

NATIONAL COMMUNICATIONS AUTHORITY



PUBLIC CONSULTATION – DRAFT NUMBER REGISTRATION REGULATIONS, 2025

October 13, 2025

INVITATION FOR COMMENTS – DRAFT NUMBER REGISTRATION REGULATIONS

1. The National Communications Authority (NCA) intends to introduce the Number Registration Regulations, 2025 to repeal and replace the existing Subscriber Identity Module (SIM) Regulations, 2001 (L.I 2006).
2. The purpose of these Regulations is to:
 - (a) strengthen the legal and institutional framework for number registration in Ghana;
 - (b) enhance data governance, consumer protection, and institutional coordination in the management of subscriber information;
 - (c) establish robust standards for identity verification, authentication, and lawful processing of registration data;
 - (d) promote inclusion and accessibility in number registration for all persons, including underserved and marginalised groups; and
 - (e) ensure the integrity, security, and accountability of national numbering resources and registration database.
3. Pursuant to Section 27 of the Electronic Communications Act, 2008 (Act 775), Section 5(h) of the National Communications Authority Act, 2008 (Act 769) and Section 4.1 of the National Telecommunications Policy 2005 (NTP'05), the Authority hereby invites views and comments from licensed service providers, industry stakeholders, civil society organisations, consumers, and the general public on the draft Number Registration Regulations, 2025.
4. The draft Regulations is available on the Authority's website at www.nca.org.gh.
5. The public consultation begins on **16th October, 2025** and ends on **14th November, 2025**.
6. All responses/comments should be electronically transmitted as e-mail attachments, in Microsoft Word format to info@nca.org.gh.
7. All submissions must include a completed response cover sheet (*refer to Page iii of the document*).
8. We encourage respondents to specify the sections with which they agree or disagree.

9. In the interest of transparency, all responses will be considered non-confidentiality.
10. By submitting your response, you grant the NCA the right to use the copyright and any associated intellectual property contained in your submission to meet its legal obligations.
11. Following the conclusion of the public consultation, the NCA will finalise the Number Registration Regulations, 2025.

Issued by:
The Acting Director General
16th October, 2025

**COVER SHEET FOR RESPONSE TO NCA PUBLIC CONSULTATION ON DRAFT
NUMBER REGISTRATION REGULATIONS, 2025**

BASIC DETAILS

Name of respondent:

Representing (self or organisation/s):

Physical Address:

Digital Address:

Email Address:

Telephone Number:

DECLARATION

I hereby confirm that the correspondence accompanying this cover sheet constitutes a formal consultation response. I consent to its full publication on the NCA website and authorise the NCA to utilise the information contained herein to fulfill its legal obligations. In the event that this response is transmitted via email, any standard disclaimer regarding the non-disclosure of email content and attachments shall be disregarded by the NCA.

Name:

Signed (if hard copy)

FORMAT FOR COMMENTING ON THE DOCUMENT

Section Number	Section Title	Comment	Suggestion / Proposed Amendment

NUMBER REGISTRATION REGULATIONS, 2025
(L.1)

ARRANGEMENT OF REGULATIONS

Regulation

1. Scope and application
2. Mandatory Number Registration
3. Category of subscriber
4. Identity Documents for Number Registration
5. Registration and Activation of a Number
6. Registration Requirements
7. Transfer and Assignment of a Number
8. Change in Number Registration Information
9. Restrictions on Use of Subscriber Information
10. International Roaming Agreements
11. Quality and Standards
12. Disconnection of a Number
13. Institutional Responsibilities
14. Number Portability, Deactivation and Re-issuance
15. Principles of Lawful Processing and Consent
16. Verification of Biometric Data
17. Retention, Access and Cross-Border Data Transfer
18. Mandatory Data Protection Impact Assessments (DPIAs)
19. Obligations of Network Operators and Agents
20. Independent Audit and Transparency Requirements
21. Consumer Rights and Complaints Mechanism
22. Role of the Data Protection Commission and Regulator
23. Compliance with Cybersecurity Standards and Technical Guidelines
24. Internet of Things (IoT) and M2M SIM Framework
25. Real-Time e-KYC Authentication and Interoperability
26. Inclusion Measures for Underserved and Marginalised Groups
27. Multilingual Public Education and Outreach
28. Administrative Penalties
29. Sale of pre-registered SIM cards
30. Blacklisting of Ghana Cards used for fraudulent registration
31. Age-specific restrictions for children
32. Interpretation
33. Directives

- 34. Transitional Provisions
- 35. Repeals and Savings

NUMBER REGISTRATION REGULATIONS, 2025

(L.I. ...)

