

The implementation which was led by the Authority would allow Ghanaians who travel to these countries to make and receive calls, send SMS and access the internet at affordable rates.

Ghanaians traveling to Cote d'Ivoire, Benin and Togo have started enjoying

the following benefits through the ECOWAS roaming implementation between the countries:

1. They will use Cote d'Ivoire, Benin and Togo rates to send SMS and make voice calls instead of the exorbitant roaming rates.
2. They will receive local and international calls for free. They will no longer have to pay roaming fees to receive calls.
3. They will use the internet at Cote d'Ivoire, Benin and Togo rates.

Free Roaming in Côte d'Ivoire, Togo and Benin



MoU on Content Regulations

The Authority on Tuesday, 15th June, 2021, signed a Memorandum of Cooperation on the regulation of Electronic Communications Content with the National Media Commission (NMC) and other stakeholders. Under the auspices of the Ministry of Information and agreed by interested parties through a Stakeholders'

Consultative Meeting held in April 2021, the Memorandum of Cooperation sought to ensure that electronic communications content complied with the basic legal and ethical standards within the overall constitutional guarantee of free expression.



Establishment of Broadcast Monitoring Centre

On 29th November, 2022, the Broadcasting Monitoring Centre (BMC) was commissioned on the ground floor of the NCA Tower in Accra. The Centre is an independent monitoring system for analysing the quality of service and technical conditions of authorisations for television and FM radio broadcasting services.

The Centre became operational in 2023. It monitors the quality of service and technical conditions of the authorization of broadcasting stations. It also records the activities of one hundred (100) TV stations (both DTT and satellite) and fifty (50) FM radio stations.

The Centre conducts monitoring in four (4) key areas: DTT Free-to-Air Monitoring, DTT Pay Monitoring, Satellite Monitoring, and FM Radio Broadcasting Monitoring. The Authority sent letters to stations that exceeded the allowable Quality of Service thresholds, as well as contacted K-NET regarding errors

observed on the national DTT network.

In October 2023, the National Media Commission (NMC) collaborated with the Authority to launch a Broadcast Content Complaints Centre (B3C) at the BMC. This Centre allows the public to report unwholesome content on TV or radio via the toll-free number 0800419666. The B3C operates 24/7, and the complaints received are compiled and forwarded to the National Media Commission for review and redress.

Since the Authority's BMC has the capacity to record and store TV programmes for a reasonably long period, the Authority has reached out to explore the potential for using the BMC to track paid content on TV and radio. The Authority is also considering a model where the BMC could serve as a source for internally generated funds (IGF) to augment the NCA's revenue streams.



Technology Neutrality

The NCA has taken a significant step towards correcting the market imbalances and boosting consumer choice in the telecommunications sector with the introduction of technology neutrality for non - Significant Market Power (SMP) operators.

This initiative will grant Vodafone and AT the authorisation to re-farm their spectrum assignment in the 900MHz, 1800MHz and 2100MHz bands to provide 4G services, subject to paying an annual premium.

Technology neutrality is one of the remedial actions to address SMP

concerns. The benefits include:

1. The opportunity for Operators who do not currently have 4G services to deploy it within their current spectrum assignment, leveling the playing field and enhancing their competitiveness.
2. The option for non-SMP Operators with 4G services to re-farm portions of their current spectrum assignment to improve the quality of their 4G services.
3. Enhanced consumer choice for 4G services.



Key Regulatory Tools/Systems

5G Services

The NCA has licensed Next-Gen InfraCo (NGIC) to deliver affordable 5G mobile broadband services across the nation, propelling us towards a fully digitised Ghana by 2030. As the wholesale 5G licensee in Ghana, NGIC will offer an open access based neutral platform to all MNOs and collaborate with all tower companies in the country.

The benefits of 5G technology are numerous; It offers faster speeds, lower latency, more connections, and

better reliability. These improvements will support a range of new applications and services, from enhanced mobile broadband to massive machine type communication and ultra-reliable low latency communications. 5G will transform industries, enable new business models and drive economic growth. Government is committed to ensuring equal access to internet connectivity throughout the country.



Non-Geostationary Satellite Orbit (NGSO) Service licence (Starlink, etc)

The Authority has licensed the application of SpaceX Starlink GH Ltd, operators of Starlink Satellite Broadband, to offer satellite broadband services in Ghana.

This licence is a proactive measure to mitigate internet service disruptions and help advance Ghana's digitalisation agenda.



Digital Audio Broadcasting (DAB)

The DAB+ trial was launched on 22nd August, 2023 by the Minister of Communications and Digitalisation. The trial comprises one DAB ensemble and two transmitter sites in Accra and Kumasi. The DAB ensemble carries eighteen (18) radio stations, eleven (11) based in Accra and seven (7) in Kumasi.

The trial is scheduled to run for six (6) months from August 2023 to February 2024. To ensure that Ghanaians have consumer experience of the DAB prior to its implementation, a total of One Thousand, One Hundred (1,100) receivers was acquired by the Authority and distributed to stakeholders in Accra and Kumasi.

