



**NATIONAL
COMMUNICATIONS
AUTHORITY**

NEWSLETTER

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AWARDS

NCA BAGS 3 AWARDS AT 2024 GITTA AWARDS



Prof. Ezer Osei Yeboah-Boateng, Deputy Director-General for Technical Operations, and some staff of the NCA receiving the awards

In recognition of the National Communications Authority's (NCA) outstanding contributions to the telecommunications sector in Ghana, the Authority was honoured with three (3) prestigious awards at the 13th Ghana Information Technology and Telecoms Awards (GITTA) held at the Movenpick Ambassador Hotel on 7th June, 2024.

The NCA and its leadership were honoured with the 'Regulator of the Year' and the 'Regulatory Team of the Year' awards respectively, while the Director General, Dr. Joe Anokye, was conferred with the prestigious 'Telecoms Man of the Year' Award.

During the year under review, the NCA has spearheaded several transformative initiatives including Bilateral Free Roaming Agreements, Support for the National Media Commission (NMC), Introduction of Digital Audio Broadcasting (DAB).

These achievements, amongst others, highlight the Authority's commitment to advancing the telecommunications landscape in Ghana, ensuring regulatory excellence and best practices, and promoting technological innovation. The awards were also a testament of the NCA's pivotal role in shaping the future of communications in Ghana.



NCA WINS BIG AT THE NGBLA 2024 AWARDS

On 27th July, 2024, the NCA received two prestigious awards at the National Governance & Business Leadership Awards (NGBLA 2024) held at the Accra Marriott Hotel. The Authority's Director for Human Resource (HR), Dr. Charles Amoah-Wilson, was honoured with the Exemplary HR Business Leader of the Year (Public Sector) Award, and the HR team also received the HR Team of Excellence Award (Government Agency).

These accolades indicate the significant achievements and outstanding successes of Dr. Amoah-Wilson and the HR team in corporate governance and business leadership. Their contributions in strategic leadership, vision, and strategy have driven business success, stakeholder profitability, community impact, and national development within the Authority.

The 4th edition of the NGBLA 2024 is a high-impact, C-level awards programme that celebrates excellence in corporate governance, economic development and strategic leadership in Ghana.



Exemplary HR Business Leader of the Year (Public Sector), Dr. Charles Amoah-Wilson



Director of HR, Dr. Charles Amoah-Wilson, and some staff of the NCA receiving the awards on behalf of the Authority

PUBLIC EVENTS

NCA LEADS GHANA'S CELEBRATION OF THE 2024 WORLD TELECOMMUNICATION AND INFORMATION SOCIETY DAY (WTISD)



Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, delivering her keynote address



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

On 17th May, 2024, the NCA joined the International Telecommunication Union (ITU) and other member states of the Union to celebrate this year's World Telecommunication and Information Society Day (WTISD) under the theme "Digital Innovation for Sustainable Development".

The Director General of the NCA, Dr. Joe Anokye, expressed in his welcome address, his delight in this year's WTISD celebration and its theme. He said the NCA as a member state of the ITU accords WTISD with optimum importance and has been commemorating it locally over the years. He continued that digital innovation has emerged as a potent catalyst for sustainable development and it is in that regard that the Government of Ghana is championing the Digital Agenda which is an all sector-inclusive initiative to propel the nation's digital economy.

Dr. Anokye noted that the NCA on its part, under the supervision of the Ministry of Communication and Digitalisation (MoCD), continues to develop

regulatory frameworks and review existing frameworks to accommodate and encourage innovation while ensuring consumer protection and data privacy.

He commended the ITU for its continued support to African Member States in realising the full advantages of digital transformation through addressing policy and regulatory challenges and



Carl Ampah from the UNESCO Country Office reading the UN Secretary General's message



The Flag Hoisting Ceremony being done by the dignitaries with the support of the Ghana Armed Forces

fostering innovation across economic sectors, and stressed on the NCA's readiness to avail its regulatory facilities for the capacity development of sister regulators in the Africa Region.

