



Communications for Development



CONSUMER COMPLAINTS REPORT

JANUARY – JUNE 2025

This report highlights the statistics of the various second-level complaints received by the Consumer Affairs Division of the National Communications Authority (NCA) from January to June 2025. The objective of the report is to inform consumers and other stakeholders about the management of consumer complaints in accordance with the Authority's mandate under Section 3(k)(iii) of the National Communications Authority Act, 2008 (Act 769).

The report covers statistics on complaints received and their status, among other items.

1. COMPLAINTS BY SERVICE CATEGORY

The Authority received three hundred and seventy-one (371) complaints from January to June 2025. Of these, two hundred and seventy-two (272), representing 73% of the total, were related to mobile services. Broadband and broadcasting services recorded fifty-nine (59) and thirty-seven (37) issues, respectively, representing 16% and 10%. The remaining three (3) issues pertained to infrastructure services, representing 1%.

Below is a graphical representation of the complaints received by Service Category.

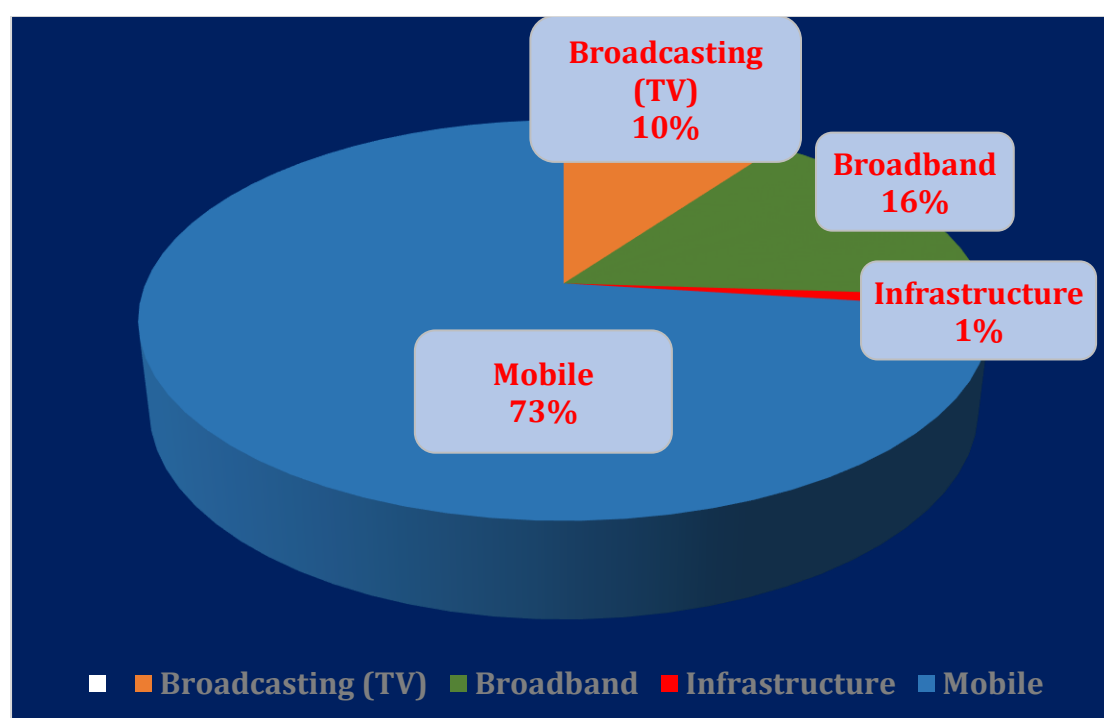


Figure 1: Complaints by Service Category

2. MONTHLY DISTRIBUTION OF COMPLAINTS

Forty-seven (47) complaints were recorded in January, while fifty-four (54) were received in February. In March, forty-four (44) complaints were recorded, with April recording sixty-seven (67). The months of May and June recorded sixty-one (61) and ninety-eight (98) complaints, respectively, with June recording the highest number of complaints received over the six months.

Below is a graphical representation of the monthly distribution of complaints.