Digital Audio Broadcasting is here in Ghana

Listen to these **18 FM stations in Accra and Kumasi** simultaneously with a **DAB+ Receiver**



Accra



Kumasi



STATISTICS OF REGISTERED SIMs

The mass SIM Registration Exercise was completed in May 2023. The primary objective of this national initiative was to establish a SIM database with integrity. While registration for existing subscribers concluded in May 2023, registration of new SIMs has been ongoing.

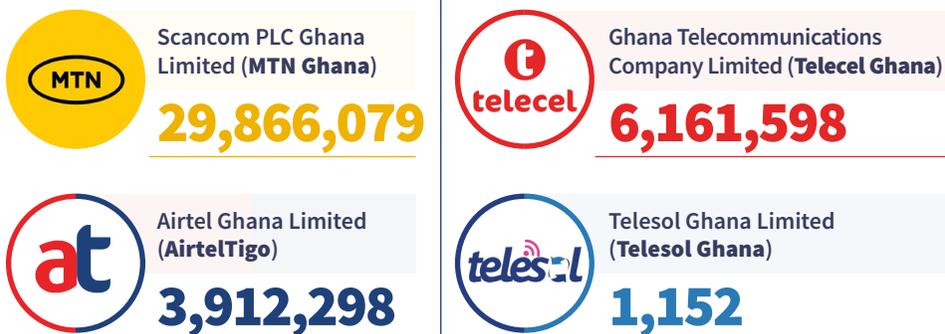
Subsequently, the NCA has been conducting forensic audits on the cumulative data, which are received

from the various Network Operators, in the Central SIM Register. As of 14th June 2024, the total number of active registered SIMs (defined by the International Telecommunication Union as SIMs that are active within a 90-day period) in Ghana, as reported from the Central SIM Register, was 39,941,127.

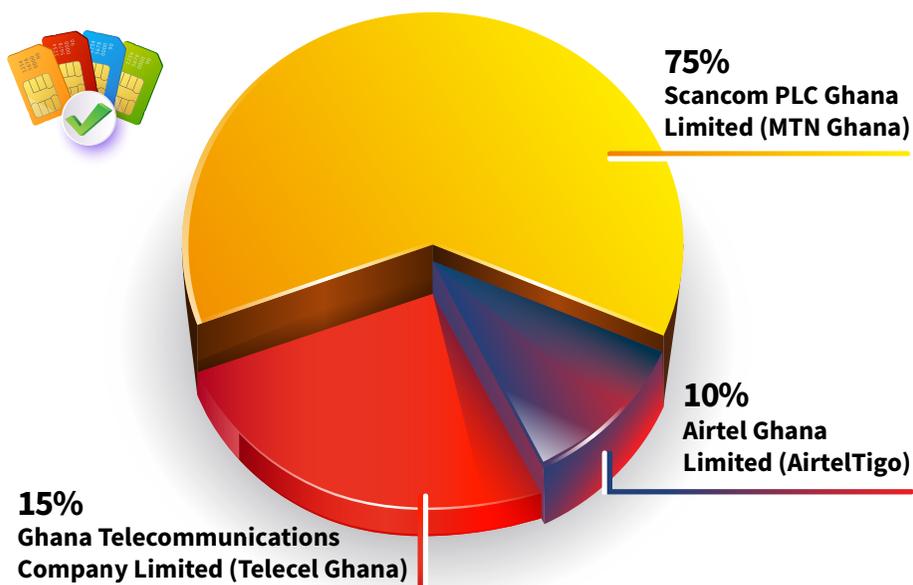
The breakdown, according to each Network Operator is as tabulated below:



Network Operator and Number of Registered SIMs



Total Registered SIMs as at June, 2024



The NCA continues to urge consumers and the general public to check the number of SIM(s) linked to their Ghana Card by dialing *402# on their phones and following the prompts. Where a

subscriber is no longer using a SIM(s), he/she is entreated to visit the Customer Care Centre(s) of the Network Operator to delink the number(s).

Board of Directors



Okatakyye Boakye Danquah Ababio
Board Chairman



Dr. Joe Anokye
Director General,
Board Member



Mr. Alexander Bannerman
Board Member



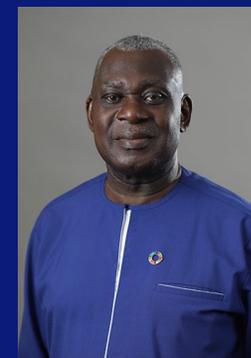
Hon. Charles Acheampong
Board Member



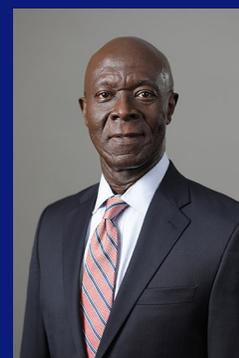
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Board Member