In her keynote address, the Minister for Communications and Digitalisation, Hon. Ursula Owusu-Ekuful, said WTISD is a reminder of the tremendous impact that telecommunications and ICTs have had on lives, businesses and the economy growth of all countries. She noted that the world is now advocating for innovations to solve developmental issues and also offer opportunity for entrepreneurial development with a strong case often made at international forums that the agreed sustainable development goals can be facilitated and achieved when digital technologies are utilised.

Hon. Owusu-Ekuful went on to emphasise that it is the goal of the Government to build a sustainable future in a quest to meet the targets of the sustainable development goals. This, she said, requires that employment of innovative thinking and action in policy formulation for the

common good of all citizens.

The Honourable Minister recognised the Government of Ghana's steadfast effort in fostering a culture that embraces innovation, adaptability, and continuous evolution emphasising on the National ICT for Accelerated Development Policy, 2003 which set the roadmap for building the foundations for Ghana's digital journey.

She added that, Empowering individuals by fostering their competencies, capabilities, and skills to use digital technologies is one of the pillars of the digital economy policy. Again, Hon. Owusu-Ekuful underscored the paramount importance of collaboration among stakeholders to drive digital innovation for sustainable development highlighting that while dialogue is crucial, the time has come to translate these discussions into action. She stressed the need to strengthen collaboration to collectively advance sustainable

Bringing her address to a close, the Honourable

Minister hinted that government is putting in place the necessary pillars to make Ghana the ICT Hub for West Africa and therefore urged the private sector to join hands with government in supporting digital transformation, particularly in the development of smart and sustainable cities.

In a video message, the Secretary-General of the International Telecommunication Union (ITU), Ms. Doreen Bogdan-Martin, acknowledged that innovation has always been a uniquely human endeavour irrespective of historical timelines or the pace of technological advancement. She emphasised that innovation can arise from anyone, adding that digital technology not only enables sharing of ideas but also fosters connections among individuals.

The UN Secretary General, Antonio Guterres, in an address delivered on his behalf by a representative of the UNESCO Country Office, Carl Ampah, the Project Specialist (Culture), noted that developing economies face obstacles in accessing the digital technologies that could help to mitigate growing inequalities, climate change and environmental depletion. This, he hinted, is the rationale which will lead countries

to agree on a Global Digital Compact aimed at safeguarding technology as a force for human wellbeing at the upcoming Summit of the Future in September this year.

As part of the event, presentations were made by three (3) local entities using digital innovation and technology to provide solutions within the Ghanaian economy. The entities were Complete Farmer Ltd, providers of farming solutions including the platform for buyers to access directly and vice versa; Glico E-Health, providers of virtual access to medical doctors, mobile laboratory and pharmacy services, and Reservoir Management Group, an organization using cutting-edge Artificial Intelligence (AI) technology to elevate health, safety and security at the workplace.

The event, which was held at the NCA Tower, was climaxed with a flag hoisting ceremony at the NCA premises led by the Hon. Minister for Communications and Digitalisation, Mrs. Ursula Owusu-Ekuful, and supported by Carl Ampah of the UNESCO Country Office and the Board Chairman of NCA, Okatakyie Ababio Boakyie Danquah II.



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

NCA LAUNCHES DISPUTE RESOLUTION COMMITTEE (DRC) TO RESOLVE DISPUTES AMONGST STAKEHOLDERS



"DRC is a conduit for amicable resolution of industry disputes" - Board Chairman of the NCA, Okatakyie Ababio Boakye Danquah II



"We will not relent on ensuring sanity in the telecommunications space in Ghana." - Director General of NCA, Dr. Joe Anokye

Following the consultative workshop with key stakeholders to review the draft Dispute Resolution Committee (DRC) User Guidelines, the Board Chairman of the NCA, Okatakyie Ababio Boakye Danquah II, officially launched an eight-member Dispute Resolution Committee (DRC) on 5th May, 2024, at the NCA Tower.

