
PUBLIC CONSULTATION ON ELECTRONIC COMMUNICATIONS MANAGED SERVICE LICENCE

February 2026

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PART ONE: INVITATION FOR COMMENTS

1. The National Communications Authority (NCA) is in the process of developing a regulatory framework for regulating the operation of Managed Services.
2. Managed Services cover the operation of entities that manage the infrastructure or provide support services to licensed/authorized Electronic Communications Service Providers or Electronic Communications Network Providers.
3. The Licence shall be called **Electronic Communications Managed Service Licence**.
4. Accordingly, in pursuance of the Authority's mandate under Section 27 of the Electronic Communications Act, 2008, Act 775, and Section 4.1 of the National Telecommunications Policy 2005 (NTP'05), the Authority hereby invites views and comments from Licensed Service Providers, Consumers of Information and Communication Technology services and the General Public on the Electronic Communications Managed Service Licence which can be accessed on the Authority's website, www.nca.org.gh.
5. The public consultation begins on **6th February, 2026** and shall expire on **6th March, 2026**.
6. All responses/comments should be electronically transmitted as e-mail attachments, in Microsoft Word format to **info@nca.org.gh**
7. We request all respondents to complete a response cover sheet (see Page 3).
8. It would be helpful if your response could include comments on the sections of the document you agree to/disagree with.

Confidentiality

9. In furtherance of transparency and openness, the Authority shall consider all responses as non-confidential. Upon receipt, we will publish all submissions on our website, www.nca.org.gh.
10. Please note that copyright and all other intellectual property in responses shall be assumed to be licensed to NCA for use to meet its legal requirements.

Next Step

11. After the public consultation is completed, the Authority shall proceed to publish the outcome.

Issued by the Director General.

6th February, 2026

PART TWO: COVER SHEET FOR RESPONSE TO CONSULTATION

COVER SHEET FOR RESPONSE TO NCA PUBLIC CONSULTATION ON THE ELECTRONIC COMMUNICATIONS MANAGED SERVICE LICENCE

BASIC DETAILS

Name of respondent:

Representing (self or organisation(s)):

Address:

DECLARATION

I confirm that the correspondence supplied with this cover sheet is a formal consultation response. It can be published in full on NCA's website, and I authorise NCA to make use of the information in this response to meet its legal requirements. If I have sent my response by email, NCA can disregard any standard e-mail text about not disclosing email contents and attachments.

Name:

Signature:

PART THREE: FORMAT FOR PRESENTATION OF COMMENTS TO CONSULTATION

S.N	Article Number	Heading	Comments	Suggestion/Proposed Amendment

PART FOUR: ELECTRONIC COMMUNICATIONS MANAGED SERVICE REGULATORY FRAMEWORK

1.0. INTRODUCTION

- 1.1. Within the telecommunication value chain in Ghana, entities have been licensed by the National Communications Authority to build, operate and maintain Communications Infrastructure Networks or provide Communications Services.
- 1.2. However, there is a phenomenon where Licensed Mobile Network Operators and Infrastructure Companies outsource the management and maintenance of this infrastructure to third parties.
- 1.3. The National Communications Authority (NCA) in line with its oversight responsibilities has developed a framework to regularise the operations of these third-party companies.

2.0. LICENSING FRAMEWORK

- 2.1. The National Communications Authority has developed the Electronic Communications Managed Service Licence for the management of the infrastructure or the network of a licensed/authorised Electronic Communications Service Provider or Electronic Communications Network Provider.
- 2.2. The Licence shall be issued for 10 years and renewable for the same period upon expiry.
- 2.3. The Electronic Communications Managed Services may include the following:
 - 2.3.1. Operating a Network Operations Centre (NOC) to monitor the network of a licensed/authorised Electronic Communications Service Provider or Electronic Communications Network Provider.
 - 2.3.2. Providing network maintenance and operation services, which may include but are not limited to the following:
 - 2.3.2.1. Network quality testing and network benchmarking,
 - 2.3.2.2. Electronic communications service provisioning and billing
 - 2.3.2.3. Ancillary works, such as power system installation, grounding, rigging, and site maintenance for electronic communications infrastructure
 - 2.3.2.4. Installation, management of network call center, and other field-level maintenance.

2.3.2.5. Electronic communications service or network optimisation and expansion of a licensed network and services on behalf of a licensed/authorised Electronic Communications Service or Electronic Communications Network Provider, for purposes of meeting its quality of service obligations.

2.4. The Electronic Communications Managed Service shall not:

- 2.4.1. Provide its own branded electronic communication services to End-Users of both private and public electronic communications services.
- 2.4.2. Own frequency spectrum for the purposes of providing managed services.
- 2.4.3. Own any numbering resources for the purpose of providing Electronic Communications Managed Services, except the Special Numbering Resources (SNRs) for which they have to apply to the Authority.
- 2.4.4. Own any part of the licensed Electronic Communications service or network.

