



NATIONAL COMMUNICATIONS AUTHORITY

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PRESS RELEASE

NCA Amends Quality of Service (QoS) Key Performance Indicators for Mobile Telecommunications Services

Accra, 15th February, 2026 – The National Communications Authority (NCA) hereby informs the general public and other stakeholders that the Authority has amended the Quality of Service (QoS) Key Performance Indicators (KPIs) applicable to mobile telecommunications services in Ghana.

The amended QoS KPIs introduce more stringent, measurable and enforceable performance thresholds for voice, data and messaging services across all Metropolitan, Municipal and District Assemblies (MMDAs). These amendments, **which take immediate effect**, update certain QoS parameters that have been in effect since 2004 and reflect current technological advancements, consumer usage patterns and national policy objectives.

As the statutory regulator of the communications sector, the NCA is mandated to protect consumer interests and ensure the provision of reliable, efficient and high-quality telecommunications services. The amendment of the QoS KPIs forms part of the Authority's ongoing regulatory interventions to improve service delivery and strengthen compliance by mobile network operators (MNOs).

Key Amendments to QoS KPIs Voice Services

- **Call Drop Rate (CDR):**
The maximum allowable call drop rate has been reduced from **≤3%** to **less than 1%**, **ensuring greater call stability**.
- **Call Connection Success Rate (CCSR):**
A new mandatory threshold has been introduced, requiring **more than 95% of attempted calls to successfully connect in over 90% of operational cells within any MMDA**.
- **Voice Quality (Mean Opinion Score - MOS):**
A minimum average MOS of greater than 3.0 for 2G services has been established to improve perceived call quality.

Data Services

3G Data Download Speed:

The revised KPI requires an average **data throughput exceeding 1 Mbps**, replacing the previous session-based threshold of 256 kbps.

Messaging Services

- **SMS/MMS Delivery Success Rate:**
Operators are now required to achieve a minimum delivery success rate of 98%.
- **SMS/MMS Delivery Time:**
Delivery time must not exceed five (5) seconds.

Expanded Coverage Obligations

In addition to the revised KPIs, the amended framework introduces a mandatory requirement for MNOs to extend network coverage to **all constituent towns within every MMAA**.

Previously, operators were encouraged but not obligated to extend coverage beyond district capitals. This requirement is now enforceable under licence conditions.

Monitoring and Enforcement

The NCA will intensify monitoring, field measurements and performance assessments to ensure compliance with the revised QoS KPIs. MNOs that fail to meet the approved thresholds shall be subject to regulatory sanctions in accordance with their licence conditions and applicable laws.

Consumer Complaints

Consumers who experience **persistent** poor quality of mobile telecommunications services are encouraged to lodge complaints through any of the following channels:

- **Toll-Free:** 0800 30 30 30
- **Email:** complaints@nca.org.gh
- **Social media:**
 - Facebook and LinkedIn – National Communications Authority Ghana
 - Tiktok and X- NCA Ghana
 - Instagram and Thread – National Comm. Authority
- **In-person:** Visit any NCA office nationwide

Issued by the National Communications Authority:

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About NCA

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 communication activities.