The Committee, chaired by Mr. Patrick Boateng, a board member of the NCA, comprises other industry representatives including Professor Mark Adom-Asamoah, Hon. Ama Poma Boateng, Dr.

Jemima Nunoo, Mr. Prince Hari Crystal, Kofi Owusu-Nhyira Esq., Mr. Kusum Appiah, and Mrs. Golda Sowah with Nana Adjoa Adobea Asante as the Registrar of the DRC.

Speaking at the Launch, the Director General of the NCA, Dr. Joe Anokye, stated that the NCA, as an organisation, has not relented on ensuring sanity in the telecommunications space in Ghana and continues to do this with reliance on the Authority's mandate to regulate the country's electronic communication industry.



A cross section of participants at the Launch



The Inauguration of the DRC

He highlighted that Sections 84 and 85, as enshrined in the Electronic Communications Act 2008, Act 775, enjoin the NCA and its Board to establish a dispute resolution process and a Dispute Resolution Committee respectively to resolve disputes amongst its stakeholders.

“The NCA has consistently demonstrated a serious commitment to addressing and resolving stakeholder complaints. However, as the communication industry continues to evolve and expand, it has become prudent that the DRC be set-up to augment and make the dispute resolution process of the Authority more robust”, he said.

Delivering a keynote address, Okatakyie Ababio Boakye Danquah II stated that the DRC is a testament to the NCA’s commitment to its Five-Year Strategic Plan of being an innovative, agile, professional, and proactive regulator, adaptive to emerging changes in the communication and digital eco-systems. He indicated that the DRC is a conduit for amicable resolution of industry disputes and encouraged the general public to make good use of this avenue.

He further stated that the DRC will also be an alternative method to assist parties in finding a mutually beneficial means of resolving disputes between parties and will ultimately be for the greater good of the electronic communications industry and the country as a whole. Okatakyie Ababio Boakye Danquah II announced that the NCA will begin sensitising the public on the procedures to engage the DRC, and the DRC User Guidelines will be published on the Authority’s website. “The DRC is expected to be open to the public by 1st July, 2024, and will be accessible to the general public to submit disputes for the consideration of the Committee. For the first few months, there will be no filing fees for the submission of claims,” he said.

He concluded by stating that the DRC registry will be situated on the ground floor of the NCA Tower, where it will assist complainants throughout the process. Additionally, he mentioned that DRC hearings will be conducted at the NCA Tower, and in the near future, a fully functional DRC complex will be established. This complex will feature caucus rooms, real time transcription of hearings, automated translation, and more.

Congratulations

The Board, Management and Staff of NCA wish to congratulate **Dr. Joe Anokye**, Director General, NCA, for winning the **GITTA 2024 Telecom Man of the Year**



Hearty Congratulations also to the entire Team of the NCA for the awards of 'Regulator of the Year' and 'Regulatory Team of the Year' at GITTA 2024.

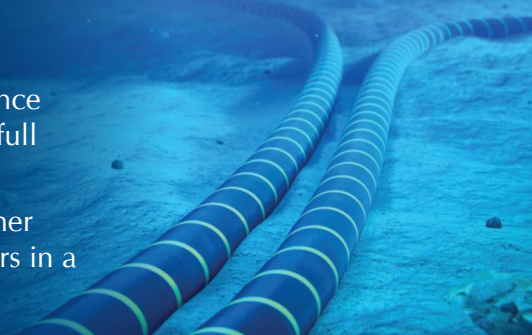
Ayekoo!!



Repair Works on all Undersea Cable Cuts Completed

As at 8th May 2024, all four (4) subsea cables service providers affected by the March 14 disruptions had successfully completed the repair works. They have since been operational and have been providing service at full capacity since the completion of the repair works.

The NCA has since the March 14 incident issued further directives to mobile and subsea cable service providers in a bid to strengthen its regulatory oversight.