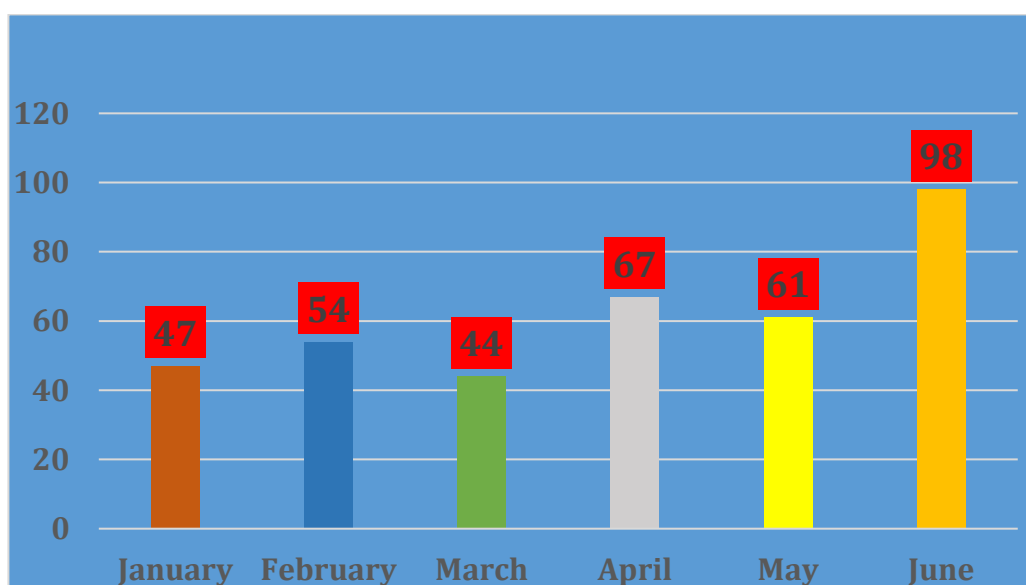


Figure 2: Monthly Distribution of Complaints

3. TYPES OF COMPLAINTS

The highest number of complaints received were about internet/broadband connectivity, which recorded fifty-nine (59) issues. Fifty-four (54) issues regarding SIM Cards were recorded, while Quality of Service and Billing/Credit/Tariff issues had forty-seven (47) and forty-three (43) complaints, respectively. Mobile Money issues and Mobile Money Fraud had thirty-four (34) complaints apiece.

Mobile Money and Cyber Fraud complaints that do not fall within the NCA's mandate were forwarded to the Bank of Ghana, the Police Criminal Investigations Department, and the Cyber Security Authority for appropriate actions.

Complaints about misleading information, signal interference, and fallen internet cable were recorded once in each case, representing the fewest complaints received during the period.

From the table, Mobile Money issues include complaints about PIN resets, blocked PINs, and reversals of incorrect transfers, among others. Mobile Money and Cyber Fraud complaints include mobile money transfers initiated by consumers through social engineering and online purchases.

The table below represents the types of complaints, the number received, and the corresponding percentages.

No.	TYPE OF COMPLAINTS	NO. OF COMPLAINTS RECEIVED	PERCENTAGE (%)
1	Internet/Broadband Connectivity	59	16%
2	SIM Card Issues	54	15%
3	Quality of Service	47	13%
4	Billing/Credit/Tariff	43	12%
5	Mobile Money Issues	34	9%
6	Mobile Money Fraud	34	9%
7	Disconnections	28	8%
8	Cyber Fraud	18	5%
9	Mobile Number Portability	14	4%
10	Unsubscribed Services	11	2%
11	NMC Related Issues	7	2%
12	Customer Service Issues	7	2%
13	Unsolicited Electronic Communications	5	1.3%
14	Telecom Infrastructure	3	0.8%
15	Roaming Service	2	0%
16	Suspicious Calls	2	0%
17	Fallen Internet cable	1	0%
18	Misleading Information	1	0%
19	Signal Interference	1	0%
	Total	371	100%

Table 1: Types of Complaints

4. TOP FIVE COMPLAINTS

The highest number of complaints was on internet broadband service, with fifty-nine cases. SIM card issues ranked second with fifty-four (54) complaints, while Quality of service was the third-highest, accounting for forty-seven of the total complaints. The fourth-highest type of complaint was Billing/Credit/Tariff, with forty-three issues. Mobile Money and Fraud issues accounted for 34 issues each and ranked fifth in the number of complaints.