Scope and Application

1. (1) These Regulations are made pursuant to section 64 of the Electronic Communications Act, 2008 (Act 775), which mandates the Authority to establish, maintain, and manage the National Electronic Communications Numbering Plan.

(2) The processes for the registration, allocation, reallocation, portability, and deactivation of numbering resources shall be carried out in accordance with the classifications, standards, and technical specifications set out in the Numbering Plan and any directives issued by the Authority under the Numbering Plan.

(3) These Regulations apply to

- (a) the registration, assignment, management, transfer, and deactivation of all telephone numbering resources assigned to subscriber devices, end-user applications, or systems for the purpose of accessing electronic communications services within the Republic;
- (b) a network operator or service provider licensed by the Authority;
- (c) a corporate, institutional, or individual subscriber or end-user of electronic communications services; and
- (d) any third party, agent, or entity engaged in the provisioning, allocation, registration, or management of telephone numbering resources.

Mandatory Number Registration

- 2.** A person who wishes to use a number in the country shall register the number with a valid identification document before activation.

Category of Subscribers

- 3.** The following persons are eligible to register a number under regulation 1.
- (a) A Ghanaian citizen;
 - (b) A corporate or institutional subscriber;
 - (c) A tourist;
 - (d) A foreign national;
 - (e) A diplomat; and
 - (f) A refugee.

Identity Documents for Number Registration

4. (1) A subscriber shall, for the purpose of registration of a number, furnish the network operator or service provider with the appropriate identity document as specified in this regulation.

(2) Without limiting sub-regulation (1), the following shall apply

- (a)** a Ghanaian citizen subscriber shall present the Ghana Card issued by the National Identification Authority;
- (b)** a corporate or institutional subscriber shall submit
 - (i) the certificate of incorporation or registration and any other relevant incorporation documents;
 - (ii) particulars of the authorised signatory of the corporate or institutional subscriber; and
 - (iii) a recognised identification document of the authorised signatory;
- (c)** a tourist shall present a valid passport;
- (d)** a foreign national resident in Ghana shall register a number using a valid passport, resident permit or visa;
- (e)** a diplomat shall present an identity card issued by the Ministry of Foreign Affairs and Regional Integration; and
- (f)** a refugee or stateless person shall register a number using a recognised refugee identity card or other documentation issued by the Ghana Refugee Board.

(3) The Authority shall collaborate with the Ghana Immigration Service and the Ghana Refugee Board to validate the credentials of a foreign national, refugee or stateless person for the purpose of number registration.

(4) A number intended for the use of a child shall be registered by the legal guardian of that child, and the network operator or service provider shall ensure that

- (a)** the name and date of birth of the child are linked to the number registration records of the legal guardian;
- (b)** appropriate access restriction safeguards are imposed on numbers registered for use by a child;
- (c)** the legal guardian updates the registration records of the child within thirty days after the child attains the age of eighteen years; and
- (d)** the legal guardian submits a statutory declaration or other evidence as proof of guardianship.

(5) A person who contravenes sub-regulation (4) is liable to an administrative penalty imposed under regulation 28.

(6) A proxy registration may be undertaken on behalf of an elderly, infirm or disabled subscriber, and the network operator or service provider shall ensure that

- (a)** the proxy is duly authorised by the subscriber through a statutory declaration or such other instrument as may be approved by the Authority;
- (b)** the proxy presents their own recognised identification document together with that of the subscriber;
- (c)** the relationship between the subscriber and the proxy is recorded and retained in the registration records; and
- (d)** the proxy registration is subject to verification and approval by the Authority in accordance with guidelines issued for that purpose.

- (7) A network operator or service provider shall
- (a) verify the authenticity of identity documents presented for number registration prior to activation;
 - (b) maintain accurate and up-to-date registration records of subscribers in a secure and retrievable form for not less than five years after the termination of the subscription;
 - (c) make the registration records available to the Authority or any other law enforcement agency upon written request in accordance with applicable law; and
 - (d) submit periodic compliance reports to the Authority in the form and manner determined by the Authority.

Registration and Activation of a Number

5. (1) A network operator or service provider shall register the number of a subscriber in accordance with these Regulations.

(2) A network operator or service provider shall not activate a number for a subscriber unless the subscriber—

- (a) has completed the registration of the number in accordance with these Regulations; and
- (b) has complied with any directives issued by the Authority under the *National Communications Authority Act, 2008*(Act 769) relating to the registration of numbers.