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.



BENCHMARK AND EDUCATIONAL VISITS

NCA HOSTS NIGERIA'S NATIONAL INSTITUTE FOR SECURITY STUDIES ON A STUDY VISIT



Esther Oyeyele Emiloye, Director for Coordination and Liaison Services at the NISS and leader of the delegation



Prof. Ezer Osei Yeboah-Boateng, Deputy Director-General in Charge of Technical Operations (DDG-TO), speaking at the event

The NCA on Thursday, 20th June, 2024, hosted a delegation from the National Institute for Security Studies (NISS), Nigeria at the NCA Tower.

The visit, led by Esther Oyeyele Emiloye, Director for Coordination and Liaison Services at the NISS, formed part of a one-week African study tour on the theme: Artificial Intelligence,

Security, and Emerging Economies in Africa: Challenges and Prospects.

Welcoming the delegation, Prof. Ezer Osei Yeboah-Boateng, Deputy Director-General in Charge of Technical Operations (DDG-TO), reiterated the NCA's commitment to knowledge sharing in the communications industry and expressed the NCA's pleasure to be a part of the



Nii Ayitey Komey, Senior Manager at the Regulatory Administration Division

educational visit.

He indicated that the NCA, in the performance of its mandate, has invested resources in the creation of infrastructure that helps the Authority carry out its mandate, such as the Type Approval Laboratories, Common Platform, NCA Computer Emergency Response Team (NCA-CERT), and the Broadcasting Monitoring Centre (BMC). These facilities, he said, provide unique features using artificial intelligence to ensure that regulatory requirements are met.

Speaking on behalf of the delegation, Esther Oyeyele Emiloje stated that the visit, among other things, seeks to understand how the NCA regulates the communications spectrum vis-à-vis artificial intelligence. She further expressed appreciation to the NCA for the warm welcome they had received and said that the visit is a testament to the long-standing relationship Ghana has with Nigeria.



The delegation tour of some of the NCA's regulatory infrastructure

Delivering a presentation on the NCA's readiness for artificial intelligence, Nii Ayitey Komey, Senior Manager at the Regulatory Administration Division, stated that the NCA is well positioned to play a leading role in government plans to accelerate digitalisation. He also stated that the NCA will lead the public sector in AI application deployment. The delegation had the opportunity to tour some of the NCA's regulatory infrastructure, including the new Broadcasting Monitoring Centre, the Communications Monitoring Centre (CMC), NCA-CERT, and the Type Approval Conformance Laboratories.



A group photograph of the delegation with the DDG-TO at the NCA

ELECTRICAL AND ELECTRONIC ENGINEERING STUDENTS OF KOFORIDUA TECHNICAL UNIVERSITY (KTU) GAIN INDUSTRY INSIGHTS FROM THE NCA



Mr. Peter Onyekwere, sharing knowledge with the students

On 15th August, 2024, the NCA hosted fifty (50) students of the Electrical and Electronic Engineering Department of Koforidua Technical University (KTU). The visit aimed to provide these students with practical knowledge, experience, and insights into the Authority's operations.

The students participated in informative presentation sessions and toured some of the NCA's regulatory installations. Mr. Kwame Tetteh Larnor from the Engineering Division delivered a comprehensive overview of spectrum management, frequency allocation, and spectrum monitoring through the Automated Spectrum Management System (ASMS). He also encouraged the students to collaborate, form groups, and consider applying for Amateur Radio licences to operate as amateur broadcasters, a crucial service in disaster management.

Mr. Peter Onyekwere from the Regulatory Administration Division discussed the Type Approval process, its objectives, and advantages.

He also provided a brief overview of the NCA Laboratories and its essential role in supporting the Type Approval process.

During the visit, the students had the privilege of touring the NCA-CERT, Broadcasting Monitoring Centre (BMC), and Communications Monitoring Centre (CMC). These tours offered them the opportunity to witness the facilities employed by the NCA in carrying out its mandate.

Dr. Ing. Martin Obutey, Lecturer and team lead for the visit, expressed his appreciation to the NCA for equipping the students with valuable knowledge that is difficult to impart in a classroom setting. He noted that practical experience is essential for their education. He also commended the Authority for its openness to students from different institutions, as seen on the Authority's social media platforms, and praised the NCA for this commendable initiative that other institutions should emulate.

The educational visit highlights the NCA's commitment to promoting a stronger connection between the academic and professional worlds,

which is vital for developing the next generation of professionals who will drive Ghana's technological advancement.



Students taking a tour of some of the NCA's regulatory infrastructure



A group photograph of students with some staff

100 GIRLS MENTORED AT THE NCA AS PART OF GIRLS IN ICT PROGRAMME

The NCA on 1st August, 2024, hosted 100 girls as part of the Girls in ICT (Open Day) programme at the NCA Tower. Ghana's Girls in ICT programme is organised by the Ministry of Communications and Digitalisation (MoCD).

Ms. Olivia Okailey Quarley, Deputy Director General of Managerial Operations at the NCA, welcomed the girls, emphasising their central importance to the programme. She stressed that the girls are the heart of the initiative and that they must rise to meet the expectations set for them. Ms. Quarley highlighted the programme's success in sparking a keen interest in ICT among many girls, demonstrating its significant impact and the girls' potential to excel in this field.

Ms. Quarley encouraged the girls to stay focused and use the opportunity to develop themselves, adding that, it is important to apply their newly acquired skills to create a better future. "You can become whatever you dream to be", she said.

The girls, selected from the Savannah, Northern, and Eastern Regions, were introduced to career opportunities in the industry through which they



Ms. Olivia Okailey Quarley, Deputy Director General – Managerial Operations, NCA – "You can become whatever you dream to be"

gained practical knowledge of the Authority's working environment. This experience aimed to motivate them to pursue challenging roles within the technology sector.

The girls had the opportunity to be mentored by some female staff members from various



Cross-section of participants at the Open-day ceremony

Divisions within the Authority, including Gloria Aggrey (Regulatory Administration Division), Naa Amorkor Asihene (Engineering Division), Amma Debrah (Cybersecurity Division), Caroline Iddi (Information Technology Division), Mabel Dake (Human Resource Division), as well as Miriam Mensah and Eunice Bemping (Consumer and

Corporate Affairs Division).

They were also given ICT souvenirs such as tablets, mobile phones, and Mi-Fi devices, which will support their education, personal development, and career aspirations.



A group photograph of students with some staff

Starlink Starts Operations in Ghana

Following the conclusion of all administrative and licensing procedures with the NCA, Starlink has officially commenced operations in Ghana effective August, 2024.



FREQUENTLY ASKED QUESTIONS (FAQS) – STARLINK GHANA



Following the commencement of Starlink's operations in Ghana, NCA has received several enquiries from the public regarding Starlink's services in Ghana. The Authority has therefore compiled the below Frequently Asked Questions (FAQs) for the information of the general public.

1. *How can I sign up, pay and get Starlink service in Ghana?*

Ans: Customers can currently purchase the Starlink Kit using their Credit Card or mobile money via www.starlink.com.

2. *How do I get the kit I purchase online?*

Ans: The Starlink kit will be delivered through DHL Express at the various locations indicated on the order page. The kit will include Starlink User Terminal, an integrated WiFi router and power supply, cables and mounting tripod.

3. *How do I connect to the internet?*

Ans: To connect to the internet, place the User Terminal in a location that has a clear view of the sky and plug it into a power source, and follow the instructions outlined on www.starlink.com or the Starlink app.

4. *How do I get the kit installed and the service activated?*

Ans: Customers can complete the set up for their Starlink Kit themselves through the mobile application. Alternatively, the service can be activated by default 30 days after the Starlink kit is shipped.