Mr. Kwabena Adu-Boahene
Board Member



Dr. Eugene Owusu
Board Member



Mr. Patrick Boateng
Board Member



Hon. Alexander Gyan
Board Member

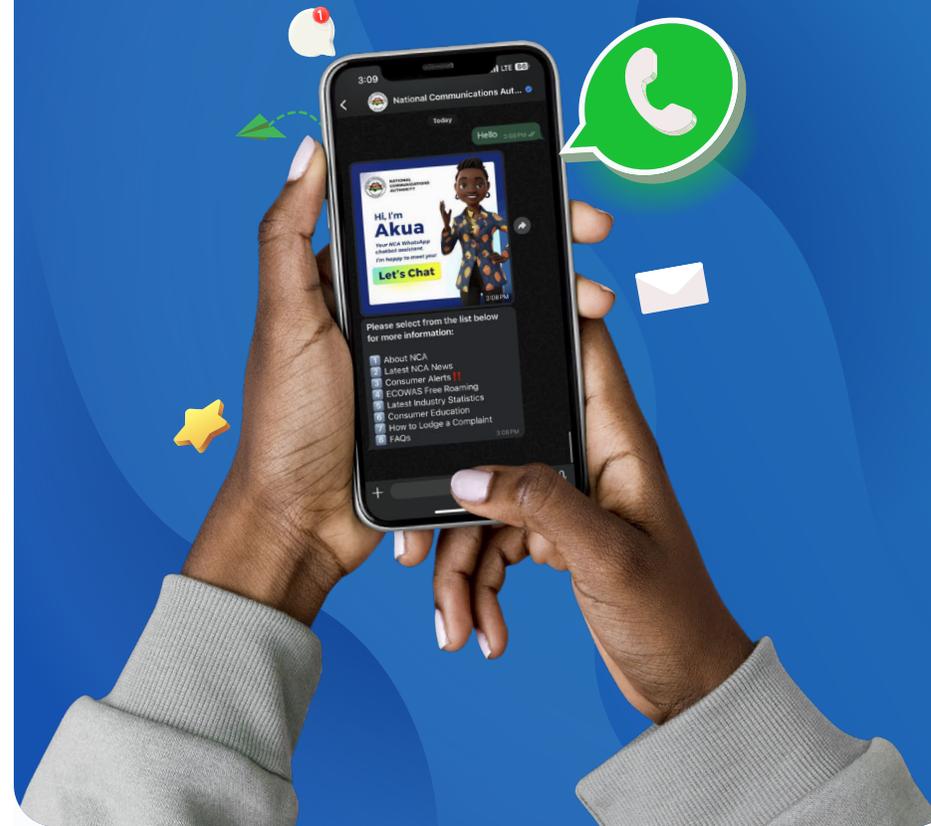
Consumer Protection Initiatives

Outreaches



WhatsApp Chatbot

NCA WhatsApp
Scan to know more
about **Consumer
Related Issues**



Stakeholder Engagements • Consumer Forum

In fulfilment of its legal mandate enshrined in the Electronic Communications Act, 2008, Act 775, the NCA organised Consumer Fora on 19th July, 2022 and 17th April, 2024 in Kumasi and Tamale respectively. The fora brought together consumers of telecommunications services and Communications Service Providers.

While the fora gave consumers the opportunity to ask questions and share their experiences of the services they receive on one hand, the Service Providers also had the chance to address consumer complaints and educated consumers on the other hand.



International Collaborations • C&I Training

The NCA and the International Telecommunication Union (ITU) jointly organised five(5) Conformity and Interoperability trainings for the African Region since 2019. The trainings which took place in Ghana focused on the regulatory framework, requirements for setting up a basic

C&I Laboratory and the testing domains of Type Approval Laboratories in Specific Absorption Rate, Radio Frequency and Signalling, Digital Terrestrial Television and Electromagnetic Field, including specifications and parameters for the specific laboratories.



International Collaborations • Study Group Leadership

The following NCA staff were appointed International Telecommunications Union Radiocommunications Study Group (ITU-R SG) Vice Chairs at the World Radiocommunications Conference 2023 (WRC-23) in Dubai:



Mr. Peter Djakwah



Mr. Ransford Odoom

International Collaborations • Contributions to Study Groups

Staff of the Authority participated in the virtual meetings of their respective ITU Study Groups. The Authority also gave presentations on the various WRC-23 Agenda Items to industry stakeholders as part of Ghana's preparations for the 1st Working Group Meetings of the African Telecommunications Union

on WRC-23. The meetings, which were organised by the Ministry of Communications and Digitalisation on 29th June, 2021 and 1st July, 2021, brought together stakeholders in the telecommunications sector i.e. Service Providers, Regulators and Academia.

International Collaborations • Study Group Leadership

NCA Staff Re-Elected as Vice Chairs of ITU-T Study Groups for 2025-2028 at World Telecommunication Standardisation Assembly 2024 (WTSA-24) in New Delhi, India.

From left –
Mr. Frederick Asumanu,
Mr. Kofi Ntim Yeboah-Kordieh,
Mr. Yaw Boamah Baafi and
Mr. Kwadwo Osafo-Mafo



Benchmark Visits



Liberia Telecom Authority



Ministry of Information and Communication Technology (MICT), Namibia



Malawi Communications Regulatory Authority (MACRA)



Uganda Communications Commission (UCC)



Telecommunication and Posts Regulatory Authority (ARPT), Guinea



Communications Authority of Kenya (CAK)