Registration Requirements

6. (1) A subscriber shall, for the purpose of registering a number, provide the network operator or service provider with the following information:

- (a) the full name and the physical, digital, residential, and occupational address of the subscriber;
- (b) the date of
 - (i) birth, in the case of an individual;
 - (ii) incorporation, in the case of a body corporate; or
 - (iii) registration, in the case of a partnership or an unincorporated body of persons;
- (c) particulars of the next of kin of the subscriber; and
- (d) the Ghana Card of the subscriber, in the case of an individual.

(2) A network operator or service provider shall not require a subscriber to provide information on the spouse or offspring of the subscriber for the purpose of the registration of a number.

Transfer and Assignment of a Number

7. (1) A registered subscriber may assign a number registered in the name of that subscriber to another individual where the subscriber is incapacitated.

(2) In the event of the death of a registered subscriber, the number of that subscriber may be transferred to a next of kin for a period not exceeding six months.

(3) Where the next of kin intends to retain the number for more than six months, that next of kin shall provide the network operator or service provider with the registration particulars specified in regulation 6(1).

(4) A registered subscriber who assigns a number under subregulation (1) shall—
(a) provide the network operator or service provider with the registration particulars specified in regulation 6(1) in respect of the person to whom the number is assigned; and
(b) notify the network operator or service provider in writing, within seven working days, of the date on which the assignee ceased to use that number.

(5) An assignee shall, upon receipt of a number, notify the network operator or service provider in writing of the receipt of that number.

(6) Where a subscriber and an assignee comply with subregulations (4) and (5), the assignee shall be deemed to be responsible for any use to which the number is put.

Change in Number Registration Information

8. (1) A subscriber who changes any information used for the registration of a number shall notify the network operator or service provider of the change within thirty days of the occurrence of the change.

(2) A subscriber who fails to notify the network operator or service provider within the period specified in sub-regulation (1) is liable to an administrative penalty imposed under regulation 28.

Restrictions on Use of Subscriber Information

9. (1) A network operator or service provider shall not use subscriber information for a purpose that is inconsistent with these Regulations or any other enactment.

(2) A network operator, service provider, or an employee or agent of a network operator or service provider shall not disclose the information of a registered subscriber.

(3) Despite sub-regulation (2), a network operator or service provider—
(a) may disclose the information of a registered subscriber to a third party for direct marketing purposes where that network operator or service provider has obtained the prior written consent of the subscriber; or
(b) shall disclose the information of a registered subscriber where required to do so by a court order or under any other enactment.

(4) A network operator or service provider shall establish a mechanism that allows a registered subscriber who has consented to the release of information under paragraph (a) of sub-regulation (3) to opt out of direct marketing by sending a text message to a prescribed code provided by the network operator or service provider.

International Roaming Agreements

10. (1) A network operator or service provider that offers international roaming or interconnection services shall ensure that visiting subscribers using foreign numbers are duly accounted for under roaming agreements.

(2) A roaming or interconnection agreement referred to in subregulation (1) shall—

(a) contain mechanisms for the verification of the identity of foreign subscribers while roaming; and

(b) ensure that records of usage and identity are retained by the host network operator for a minimum period determined by the Authority.

Quality and Standards

11. (1) A network operator or service provider shall ensure that every Subscriber Identity Module (SIM) card supplied to a subscriber conforms to the quality and technical standards prescribed by the Authority.

(2) The Authority may issue directives under the Act on matters relating to the registration and technical standards of numbers.

Disconnection of a Number

12. A network operator or service provider shall, upon the expiration of ninety days after the commencement of these Regulations, disconnect any subscriber whose number has not been registered in accordance with these Regulations.

Institutional Responsibilities

13. (1) The Authority shall, in accordance with the Act, issue technical guidelines for the registration of numbers.

(2) A network operator or service provider shall supervise the registration of numbers used on its network.

(3) The Authority shall, in collaboration with the National Identification Authority and other relevant stakeholders, ensure interoperability between the National Identity System and the number registration platforms.

(4) A network operator or service provider shall

(a) verify subscriber identity using systems approved by the Authority;

(b) transmit registration data to the Central Repository established or designated by the Authority;

(c) secure registration records in accordance with data protection standards prescribed by the Authority in consultation with the Data Protection Commission; and

(d) comply with the *Data Protection Act, 2012* (Act 843), Regulations made under that Act, and any notices, directives, or guidelines issued by the Data Protection Commission.