5. *Are there Retailers in Ghana?*

Ans: Starlink is currently working on finalizing partnerships with retailers in Ghana and we look forward to launching retail service in the coming 6 to 8 weeks (that is, by end of October 2024).

6. *What is the cost of the Starlink kit?*

Ans: The Starlink kit is selling for GHs 5,390 via www.starlink.com.

7. *What is the cost of installation?*

- Starlink does not charge any fees for installation.
- Users install Starlink themselves.
- Information about the costs of hardware and the different packages can be found online via our order page (after entering your service address).

- You can also find a breakdown of the service plans they offer and their pricing here: <https://www.starlink.com/gh/service-plans/all>.
- For most up-to-date pricing, we encourage customers to consult the order page by entering the address at which they want to receive internet.

8. *How many types of tariff plans does Starlink have?*

Ans: Starlink has four (4) types of plans or subscriptions:

i. Standard Plan:

- The Standard Plan is designed for personal, family, or household use at a fixed land-based location
- The service provides internet access at speeds of approximately 25-110 Mbps download and 5-10 Mbps upload
- Speeds and uninterrupted use of the service are not guaranteed
- Standard Data is unlimited
- Data charge is GHs770 per month
- The plan commences on the earlier of (i) the date customer activates the service or 30 days after the date equipment is shipped to the customer
- Customer may cancel service at any time with no early termination fee
- Additional information about the service is contained in the Starlink Terms of Service

ii. Priority Plan:

- The Priority plan is designed for high demand users, businesses, governments and institutions at fixed land-based locations
- The service provides internet access at speeds of approximately 40-220 Mbps download and 8-25 Mbps upload
- Speeds and uninterrupted use of the service are not guaranteed
- The customer subscribes to either a 1 TB, 2 TB or 6 TB monthly data plan, with an additional charge for Priority Data above those levels
- 1,077.55 GHS/month – 40GB

- 1,541 GHS/month – 1TB
- 3,082 GHS/month – 2TB
- 9,234.50 GHS/month - 6 TB
- 3.01 GHS/GB for Priority Data above the subscribed levels as set forth in the Starlink Fair Use Policy
- The plan commences on the earlier of (i) the date customer activates the service or 30 days after the date equipment is shipped to the customer
- Customer may cancel service at any time with no early termination fee
- Additional information about the service is contained in the Starlink Terms of Service

iii. Mobile Plan:

- The service provides internet access at speeds of approximately 5-50 Mbps download and 2-10 Mbps upload
- Speeds and uninterrupted use of the service are not guaranteed
- Standard data is unlimited
- 1,540 GHS (regional service)
- 7,080 GHS (global service)
- The plan commences on the earlier of (i) the date customer activates the service or 30 days after the date equipment is shipped to the customer
- Customer may cancel service at any time with no early termination fee
- Additional information about the service is contained in the Starlink Terms of Service

iv. Mobile Priority Plan:

- The service provides internet access at speeds of approximately 40-220 Mbps download and 8-25 Mbps upload
- Speeds and uninterrupted use of the service are not guaranteed
- The customer subscribes to either a 50GB, 1TB, or 5TB monthly data plan, with an additional charge for Mobile Priority Data above those amounts
- The plans include unlimited Standard Data
- 4,427.50 GHS/month up to 50 GB of Priority Mobile Data

- 17,710 GHS/month up to 1TB of Priority Mobile Data
- 88,550 GHS/month up to 5TB of Priority Mobile Data
- 35.39 GHS/GB for Mobile Priority Data above those levels as set forth in the Starlink Fair Use Policy
- The plan commences on the earlier of (i) the date customer activates the service or (ii) 30 days after the date equipment is shipped to the customer
- Additional information about the service is contained in the Starlink Terms of Service

9. Can a Starlink kit, which was purchased outside Ghana (roamers), be used in Ghana?

- To use Starlink in Ghana, you must re-register with a Ghana-based Starlink account.
- Please see the Support FAQs at www.starlink.com on how to transfer your Starlink to a service address within the country.