Below is a graphical representation of the Top Five Complaints.

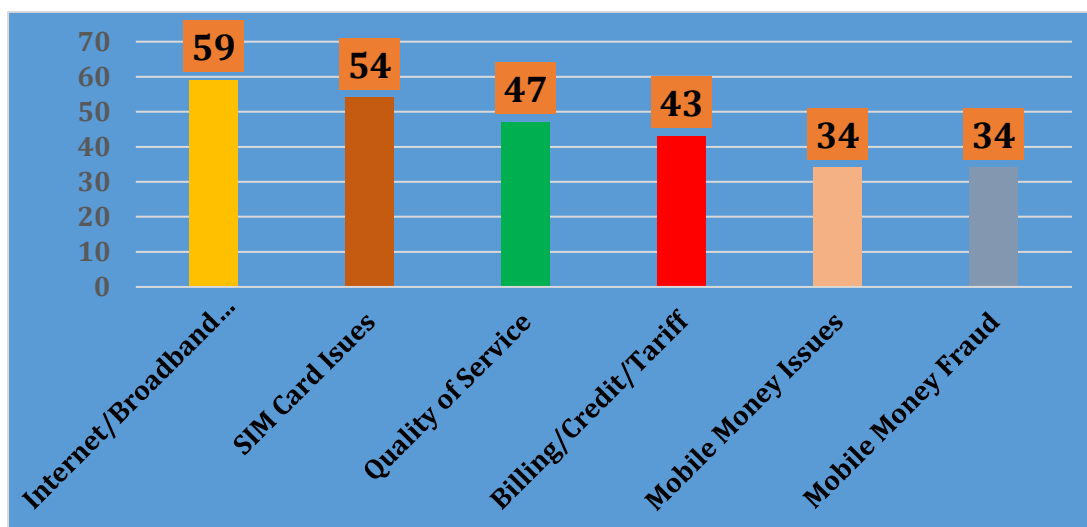


Figure 3: Top Five Complaints

5. STATUS OF COMPLAINTS

Of the three hundred and seventy-one (371) complaints recorded, three hundred and fifty (350) were satisfactorily resolved. Seventeen (17) of the complaints, representing 4.5%, remain unresolved. The unresolved complaints, primarily concerning Quality of Service issues, are being monitored to ensure resolution. Four (4) issues representing 1.5% were pending within the mandatory 30-day resolution period at the time of the reporting period.

The graph below represents the status of complaints.