Number Portability, Deactivation and Reissuance

14. (1) A subscriber may port a registered number between networks in accordance with the *Mobile Number Portability Regulations, 2011* (L.I. 1994).

(2) A number that remains inactive shall be deactivated after a notice of deactivation and a grace period of three weeks have been given to the subscriber.

(3) A network operator or service provider shall reissue a lost or damaged number only after biometric verification of the identity of the subscriber requesting the reissue.

Principles of Lawful Processing and Consent

15. (1) Number registration data shall be processed lawfully, fairly, and transparently, and in accordance with applicable data protection laws.

(2) A network operator or service provider shall obtain the express, informed, and specific consent of a subscriber for the collection and use of data for number registration, in accordance with the *Data Protection Act, 2012* (Act 843).

(3) A network operator or service provider shall not share or access subscriber data for secondary use without a lawful basis or the additional consent of the subscriber.

Verification of Biometric Data

16. (1) A network operator or service provider shall, for the purpose of verifying the identity of a subscriber, use biometric authentication to match the live fingerprints of the subscriber against the biometric database—

(a) stored in the storage medium embedded in the national identity card of the subscriber; or

(b) contained in the national database, through a secure link approved by the Authority.

(2) Where a network operator or service provider has reason to believe that a national identity card presented by a subscriber was not issued by the National Identification Authority, the network operator or service provider shall verify the authenticity of the card by

(a) viewing the information stored in the storage medium of the national identity card; and

(b) scanning the fingerprints of the subscriber and matching them with the biometric template stored in the card or in the national database.

(3) A subscriber who, without reasonable excuse, refuses to submit to biometric verification in accordance with this regulation shall not be permitted to complete number registration and is liable to an administrative penalty imposed under regulation 28.

(4) The Authority may, by notice published in the *Gazette*, specify the types of biometric verification instruments or systems approved for the purposes of this regulation

Retention, Access, and Cross-Border Data Transfer

17. (1) A network operator or service provider shall retain number registration data only for as long as is reasonably necessary for the specific purpose for which the data was collected.

(2) A network operator or service provider shall permanently delete or destroy the number registration data of a subscriber

(a) within two weeks after the termination of a service or contract with that subscriber; or
(b) within three weeks after the deactivation of the number of that subscriber in accordance with subregulation (2) of regulation 14.

(3) A subscriber shall have the right to

(a) access the personal data of that subscriber;
(b) correct any errors in that data; or
(c) withdraw consent for the use or retention of that data,
in accordance with the *Data Protection Act, 2012* (Act 843).

(4) A network operator or service provider shall not engage in, or facilitate, the cross-border transfer of personal number registration data of a subscriber except with the express consent of that subscriber, and such transfer shall only occur between countries that ensure an adequate level of protection and reciprocity.

(5) A network operator or service provider may share anonymised or non-personal subscriber data with other entities at a fee prescribed by the Authority.

Mandatory Data Protection Impact Assessments

18. (1) A network operator or service provider shall, prior to launching a number registration platform, conduct a Data Protection Impact Assessment as determined by the Data Protection Commission in consultation with the Authority.

(2) The Data Protection Impact Assessment shall

(a) assess risks to the privacy and security of personal data; and
(b) propose mitigation strategies to address those risks.

(3) A copy of the Data Protection Impact Assessment shall be submitted to the Data Protection Commission for review and approval prior to the deployment of the number registration platform.

Obligations of Network Operators and Agents

19. (1) A network operator or service provider shall ensure that every agent engaged in number registration is trained in the handling and processing of personal data in accordance with standards prescribed or approved by the Data Protection Commission in consultation with the Authority.

(2) A network operator or service provider is liable for any breach of privacy or security committed by its agents in the course of number registration.

(3) A network operator, service provider, and their agents shall comply with ethical and legal standards, including non-discrimination, informed consent, confidentiality, and data minimisation, during number registration processes.

(4) A network operator or service provider shall establish and maintain a system that enables the registration of numbers without any charge to subscribers.

Independent Audit and Transparency Requirements

20. (1) The Authority shall conduct biannual audits of number registration processes and publish a summary report within two months after the end of each half-year period.

(2) A network operator or service provider shall

(a) submit quarterly compliance reports to the Authority;

(b) notify the Authority of any critical breach within six hours of its occurrence;

(c) in consultation with the Authority, notify the Data Protection Commission of a data breach within the timelines prescribed under the *Data Protection Act, 2012* (Act 843); and

(d) notify a subscriber of any data breach affecting that subscriber's personal information within twenty-four hours of the detection of the breach.