10. What happens if I don't transfer my account to a Ghana-based Starlink account?

- If your device is not transferred to a Ghana-based account, your service will be restricted in 60 days.
- Once registered, you will still receive the same or better quality of service and support, and may have more affordable plan options available.
- You can read the Terms of Service for more details on the Mobile service plans.
- Please contact Support if you have additional questions

11. What are the installation requirements?

Ans: Starlink should be installed outdoors with a clear view of the sky.

12. How do I download the Starlink App?

Ans: The App is available on iOS and Android.

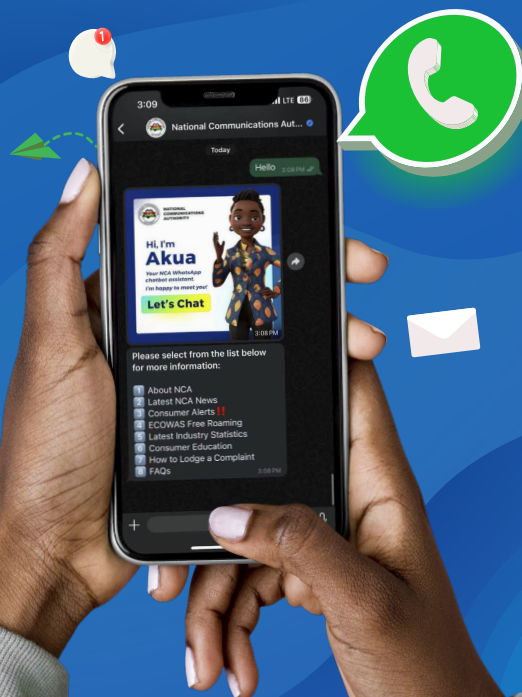
13. How do I get my complaints addressed?

Ans: All support services can be requested online via www.starlink.com



**National
Communications
Authority**

NCA WhatsApp
Scan to know more about
Consumer Related Issues





**National
Communications
Authority**

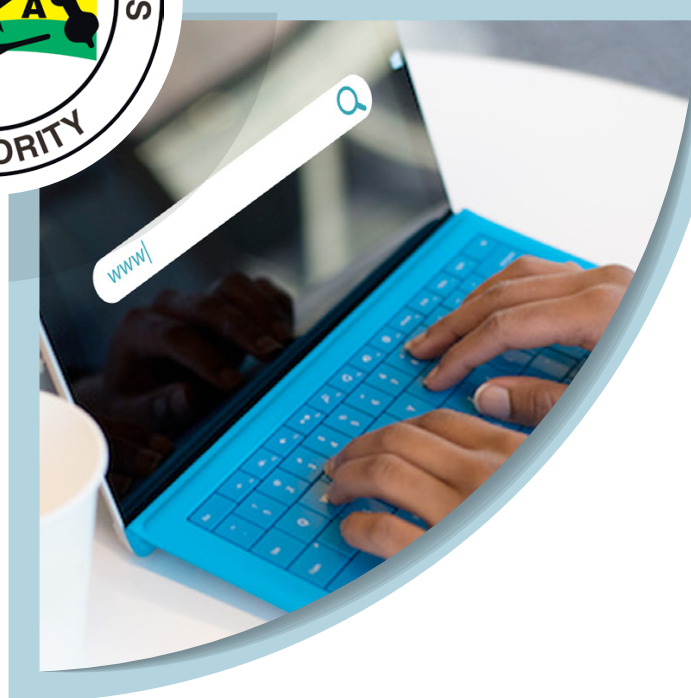
Obtain an **Amateur Radio licence** *to become an Amateur Radio Operator*

*Anyone who is **fourteen (14 years)**
and above can apply for the
Amateur Radio licence and sit for
the Beginner's Amateur Radio
Licence examination.*



Communications for Development

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