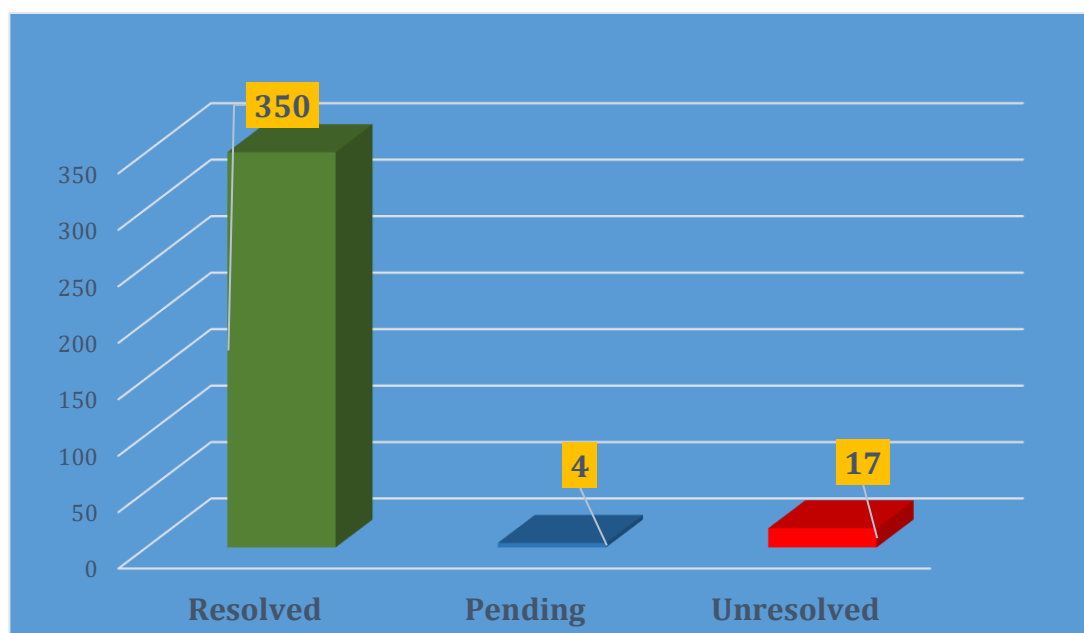


Figure 4: Status of Complaints

6. OPERATOR SHARE OF COMPLAINTS

Fifty percent (50%) of the complaints received were from MTN Ghana customers. Complaints about Telecel Ghana accounted for 26%, while Airtel Ghana's complaints accounted for 8%. The remaining 16% of complaints were distributed among other Service Providers, including Teledata ICT and MultiChoice Ghana.

Below is a graphical representation of the Operator share of Complaints.

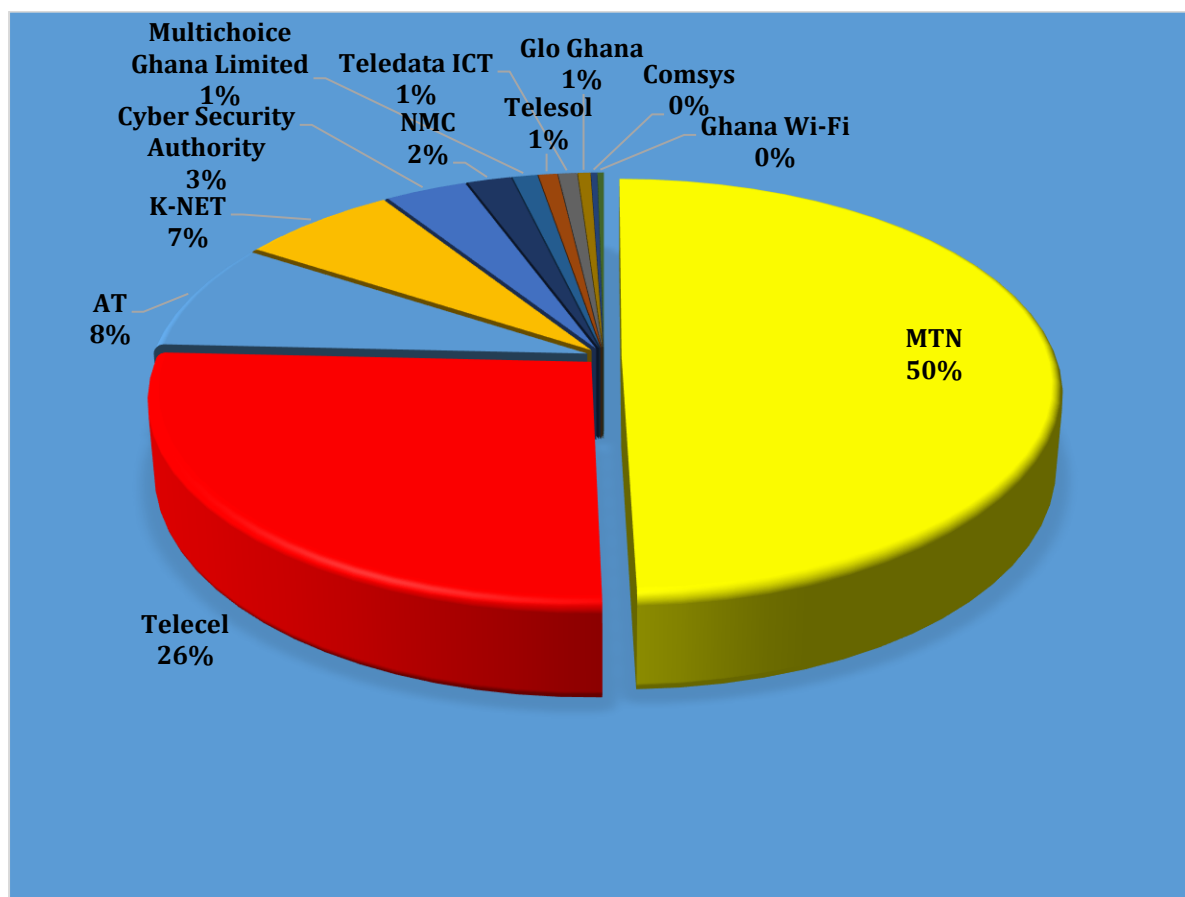


Figure 5: Operator Share of Complaints

7. MODE OF COMPLAINTS

Fifty-seven percent (57%), representing two hundred and ten (210) of the total complaints managed from January to June 2025, were received through the consumer complaints toll-free and hotline numbers. Thirty-seven percent (37%), representing 136 of the complaints, were received through the complaints email, while 3% (12) were from consumers who walked into NCA offices to lodge formal complaints. The remaining complaints were received through the Authority's social media platforms and by official correspondence.

Below is a graphical representation of the mode of complaints.

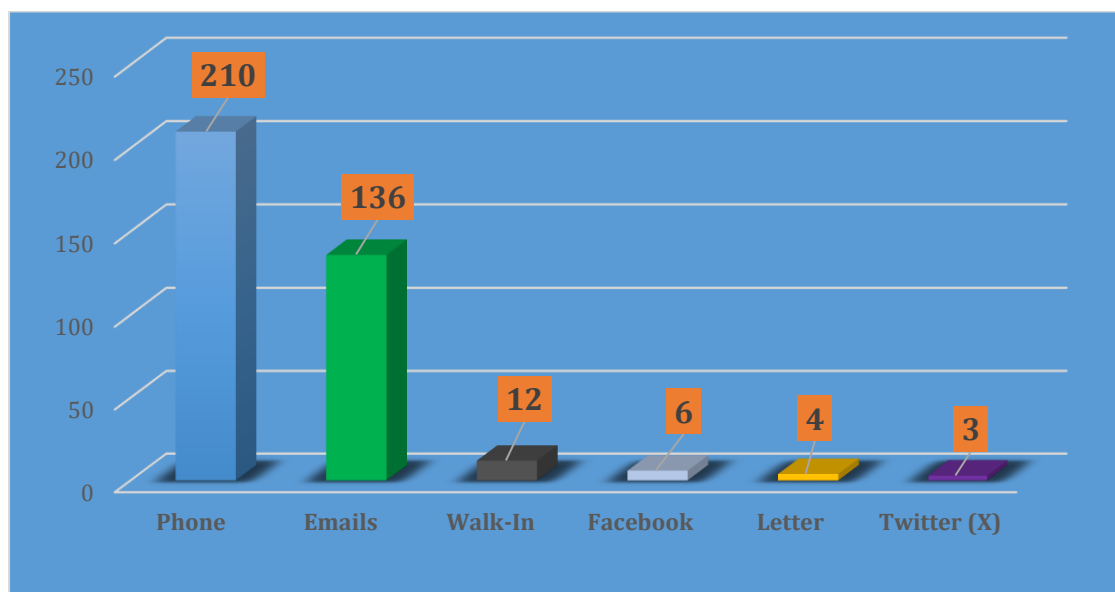


Figure 6: Mode of Complaints

8. CONCLUSION

Between January and June 2025, the Authority achieved a high-resolution rate of 94% for the complaints received. The remaining 6% of pending and unresolved complaints concerned Quality of Service issues, which require field monitoring, optimization, and/or the installation of new sites.

The National Communications Authority will continue to foster a safe communications environment for all stakeholders. In particular, the Authority will promote the interests of consumers' choice, quality of service, and value for money.