Consumer Rights and Complaints Mechanism

21. (1) A subscriber may lodge a complaint against a network operator or service provider in relation to number registration, disconnection of service, data breach, or any act or omission in the number registration process.

(2) A network operator or service provider shall establish a complaints desk and provide feedback on a complaint received from a subscriber within fourteen working days from the date of the complaint.

(3) Where a complaint remains unresolved, the subscriber may escalate the complaint to the Authority in accordance with the dispute resolution procedures prescribed under the *Electronic Communications Act, 2008* (Act 775).

Role of the Data Protection Commission and the Authority

22. (1) The Authority shall exercise regulatory oversight over number registration processes, including enforcement, issuance of directives, and the setting of technical standards for numbering resource registration and identity verification, and shall collaborate with the Data Protection Commission to investigate complaints and breaches relating to registration data.

(2) The Data Protection Commission, in collaboration with the Authority, shall monitor compliance with data privacy and security obligations by network operators, service providers, and their employees and agents, and shall investigate alleged data breaches arising from number registration activities.

Compliance with Cybersecurity Standards and Technical Guidelines

23. (1) A network operator or service provider shall

(a) comply with periodic guidelines issued by the Sectoral Computer Emergency Response Team (CERT) of the Authority; and

(b) ensure that any remote provisioning platform used or deployed on its network meets the minimum security and authentication standards approved by the Authority in collaboration with the *Cybersecurity Authority*.

(2) The Authority shall maintain a technical registry of all recognised number types and provisioning models.

(3) The Authority, in consultation with the *Cybersecurity Authority*, shall—

(a) issue technical guidelines on minimum cybersecurity standards for number registration platforms, including encryption, access controls, and incident response protocols; and

(b) review and update the cybersecurity guidelines annually, in consultation with relevant stakeholders.

(4) A network operator or service provider shall implement multi-factor authentication for administrative access to number registration systems.

Internet of Things (IoT) and Machine-to-Machine (M2M) Numbering Resource

24. (1) A numbering resource assigned to machine-to-machine (M2M) and Internet of Things (IoT) devices shall be registered by the responsible entity in accordance with these Regulations.

(2) The Authority shall establish and maintain a Central Registry for all end-user, IoT, and M2M numbering resources, which shall, where applicable, include the following details

(a) device and protocol type;

(b) network connectivity parameters;

(c) deployment location or region; and

(d) the associated subscriber or institutional custodian.

- (3) The Authority shall issue directives and guidelines relating to
- (a) the bulk registration of M2M identifiers;
 - (b) audit procedures to prevent misuse; and
 - (c) security, traceability, and expiry policies for deployed resources.

Real-Time Electronic Know Your Customer (e-KYC) Authentication and Interoperability

25. (1) A network operator or service provider shall integrate with the national identification database for the purpose of real-time electronic Know Your Customer (e-KYC) verification of subscriber identity.

(2) The Authority shall, in coordination with relevant institutions, ensure that e-KYC platforms are interoperable across network operators and service providers to prevent duplication, identity fraud, and unauthorized registrations.

Inclusion Measures for Underserved and Marginalized Groups

26. (1) The Authority shall develop and implement inclusive registration strategies to ensure universal access to number registration, with particular focus on rural communities, persons with disabilities, senior citizens, and other underserved populations.

(2) The Authority may require a network operator or service provider to make special arrangements for registration in hard-to-reach areas, including the deployment of mobile registration units and the use of off-grid technological solutions.

(3) A network operator or service provider shall ensure that

- (a) physical registration centres are accessible to persons with disabilities; and
- (b) digital registration channels are inclusive, user-friendly, and compliant with accessibility standards prescribed by the Authority.

(4) The Authority may, in consultation with relevant stakeholders, issue guidelines to support the implementation of inclusive registration measures under this regulation.

Multilingual Public Education and Outreach

27. (1) The Authority shall

- (a) periodically undertake nationwide public education campaigns on number registration rights, obligations, and privacy protections, in consultation with relevant stakeholders;
- (b) ensure that educational materials are published in formats accessible to illiterate persons and persons with visual or hearing impairments; and
- (c) ensure that number registration education campaigns employ a mix of radio, television, community engagement, and social media platforms.