3.0 Applicable Fees

The following fees shall apply to entities applying for this Licence:

Licence	Application Fee (GHS)	Licence Fee (GHS)	Regulatory Fee
Electronic Communications Managed Service	55,000.00	1,000,000.00	Equivalent of 1% of annual revenue

PART FIVE: PROPOSED SCOPE OF LICENCE

1.0. PROPOSED SCOPE FOR ELECTRONIC COMMUNICATIONS MANAGED SERVICE LICENCE

- 1.1.** The Licensee is hereby authorised to offer Electronic Communications Managed Services to licensed/authorised Electronic Communications Service Providers or Electronic Communications Network Providers.
- 1.2.** The Licensee shall manage the infrastructure or the network of a licensed/authorised Electronic Communications Service Provider or Electronic Communications Network Provider.
- 1.3.** The Licensee may, at the request of a licensed/authorised Electronic Communications Service Provider or Electronic Communications Network Provider, build the infrastructure or the network of the said licensed/authorised Electronic Communications Service Provider or Electronic Communications Network Provider.
- 1.4.** The Licensee may install and maintain electronic communications equipment on behalf of the licensed/authorised Electronic Communications Service Provider or Electronic Communications Network Provider.
- 1.5.** The Electronic Communications Managed Services may include the following:
 - 1.5.1.** Operating a Network Operations Centre (NOC) to monitor the network of a licensed/authorised Electronic Communications Service Provider or Electronic Communications Network Provider.
 - 1.5.2.** Providing network maintenance and operation services, which may include but are not limited to the following:
 - 1.5.2.1.1.** Network quality testing and network benchmarking,
 - 1.5.2.1.2.** Electronic communications service provisioning and billing
 - 1.5.2.1.3.** Ancillary works, such as power system installation, grounding, rigging, and site maintenance for electronic communications infrastructure
 - 1.5.2.1.4.** Installation, management of network call center, and other field-level maintenance
 - 1.5.2.1.5.** Electronic communications service or network optimisation and expansion of a licensed network and services on behalf of a licensed/authorised Electronic Communications Service or Electronic Communications Network Provider, for purposes of meeting its quality of service obligations.
- 1.6.** Importing Electronic Communications Equipment and its accessories on behalf of the licensed Electronic Communications Service or Electronic Communications Network Provider for the purpose of the Managed Services.

1.7. Providing other Ancillary Electronic Communications Works or Services considered as electronic communications service on behalf of the licensed Electronic Communications Service or Electronic Communications Network Provider.

1.8. The managed service licensee shall **not**:

1.8.1. Provide its own branded electronic communication services to End- Users of both private and public electronic communications services.

1.8.2. Own frequency spectrum for the purposes of providing managed services.

1.8.3. Own any numbering resources for the purpose of providing Electronic Communications Managed Services, except the Special Numbering Resources (SNRs) for which a separate application shall be made to the Authority.

1.8.4. Own any part of the licensed Electronic Communications service or network.

1.9. For the avoidance of doubt, nothing in this Licence grants the Licensee the right to establish or operate any Electronic Communications Network, or provide any Electronic Communications Service, unless otherwise authorised by the Authority.

1.10. In the event that the Licensee intends to provide additional services not included in the scope of this Managed Service Licence, it shall submit a written request for clarity and approval from the Authority prior.

1.11. Pursuant to Articles 3.1 and 3.2 of this Licence, the Licensee shall pay a fee, as shall be determined by the Authority, for the establishment and/or operation of any Electronic Communications Managed Services.

2.0. KNOWLEDGE AND TECHNOLOGY TRANSFER

2.1. The Licensee shall design and implement training and development programmes for its licensed local managed service partners per equipment in use and technology evolutions to ensure the provision of quality services relating to the:

2.1.1. suitability and technical competence of the personnel in charge of the operation, and;

2.1.2. maintenance of equipment and the development of electronic communication service engineering capabilities.

2.2. The Licensee shall submit training and development programs for its subcontractors to the Authority annually, together with reports on implementation and evidence of capacity building in the form of certificates issued.

- 2.3.** The Licensee shall submit to the Authority, annually, an employee return form. The form shall indicate the licensee's workforce structure, subcontractors, and the training and capacity building undertaken within the year.
- 2.4.** The licensee shall abide by any local content requirements that may be applicable to the telecommunications industry.
- 2.5.** The licensee shall be liable for fines of up to 10,000 penalty units for failing to comply with the knowledge and technology transfer requirements herein.