Administrative Penalties

28. (1) The Authority may impose administrative penalties on a network operator or service provider for regulatory breaches, including but not limited to

- (a) failure to submit quarterly compliance reports under regulation 20;
- (b) failure to notify the Authority or the Data Protection Commission of a data breach within the period prescribed under regulation 20;
- (c) failure to publish or submit a mandatory audit report under regulation 20;
- (d) non-compliance with approved cybersecurity protocols, security, and authentication standards under regulation 23; or
- (e) failure to comply with any directive or guideline issued by the Authority.

(2) A network operator or service provider that commits a regulatory breach under these Regulations is liable to an administrative penalty and may, in addition, be required to pay compensation as determined by the Authority to a subscriber affected by a data breach or by the improper storage or handling of number registration data.

(3) An administrative penalty imposed under these Regulations shall be

- (a) proportionate to the nature and severity of the breach;
- (b) assessed in accordance with penalty guidelines published by the Authority; and
- (c) subject to written notice issued to the defaulting network operator or service provider specifying a period within which the breach is to be rectified.

(4) Where a network operator or service provider fails to rectify a breach within the period specified by the Authority, the Authority may impose additional penalties, including

- (a) an administrative penalty not exceeding one thousand penalty units for each day the breach continues; or
- (b) any other sanction that the Authority is empowered to impose under the Electronic Communications Act, 2008 (Act 775).

Sale of Pre-Registered SIM Cards

29. (1) A person shall not sell, offer for sale, or otherwise deal in a pre-registered SIM card.

(2) A person who contravenes sub-regulation (1) is liable to an administrative penalty imposed under regulation 28.

(3) For the purposes of this regulation, “pre-registered SIM card” means a SIM card that has been registered in the name of a person other than the intended subscriber prior to sale.

Blacklisting of Ghana Cards Used for Fraudulent Registration

30. (1) Where the Authority determines that a Ghana Card has been used to perpetrate fraud in connection with the registration of a number, the Authority shall blacklist that Ghana Card and notify the National Identification Authority accordingly.

(2) A Ghana Card that has been blacklisted under sub-regulation (1) shall not be used for the registration of a number until the blacklist status is lifted by the Authority in consultation with the National Identification Authority.

(3) The Authority shall maintain a secure database of blacklisted Ghana Cards and shall ensure that network operators and service providers have real-time access to that database for the purpose of preventing fraudulent number registrations.

Age-Specific Restrictions for Children

31. (1) A SIM card registered for the use of a child shall be subject to the following age-specific restrictions, in addition to the safeguards provided under regulation 4(3):

(a) a child below the age of thirteen years shall not be permitted to register or use a SIM card in that child's own name;

(b) where a SIM card is registered for the use of a child between the ages of thirteen and seventeen years, the network operator or service provider shall

(i) restrict access to age-inappropriate digital content and services;

(ii) prohibit the activation of mobile money or other financial services unless specifically approved by the legal guardian; and

(iii) ensure that the SIM card is linked to the registration records of the legal guardian.

(2) A legal guardian who registers a SIM card for a child shall remain responsible for monitoring the use of that SIM card until the child attains the age of eighteen years.

(3) The Authority may issue directives and guidelines to implement and enforce the restrictions specified in this regulation.

Interpretation

32. In these Regulations, unless the context otherwise requires

“activation” means the process by which a Subscriber Identity Module or number is enabled to access electronic communications services on a network;

“administrative penalty” means a non-criminal regulatory fine or sanction imposed by the Authority for non-compliance with these Regulations;

“assignee” means a person to whom a registered subscriber assigns a Subscriber Identity Module;

“audit trail” means a chronological record that provides documentary evidence of the sequence of activities that have affected a specific operation, procedure, or event;

“authentication” means the process of verifying the identity of a subscriber using biometric, electronic, or other secure methods;

“Authority” means the National Communications Authority established under the *National Communications Authority Act, 2008* (Act 769);

“Authority’s Sectoral CERT” means the Sectoral Computer Emergency Response Team established by the Authority under the *Cybersecurity Act, 2020* (Act 1038) for the coordination of cybersecurity incident response and threat mitigation within the electronic communications sector;

“biometric data” means personal data resulting from specific technical processing relating to the physical, physiological, or behavioural characteristics of a natural person which allow or confirm the unique identification of that natural person;

“biometric verification” means the process of confirming a person’s identity using biometric data such as fingerprints or facial features through systems approved by the Authority;

“Central Registry for IoT and M2M SIMs” means the database established by the Authority to maintain a consolidated record of all registered Internet of Things (IoT) and Machine-to-Machine (M2M) SIMs, including associated device types, usage purpose, and connectivity parameters;

“Central Repository” means the centralised system designated by the Authority for the secure storage, auditing, and transmission of SIM registration records under these Regulations or any directives issued by the Authority;

“child” means a person below the age of eighteen years;

“civil society organisation” means a non-governmental, non-profit group or entity engaged in public interest activities including advocacy, education, or monitoring;

“connectivity parameters of IoT and M2M SIMs” means the technical characteristics, including device ID, protocol type, service range, and communication bandwidth, associated with the operation of IoT and M2M SIMs;

“Cybersecurity Authority” means the Authority established under the *Cybersecurity Act, 2020* (Act 1038);

“damaged SIM” means a Subscriber Identity Module that has been rendered physically or electronically unusable due to destruction, malfunction, or tampering, and which requires replacement;

“data breach” means any unauthorised access to, or disclosure, alteration, loss, or destruction of, personal data;

“Data Protection Commission” means the Data Protection Commission established under the *Data Protection Act, 2012* (Act 843);

“Data Protection Impact Assessment (DPIA)” means a process for systematically identifying and minimising data protection risks;

“deactivation” means the process of rendering a SIM card inactive, temporarily or permanently, thereby preventing access to network services;

“digital channel” means an electronic system, including a web portal, mobile application, or USSD interface, used to facilitate SIM registration or related services;

“digital platform” means an integrated set of digital tools, systems, or services accessible online and used for registering, verifying, authenticating, or managing subscriber identities and numbers;

“direct marketing” means a form of advertising that allows communication to a subscriber through any medium, including telephone calls, mobile messaging, email, interactive websites, online display advertising, printed materials, or outdoor advertising;

“disconnection” means the permanent termination of access to electronic communications services associated with a SIM, including its de-registration from the network;

“due process” means a fair administrative procedure including written notice and an opportunity to be heard before an adverse regulatory decision is made;

“e-KYC” means electronic Know Your Customer authentication, including remote or digital identity verification;

“Ghana Immigration Service” means the institution established under the *Immigration Service Act, 2016* (Act 908) responsible for the control and regulation of the entry, residence, and employment of foreigners in Ghana;

“Ghana Refugee Board” means the agency established under section 5 of the *Refugee Act, 1992* (PNDCL 305D) responsible for the protection of refugees and stateless persons in Ghana;

“Gazette” means the *Ghana Gazette*;

“grace period” means the period specified by the Authority within which a subscriber or operator is required to comply with a regulatory requirement before sanctions may be imposed;

“hard-to-reach areas” means locations with limited infrastructure or network coverage that impede physical access to registration services;

“identification document” means a valid form of identity, which—
(a) in the case of a citizen, is the Ghana Card;

(b) in the case of a non-citizen, includes a valid passport or other travel document; and
(c) in the case of a corporate body, means a certificate of incorporation;

“inactive SIM” means a SIM that has not been used for any revenue-generating activity for a continuous period as defined by the Authority;

“Internet of Things (IoT)” means a network of interconnected devices embedded with sensors, software, or connectivity that enables them to collect and exchange data;

“interoperability” means the ability of systems or platforms to exchange and make use of information seamlessly across different institutions or networks;

“iSIM” means an integrated SIM, being a form of subscriber identity embedded in a device’s hardware and securely managed via software;

“legal guardian” means a person lawfully appointed or recognised under Ghanaian law to have legal custody and decision-making authority over a child;

“lost SIM” means a Subscriber Identity Module that has been misplaced or is otherwise unavailable to the registered subscriber and requires reissuance in accordance with these Regulations;

“Machine-to-Machine (M2M)” means technologies that enable direct communication between devices using any electronic communications channel;

“Minister” means the Minister responsible for Communications and Digitalisation;

“multilingual” means the use or availability of communication in more than one language, including Ghanaian local languages;

“National Identification Authority” means the Authority established under the *National Identification Authority Act, 2006* (Act 707);

“National Identity System” means the integrated digital infrastructure and data architecture managed by the National Identification Authority for the issuance, verification, and authentication of identity credentials for persons in Ghana;

“National Numbering Plan” means the plan developed, maintained, and administered by the Authority under section 64 of the *Electronic Communications Act, 2008* (Act 775);

“network operator” means a person licensed by the Authority to provide public electronic communications network services;

“number” means a unique identifier assigned to a subscriber by a network operator or service provider for the purpose of accessing electronic communications services;

“number management practices” means the systems, standards, and procedures employed by the Authority and service providers to allocate, assign, deactivate, or port numbers in accordance with regulatory directives;

“number registration data” means the personal, biometric, and technical information collected or generated for the purpose of registering, authenticating, or managing a subscriber’s number under these Regulations;

“other relevant stakeholders” includes Ministries, Departments and Agencies, civil society organisations, academic institutions, and international bodies whose roles affect the formulation or implementation of number registration and management policies;

“penalty unit” has the meaning assigned to it under the *Fines (Penalty Units) Act, 2000* (Act 572);

“personal data” has the meaning assigned to it in the *Data Protection Act, 2012* (Act 843);

“provisioning models for remote provisioning platforms” means the technical frameworks and methods, including over-the-air (OTA) and eUICC standards, used to deploy and manage SIM profiles on devices without physical card insertion;

“registration agent” means a person authorised by a network operator or service provider to conduct Subscriber Identity Module or number registration on its behalf;

“remote provisioning” means the process of downloading, activating, or deleting a SIM profile on a device remotely, without physical SIM insertion;

“remote provisioning platform” means a technical system that enables the download, configuration, activation, or deletion of SIM profiles on a device remotely;

“reseller” means a person or entity that sells telecommunications services or SIMs without owning the core network infrastructure;

“responsible entity” means a natural or legal person that owns, controls, or manages the deployment of IoT or M2M devices and is responsible for their SIM registration in accordance with these Regulations;

“roaming service” means a service provided by a person licensed by the Authority that enables a subscriber to use a registered mobile number on a network operated outside the country;

“service provider” means a person or entity licensed under the Act to provide electronic communications services, including resellers and mobile virtual network operators;

“SIM” includes a Subscriber Identity Module, embedded SIM (eSIM), integrated SIM (iSIM), machine-to-machine (M2M) SIM, Internet of Things (IoT) SIM, and any future technological evolution of mobile subscriber identity tokens;

“SIM registration platform” means a digital or physical system used by a network operator, service provider, or agent to capture, store, transmit, or authenticate subscriber identity and registration data;

“stakeholder advisory group” means a body constituted by the Authority comprising consumer and civil society representatives to advise on number registration practices;

“subscriber” means a person who has registered a Subscriber Identity Module or number in accordance with these Regulations;

“Subscriber database” means the central or distributed repository of subscriber registration records maintained by a network operator or service provider;

“Subscriber Identity Module” includes a physical SIM, embedded SIM (eSIM), integrated SIM (iSIM), machine-to-machine (M2M) SIM, Internet of Things (IoT) SIM, or any other technological form of subscriber identity, and includes any device or medium that securely stores a unique authentication credential for identifying or verifying a subscriber’s access to a communications network;

“subscriber identity key” means a unique cryptographic identifier embedded within a SIM that enables secure authentication, encryption, and network access for the subscriber;

“telephone numbering resources” means any numeric or alphanumeric identifier assigned by or on behalf of the Authority under the National Numbering Plan, used to route or identify electronic communications to or from an end-user; and

“underserved populations” means groups with limited or no access to SIM registration services due to geographic, physical, economic, or technological barriers, including persons with disabilities, rural dwellers, and marginalised communities.

Directives

33. The Authority may issue directives pursuant to the *Electronic Communications Act, 2008* (Act 775) on matters relating to the registration, management, or regulation of numbers, and network operators and service providers shall comply with those directives.

Transitional Provisions

34. (1) A person or entity that has an improperly registered number under the *Subscriber Identity Module Registration Regulations, 2011* (L.I. 2006) shall register that number and comply with the provisions of these Regulations within six months after the coming into force of these Regulations.

(2) The Authority may, by notice published in the *Gazette*, extend or vary the period specified in sub-regulation (1) for specific classes of users, services, or entities, where necessary.

(3) Any number that is not registered in accordance with these Regulations after the period specified under sub-regulation (1) shall be subject to deactivation in accordance with these Regulations.

Repeals and Savings

35. (1) The *Subscriber Identity Module Registration Regulations, 2011* (L.I. 2006) are hereby repealed.

(2) Despite the repeal of L.I. 2006, any act, decision, directive, approval, or other action lawfully taken under the repealed Regulations shall continue to have effect as if taken under these Regulations, to the extent that it is not inconsistent with these Regulations.

(3) Any proceedings, investigations, or enforcement actions commenced under the repealed Regulations may be continued or completed as if instituted under these Regulations.

SAMUEL NARTEY GEORGE, M.P

Minister responsible for Communications

Date of *Gazette* notification: