



**NATIONAL  
COMMUNICATIONS  
AUTHORITY**

# NEWSLETTER

JANUARY - APRIL, 2026



## **NCA MARKS 30 YEARS OF COMMUNICATIONS REGULATION WITH ANNIVERSARY LAUNCH**

### **IN THIS ISSUE**

- NCA ENGAGES STAKEHOLDERS ON DRAFT NUMBERING RESOURCE REGISTRATION REGULATIONS
- 7<sup>TH</sup> COHORT OF AFRICAN PHASE OF IPRIS-SPIDER PROJECT COMMENCES IN ACCRA
- NCA LEADERSHIP PAYS COURTESY CALL ON FAMILY OF LATE BOARD MEMBER, DR. AUGUSTINA ODAME
- NCA ISSUES NOTICE OF PROPOSED LICENCE AMENDMENT TO NEXT-GEN INFRACO (NGIC)

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## NCA Marks 30 Years of Communications Regulation with Anniversary Launch



*The Minister of Communication, Digital Technology and Innovations, Hon. Samuel Nartey George, delivers the keynote address outlining government's vision for an inclusive digital future*



*"If the first thirty years were defined by expanding access, the next thirty must be defined by deepening inclusion"- the Board Chair, Ms. Mavis Ampah*



*The progress we celebrate today reflects not only regulatory leadership but also the confidence between the Authority and industry"- Rev. Ing. Edmund Y. Fianko*

On 25<sup>th</sup> February, 2026, the National Communications Authority (NCA) officially launched the celebration of its 30<sup>th</sup> anniversary, marking three decades of regulating and advancing the communications sector in Ghana.

The launch set the tone for a year-long programme of activities under the theme **"30 Years of Communications Regulation – Celebrating Impact, Advancing a More Inclusive Digital Future."** The milestone reflected the Authority's journey from a modest telecommunications landscape to a dynamic, technology-driven communications ecosystem that supports Ghana's growing digital economy.

Delivering the keynote address, the Minister of Communication, Digital Technology and Innovations, Hon. Samuel Nartey George, recounted the evolution of the Authority and acknowledged its significant contributions to national development.

"Beyond its statutory regulatory mandate, the NCA has over the years played an important

enabling role in strengthening Ghana's communications and digital ecosystem through targeted institutional and sector-wide interventions," he noted.

Looking ahead, the Minister urged stakeholders to remain committed to building a resilient and inclusive digital future. "Our responsibility as a nation is to ensure that innovation serves development, inclusion, and opportunity. We must build forward-looking regulatory systems, invest in digital skills for our young people, protect citizens in the digital space, and create an environment where innovation thrives," he added.

In her remarks, the Board Chair of the Authority, Ms. Mavis Ampah, reflected on the NCA's transformation into a strong and respected regulator while sharing personal memories from the early days of Ghana's telecommunications reforms.

"It is both an honour and a deeply personal privilege to stand before you today as Board



**Industry leaders and stakeholders gathered at the NCA Tower to mark 30 years of communications regulation in Ghana**

Chairperson of the National Communications Authority at the launch of its 30<sup>th</sup> Anniversary celebrations. For me, this moment truly feels like coming full circle. Many years ago, I had the privilege of contributing to Ghana's telecommunications reform programme, which laid the foundation for sector liberalisation," she said.

She recalled key milestones from the Authority's formative years, including the acquisition of its first spectrum monitoring system and the securing of its first operational office at First Rangoon Close in Cantonments.

Charging stakeholders to prepare for emerging opportunities and challenges, she emphasised the importance of inclusion in the next phase of sector growth. "If the first thirty years were defined by expanding access, the next thirty must be defined by deepening inclusion – better and more reliable connectivity, broader opportunity, and more diverse leadership. Let this celebration mark not only our achievements, but also a renewed commitment to excellence, integrity,

innovation, and inclusion," she stressed.

The Director General of the NCA, Rev. Ing. Edmund Y. Fianko, shared a personal reflection on his journey within the Authority while highlighting the remarkable growth of the communications sector.



**NCA @ 30 Anniversary logo unveiled**



**Past Board Chairs, former Directors General and industry stakeholders in attendance at the NCA's 30th Anniversary launch**

"I joined this Authority in December 2004 as a National Service person, fresh from university and eager to contribute. Since then, I have had the privilege of serving continuously within the NCA – learning, growing, and working alongside dedicated professionals who believe deeply in the mission of this institution," he said.

Rev. Ing. Fianko further noted that sustained investments by industry players in infrastructure, emerging technologies, and service innovation had significantly expanded connectivity and digital opportunities for millions of Ghanaians.

"The progress we celebrate today reflects not only regulatory leadership but also the confidence of investors, the ingenuity of engineers and entrepreneurs and the strong collaboration between the Authority and industry," he stated, while expressing appreciation to operators, broadcasters, and stakeholders for their continued partnership.

The NCA's 30<sup>th</sup> anniversary celebrations will

Jan - Apr | 2026

continue throughout the year with stakeholder engagements and initiatives aimed at promoting innovation, strengthening regulation, and advancing a more inclusive digital future for Ghana.

Former Board Chairs in attendance included Mr. Jude Arthur, Mr. Kwaku Sakyi-Addo, and Mr. Isaac Emmil Osei Bonsu Jr. The launch was also graced by several former Directors General: the inaugural Director General, Mr. J. K. Gyimah, Mr. Bernard Forson Jr., Mr. Paarock VanPercy and Dr. Joe Anokye, whose combined visionary leadership has helped shape the Authority over the years.

The anniversary launch event, held at the NCA Tower, brought together staff of the Authority, former Directors General and past executives, retirees, government officials, and key players across the telecommunications and broadcasting sectors.

## NCA ENGAGES STAKEHOLDERS ON DRAFT NUMBERING RESOURCE REGISTRATION REGULATIONS



Director General of the NCA, Rev. Ing. Edmund Y. Fianko, delivering his opening remarks

The National Communications Authority (NCA) held a stakeholder engagement with industry players to discuss the draft Numbering Resource Registration Regulations on 13<sup>th</sup> March, 2026, at the NCA Tower.

The engagement, held at the NCA Tower in Airport City, created an opportunity for stakeholders to review the draft Regulations following the incorporation of comments previously submitted on the subject.

In his opening remarks, the Director General of the NCA, Rev. Ing. Edmund Yirenkyl Fianko, highlighted the critical role the Regulations would play in the upcoming SIM registration exercise. Providing the background to the engagement, he presented an overview of the evolution of SIM registration efforts in the country

over the years. According to him, the primary objective of previous exercises—curbing fraud and strengthening public confidence in the use of communications services—had not been fully achieved.

He emphasised that the current process presented an opportunity to improve upon past efforts as the nation was better positioned to address previous pitfalls. “We are here now wanting to perfect a system that we have attempted twice [already to perfect], so this time I think we have the benefit of experience from both processes. I think we have seen a lot of the tricks in the book because we have seen the pitfalls in the previous registration exercises,” Ing. Fianko noted.

The Director General explained that the upcoming registration would be more

convenient for the public. He indicated that the third registration exercise was expected to be easier and more efficient, eliminating the long queues experienced in previous exercises as lessons from earlier efforts had been taken into account.

Encouraging meaningful contributions to the process, he urged stakeholders to continue reviewing the draft Regulations and submit any additional comments before the Legislative Instrument was passed. “We want to hear every shade of opinion, we want to listen to every shade of opinion, so feel free to share your opinion,” he added.

The engagement provided participants with the opportunity to share diverse views on various sections of the draft following a presentation of its key provisions. Discussions and enquiries from stakeholders covered several thematic areas including provisions relating to permanent residents, tourists and foreigners, financial implications, the duration of the exercise, the number of SIM cards that could be registered with a single identification card, as well as the registration of minors and diplomats.

In his closing remarks, Ing. Fianko expressed the Authority’s appreciation to stakeholders for their contributions, noting that the feedback



*Participants sharing their views at the meeting*

received would help strengthen the Regulations and improve the management of numbering resources within the communications industry.

Participants at the engagement included the Deputy Director General for Technical Operations at the NCA, Mr. Suleman Salifu, and some Management and Staff of the Authority. There were also industry players and representatives from several institutions in attendance, including those from the National Identification Authority, the Ghana Immigration Service, the Ministry of Communication, Digital Technology and Innovations, the Ministry of Foreign Affairs, the Ghana Chamber of Telecommunications, the Consumer Protection Agency, CUTS International Ghana as well as Mobile Network Operators (MNOs).



*A cross-section of participants at the meeting*

## 7<sup>TH</sup> COHORT OF AFRICAN PHASE OF IPRIS-SPIDER PROJECT COMMENCES IN ACCRA



*Gisela Spreitzhofer (seated third from right), EU Delegation Team Leader for Governance and Security, listening as a presentation is made*

On 9<sup>th</sup> March, 2026, the National Communications Authority (NCA) hosted the African Follow-Up Phase of the 7<sup>th</sup> Cohort of the ICT Policy & Regulation – Institutional Strengthening (IPRIS)-SPIDER Project.

The deliberations, scheduled to last from the 9<sup>th</sup> to the 12<sup>th</sup> of March, were held at the Lancaster Hotel in Accra with a focus on Ghana’s Change Initiative in respect of developing a National Spectrum Policy and Spectrum Roadmap for Ghana. The objective of the four-day interaction was to create a forward-looking framework that would guide spectrum allocation, licensing, and utilisation over the next five (5) to ten (10) years.

Through this initiative, the NCA aimed at aligning Ghana’s spectrum management approach with global best practices, enhancing proactive planning within the Authority and

ultimately driving the pursuit of universal access to communication services.

Delivering the first set of welcome remarks, Rev. Ing. Edmund Yirenkyi Fianko, Director General of the NCA, spoke of how the gathering was a defining moment in Africa’s digital transformation journey. “Across our continent, connectivity has evolved from a convenience into a fundamental enabler of development. It supports commerce, education, healthcare, governance, financial inclusion, and social interaction. Yet despite the remarkable expansion of mobile and broadband networks across Africa over the past decade, a persistent digital divide remains between urban and rural communities, between the connected and the underserved, and between those who can fully leverage digital technologies and those who cannot. As regulators, we stand at the centre of efforts to bridge this divide,” he said.



**Mr. Edem Debrah, Assistant Manager Engineering at the NCA, delivering a presentation**

In alignment with the mission of the IPRIS-SPIDER programme, Rev. Ing. Fianko indicated that the mandate of the NCA, far from being limited to just licensing and compliance, was one that fostered the facilitation of equitable access, a diligent stewardship of national spectrum resources – which he referred to as “the lifeblood of wireless communication,” the protection of consumers, and the enabling of innovation. “Our work therefore aligns closely with the mission of the IPRIS-SPIDER programme, which seeks to strengthen regulatory capacity and empower institutions to design and implement forward-looking, evidence-based regulatory interventions,” he added.

He also indicated how, through the Change Initiative, the NCA was undertaking a comprehensive review of its spectrum management approach to ensure that Ghana’s spectrum governance framework remained responsive to emerging technologies, evolving market dynamics, and the growing demand for wireless connectivity. He expressed the hope that as Ghana continued to make steady progress in strengthening its digital ecosystem, other African countries would follow suit or continue on the same path, channelling a renewed focus on new technological trends by countries on the continent.



**Rev. Ing. Edmund Yirenkyi Fianko, Director General of the NCA, speaking during the event**

Speaking on behalf of the EU Delegation to Ghana, Gisela Spreitzhofer, Team Leader for Governance and Security, indicated that access to internet services had become crucial in our globalised world, and that the European Union itself was making myriad investments in that regard: “Ensuring universal internet connectivity has become an imperative for most countries that are striving to compete in a globalised and digitalised world. This is also very important for the European Union, and our Global Gateway Programme defines digital transformation and investments in digital infrastructure.”

Mr. Edem Debrah of the Engineering Division of the NCA delivered a presentation on the Change Initiative and Developing a Forward-Looking Spectrum Management Policy and Strategy. The other members of the NCA who were on the framing team were: Ama Sekyere Boateng, Senior Manager (Regulatory Authority Division); Isaac Laryea, Manager (Engineering Division); Emmanuel Neizer, Manager (Research, Innovation, Policy and Strategy Division); and Eunice Debrah, Officer (Engineering Division).

Also present at the event were participants from the Botswana Communications Regulatory Authority (BOCRA); the Public Utilities Regulatory Authority (PURA) of The Gambia; the Communications Authority (CA) of Kenya;

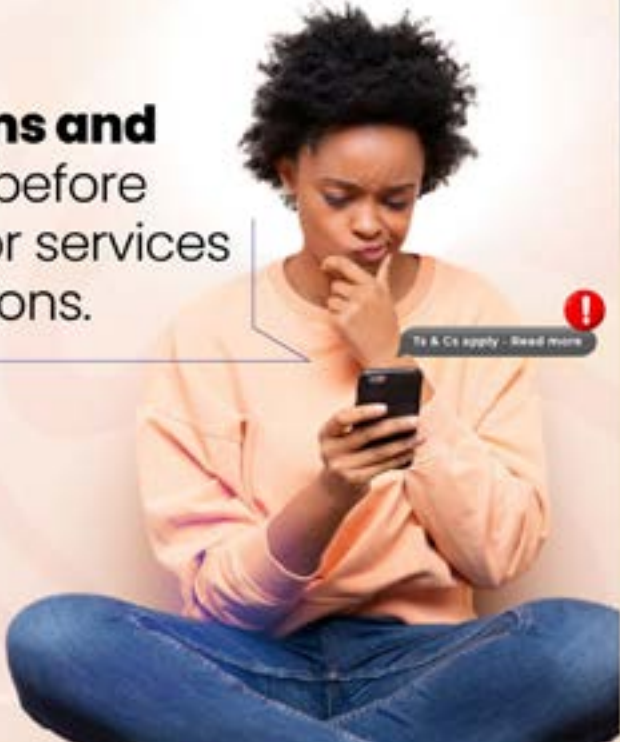
the Lesotho Communications Authority (LCA); and the Malawi Communications Regulatory Authority (MACRA). Participating regional regulatory organisations were the Communications Regulators' Association of

Southern Africa (CRASA), the East African Communications Organisation (EACO), and the West Africa Telecommunications Regulators Assembly (WATRA).



*A group photograph of some Management and staff of the NCA, institutional representatives and participants*

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## NCA Leadership Pays Courtesy Call on Family of Late Board Member, Dr. Augustina Odame



*Mr. George Sarpong, NCA Board Member, speaking to the family*

A delegation from the National Communications Authority (NCA) comprising some Board Members, the two Deputy Directors General, as well as some members of Management and Staff of the Authority, visited the family of the late Dr. Augustina Odame on 4<sup>th</sup> March, 2026, to condole with the bereaved family as well as sign the Book of Condolences at her residence in Cantonments.

Dr. Augustina Odame passed away on Saturday, 28<sup>th</sup> February, 2026.

During the visit, Mr. George Sarpong, a Member of the Board of the NCA, expressed the sympathies of the visiting team to the family and acknowledged the late former Board member's immense contributions to the Authority within

the short period she had served.

She served as a Board Member of the NCA from October 2025 until her passing, bringing to bear a wealth of experience in such areas as economics and digital policy. She was widely respected for her contributions to financial inclusion, regulatory reform, and digital transformation across Africa.

Dr. Odame will be fondly remembered for her dedication to the work of the Authority and her active participation in its activities.

A spokesman for the Odame family expressed gratitude to the Authority for the visit, describing the gesture as comforting during such a difficult period.



*Some members of the delegation signing the book of condolences*

The NCA delegation included Board Member, Madam Barbara Serwaa Asamoah; Deputy Director General in charge of Managerial Operations, Mrs. Etta Mosore; Deputy Director General in charge of Technical Operations, Mr. Suleman Salifu; Secretary to the Authority, Mrs. Golda Sowah Adjei; Director of the Audit Division, Mr. Bright Oduro-Nimo; Director of the

Finance Division, Mr. Ebenezer Nartey; Deputy Director for Research, Innovation, Policy and Strategy, Mrs. Barbara Osei-Annancy; Deputy Director, Engineering, Naa Amorkor Asihene; Head of the Director General's Secretariat, Ms. Christiana Ladze Attrams as well as other staff of the Authority.



*A group picture of the NCA delegation with the family*

## NCA Issues Notice of Proposed Licence Amendment to Next-Gen Infraco (NGIC)

Pursuant to Section 14 of the Electronic Communications Act, 2008 (Act 775) the National Communications Authority (NCA) issued a Notice on 4<sup>th</sup> March, 2026, on the Proposed Amendment to Next-Gen Infraco's (NGIC) Licence.

The proposed amendment removed the 5G exclusivity clause contained in NGIC's licence.

The Authority considered this action to be in the public interest, with the objective of:

- Promoting competition and innovation in the provision of 5G services;
- Enhancing consumer choice and service quality;
- Accelerating nationwide digital transformation; and
- Ensuring optimal and efficient use of spectrum as a national resource.

In accordance with Section 14 of Act 775, the proposed amendment took effect ninety (90) days from the date of the notice, unless otherwise determined after the consideration of any representations made by the licensee within the statutory notice period.

The NCA assured the general public that the proposed amendment followed due process and was consistent with the Authority's mandate to regulate communications services in a manner that safeguarded the

national interest.

In a related development, the NGIC as at 4<sup>th</sup> March, 2026, had installed forty-nine (49) 5G sites across the country distributed as follows:

- Greater Accra Region – 43 sites
- Ashanti Region – 2 sites
- Western Region – 1 site
- Northern Region – 1 site
- Bono Region – 1 site
- Central Region – 1 site

The NCA had noted that the NGIC was in default of its licence fee instalment payment under the Schedule of Licence Fee Payments forming part of its licence conditions. The Authority was addressing this matter in accordance with the applicable licence conditions and statutory provisions.

The NCA remains committed to transparent, fair, and predictable regulation to ensure sustainable investment, competition, and growth in Ghana's communications sector.



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



On 15<sup>th</sup> February, 2026, the National Communications Authority (NCA) informed the general public and other stakeholders of the amendment of the Quality of Service (QoS) Key Performance Indicators (KPIs) applicable to mobile telecommunications services in Ghana.

The amended QoS KPIs introduced more stringent, measurable and enforceable performance thresholds for voice, data and messaging services across all Metropolitan, Municipal and District Assemblies (MMDAs). These amendments, which took immediate effect, updated certain QoS parameters that had been in effect since 2004 and reflected 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 **less than or equal to 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 introduced a mandatory requirement for MNOs to extend network coverage to all constituent towns within every MMDA.

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 has intensified 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 – **NCAGhana**
  - \* Instagram and Threads – **National Comm. Authority**
- In-person: **Visit any NCA office nationwide**

Do you know that the **National Communications Authority (NCA)** does not regulate content?

If you have any issues with media content, contact the **National Media Commission (NMC)**.

Communications for Development

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# NCA Advances Digital Transformation Through Strategic Public Consultations

The National Communications Authority (NCA) has concluded a series of landmark public consultations aimed at modernising Ghana's digital infrastructure and strengthening the regulatory framework of the communications sector.

As part of its commitment to inclusive and transparent regulation, the Authority invited views and comments from licensees, service providers, financial institutions, technology companies, industry stakeholders, and the general public on a number of key policy and regulatory initiatives. These consultations formed part of the NCA's broader effort to ensure that Ghana's communications ecosystem remains resilient, competitive, and responsive to emerging technological trends.

The consultations covered the following areas:

1. Public Consultation on the Proposal for the Use of the 6GHz Band for Wi-Fi 6 Services
2. Invitation for Comments – Value Added Services Guidelines
3. Public Consultation on Electronic Communications Managed Service Licence
4. Public Consultation on the Technical Specifications for Terminal Communication Equipment
5. Public Consultation on Regulatory Framework for the Management, Monitoring, and Monetisation of International Application-to-Person (A2P) Messaging Traffic in Ghana
6. Public Consultation on the Regulatory Framework for the Determination of



## National Roaming Wholesale Rates

Through these engagements, the Authority sought to gather diverse perspectives to inform policy direction, enhance regulatory clarity, and promote innovation within the sector. The consultations also provided a platform for stakeholders to contribute to shaping policies that support improved service delivery, consumer protection, and sustainable industry growth.

The outcomes of these consultations were expected to guide the development of forward-looking regulatory frameworks that would enable the NCA to effectively respond to evolving technologies including next-generation connectivity, digital services, and emerging communications platforms.

As Ghana continues to deepen its digital transformation agenda, the NCA remains committed to fostering collaboration, encouraging stakeholder participation, and implementing policies that drive a more inclusive and future-ready communications sector.

## NCA DG ASSURES ROBUST, CONSUMER-CENTRIC APPROACH TO NEW SIM REGISTRATION PROCESS



*Rev. Ing. Edmund Y. Fianko, Director General of the NCA, making his presentation*



*Minister for Communication, Digital Technology and Innovations, Samuel Nartey George, delivering some remarks*

The Director-General of the National Communications Authority (NCA), Rev. Ing. Edmund Yirenyki Fianko, on 17<sup>th</sup> March, 2026, assured the media that Ghana was taking decisive steps to strengthen its SIM registration regime, including the introduction of device control systems to ensure that every SIM card and mobile device on the country's networks can be verified and traced when necessary.

Speaking at a media engagement organised by the Ministry of Communication, Digital Technology and Innovations at the NCA Tower in Accra, the Director-General emphasised that the initiative formed part of broader efforts to enhance security, promote accountability, and safeguard the integrity of Ghana's telecommunications ecosystem.

The session, which brought together key stakeholders including the National Identification Authority (NIA), was aimed at providing clarity on the upcoming SIM (Number) Registration Exercise and addressing concerns from the media and the public.

The Director-General noted that the implementation of the new process would be preceded by the completion of all necessary legal and technical frameworks. He stressed that the Authority was committed to undertaking extensive stakeholder consultations at every phase to ensure transparency, inclusiveness, and smooth execution.

He further underscored that consumer convenience remained a central pillar of

the new system, assuring that both the legal framework and technical design would prioritise ease of access and user-friendly processes for subscribers.

In his remarks, the Minister for Communication, Digital Technology and Innovations, Hon. Samuel Nartey George, indicated that the consumer would not bear any cost for the registration as services rendered by the National Identification Authority (NIA) would be paid for by the telecommunications companies. He also dismissed claims about any purported contract, stressing that the planned system would be robust and, ideally, the final SIM registration exercise. He added that various stakeholders and state institutions had been engaged to ensure the success and sustainability of the process.

The Minister further spoke about the rigorous processes and scrutiny his proposal had undergone at the sub-committee and Cabinet levels, noting that significant work had been done behind the scenes to ensure that the upcoming SIM registration exercise would be as smooth as possible.

He commended the diligent work of the NCA, led by the Authority's Director-General, Rev. Ing. Yirenkyi Fianko, and his team, in striving to safeguard consumers while making processes simpler for them. He also highlighted the presence of the Executive Secretary of the NIA, William Kwaku Deku, noting that it underscored the importance of the government's initiative. He added that while government had provided policy direction, the technical implementation had been entrusted to the NCA and the NIA to



*A photo of some representatives from the media at the interactive session*

## Key Takeaways and Brief on the Upcoming SIM (Number) Registration Exercise

A key takeaway from the media engagement was that consumer convenience was central to both the legal framework and technical implementation of the new SIM (Number) registration process. The Authorities also indicated that the accessibility and convenience of the National ID registration had been significantly enhanced to support the exercise, with the official start date to be announced in due course.

The National Communications Authority (NCA), in collaboration with the National Identification Authority (NIA), is set to undertake a new SIM (Number) Registration Exercise aimed at strengthening the integrity of Ghana's telecommunications ecosystem. Unlike previous exercises that focused on SIM cards, the upcoming process will register individual phone numbers and link each one to a verified identity. This initiative is critical to protecting citizens from fraud, enhancing national security, preventing identity misuse, and enabling the blocking of stolen or illegal devices through integration with the Central Equipment Identity Register (CEIR).

The exercise is informed by identified gaps in the existing SIM registration database. A validation exercise conducted between 17<sup>th</sup> and 26<sup>th</sup> June, 2025, in collaboration with the NIA, revealed several discrepancies including SIM records that could not be verified against the NIA database; incorrect identity information; unverifiable biometric data; and inconsistencies between datasets. These findings underscored the need for a more robust and reliable registration system.

To address these challenges, the Government is introducing key measures including updates to the SIM (number) registration legal framework; strengthened identity verification processes; improved data validation with the NIA; and systems to detect and block illegal or stolen devices. The new approach will prioritise convenience for consumers, ensuring a more seamless and user-friendly registration process while maintaining high standards of data accuracy and security.

The start date for the new process will be announced in due course.

### Sim Number Registration



## COMPETITION AND MARKET CENTRE PAYS COURTESY CALL ON THE NCA



*Deputy Director General, Technical Operations at the NCA, Mr. Suleman Salifu, welcomes the delegation*



*Mr. Paul Kofi Datsa, Managing Director, Competition and Markets Centre*

The National Communications Authority (NCA) hosted a delegation from the Competition and Markets Centre as part of a courtesy call on the Authority on 26<sup>th</sup> March, 2026, at the NCA Tower in Accra.

The delegation, comprising Prof. David Bailey, Professor of Practice Law; Prof. Peter Alexiadis, Visiting Professor (King's College London); and Mr. Paul Kofi Datsa, Managing Director of the

Competition and Markets Centre, was received by the Deputy Director-General, Technical Operations at the NCA, Mr. Suleman Salifu.

The courtesy call follows a successful one-day seminar on Ghana's competition law and policy which was held in Accra on 25<sup>th</sup> March, 2026, in which the NCA actively participated. The seminar focused on competition economics, policy and law, and provided a platform for



*The delegation during the courtesy call at the NCA Tower*



***A group picture of the delegation with some Management Staff***

meaningful engagement on the development of a robust competition regime in Ghana.

The seminar was designed not only to educate participants but also to galvanise stakeholders including lawmakers, regulators, the judiciary, and the business community, to engage with the draft competition framework and contribute

to shaping a law grounded in sound principles from the outset.

The visit further provided an opportunity to strengthen collaboration and promote knowledge exchange between the NCA and leading global experts as Ghana continues to advance its regulatory and competition landscape.



***A group picture of the delegation with some Management Staff***



**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  
the Beginner's Amateur Radio  
Licence examination.*

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*Communications for Development*

## NCA MARKS HERITAGE MONTH IN GRAND STYLE



*Members of Team Greater Accra Region, the winners of the day, delivering an outstanding performance*

Bringing its Heritage Month activities to a vibrant climax on 30<sup>th</sup> March, 2026, the National Communications Authority (NCA) proudly showcased the rich and diverse cultural heritage of Ghana through an engaging and colourful celebration.

The event, held at the NCA Tower in Accra, was simultaneously observed across all NCA Zonal Offices, creating a unified national celebration. Staff were grouped to represent eight regions, namely Greater Accra, Volta, Bono, Ashanti, Eastern, Upper East, Northern, and Western, with each delivering a unique and memorable cultural display.

Representing the Greater Accra Region, the Corporate Affairs Division, Cyber Security Division, and Information Technology Division brought the Ga and Ga-Adangbe heritage to life.

Through storytelling, music, and performance, they took participants on a historical journey, highlighting the origins and traditions of the Ga people.

The Volta Region was elegantly represented by the Regulatory Administration and Finance Divisions and the Ho Zonal Office, delivering a captivating performance of the traditional Borborbor dance, showcasing the region's vivacious culture and rhythmic expression.

For the Bono Region, staff from the Sunyani Zonal Office, Engineering Division, and the Board Secretariat made a grand entrance in a palanquin, adorned in beautiful traditional attire. Their presentation blended storytelling and symbolism, reflecting the richness of Bono culture.



***Taking second place, Team Northern Region delivered a strong and memorable performance***

The Ashanti Region was represented by the Human Resource Division, Legal Affairs Division, and the Kumasi Zonal Office. Their display featured the elegance of Asante Kente and a graceful performance of the Adowa dance, leaving a lasting impression on the audience.

The Administration Division, Regional Operations Division, and the Koforidua Zonal Office, representing the Eastern Region, presented a regal display led by the 'Abrafo,' accompanied by talking drums. The King, Queen, and their entourage beautifully illustrated the traditions and cultural identity of the region.

The Northern Region's presentation was equally striking, led by a Naaba, as the Consumer Division, the Tamale Zonal Office and the Procurement Division showcased horses, traditional regalia, and the globally-recognised "Kuriya Kuriya" performance, reflecting the strength and heritage of Northern Ghana.

Representing the Western Region, staff from the Research, Innovation, Policy and Strategy

Division (RIPS), the Deputy Director General – Technical Operations Secretariat, and the Takoradi Zonal Office highlighted both the cultural richness and the economic significance of the region, particularly its contribution to Ghana's natural resource sector.

In a powerful climax, the Upper East Region was represented by the Internal Audit Division, the Director-General's Secretariat, the Deputy Director General – Managerial Operations Secretariat, and the Bolgatanga Zonal Office. Their performance brought the celebration to a fitting close with a rich display of tradition and cultural pride.

At the end of the competition, the Greater Accra Region emerged as the overall winner, with the Northern Region securing second place. The Eastern Region placed third, while the Bono Region took the fourth position.

The event was a true celebration of unity in diversity, highlighting the beauty of Ghana's cultural heritage and reinforcing the NCA's



*Securing third place, Team Eastern Region impressed with an energetic and engaging performance*

commitment to promoting national identity and cohesion.



*Coming in fourth place, Team Bono Region gave a spirited performance*



*Photo gallery from the Authority's Zonal Offices*



## NCA MARKS WORLD CONSUMER RIGHTS DAY WITH NATIONWIDE CHURCH SENSITISATION TO RAISE AWARENESS AND ENGAGE THE PUBLIC ON CONSUMER RIGHTS ISSUES



*The outreach team engaged and educated consumers on their rights and responsibilities, promoting informed and responsible use of communications services*

The National Communications Authority (NCA) commemorated World Consumer Rights Day (WCRD) 2026 by engaging congregations in selected churches across the country, emphasising the collective effort in protecting consumers and fostering a sense of shared purpose to safeguard telecommunications rights.

The celebration, held on Sunday 15<sup>th</sup> March, 2026, focused on the theme “Empowered Consumers, Informed Choices,” aiming to inspire consumer confidence and strengthen their ability to navigate telecommunications services safely.

The engagement focused on complaints channels and how to report complaints, sharing insights on mobile money fraud (social engineering), and promoting consumer awareness of safeguards when using telecommunication services.

In the Greater Accra Region, the teams celebrated the day at the following churches: Christ the King Methodist Church, East Legon; Perez Chapel International, Dzorwulu; Royal House Chapel, Awudome; Christ Tower of Grace Church, Kwabenya; Lighthouse Chapel, Pokuase; and Grace & Truth Ministries, Nungua. The celebration was also held in all seven (7) regions across the country where the Authority



**Staff of the NCA engaging consumers at church**



**Consumers were given souvenirs as part of the engagement**

operates offices. Churches engaged in the regions included Sumbrungu Church of Pentecost, Bolgatanga; Prophetic Ark Chapel, Liberty Junction, Koforidua; St. Theodore Catholic Church, Barracks, Sunyani; Christ the King Methodist Church, Anaji, Takoradi; Assemblies of God Church, Yendi, Tamale; Mount Olives Presbyterian Church, Kumasi; and the Salem E. P. Church, Klefe Kpodzi, Ho.

The Authority used the occasion to emphasise the importance of consumer awareness in combating fraud and ensuring that consumers can make informed choices as they use telecommunications services. The NCA urged

consumers to stay vigilant against fraud and stressed the importance of reporting incidents through the proper channels to protect themselves and others.

The celebration, which also coincided with the Authority’s 30<sup>th</sup> Anniversary celebration, highlighted its continued commitment to consumer protection and reflected its efforts at ensuring broader awareness and participation of consumers in its 30<sup>th</sup> Anniversary celebrations.



**Consumer complaints were addressed during the outreach**

*Photo gallery from the Authority's Zonal Offices*



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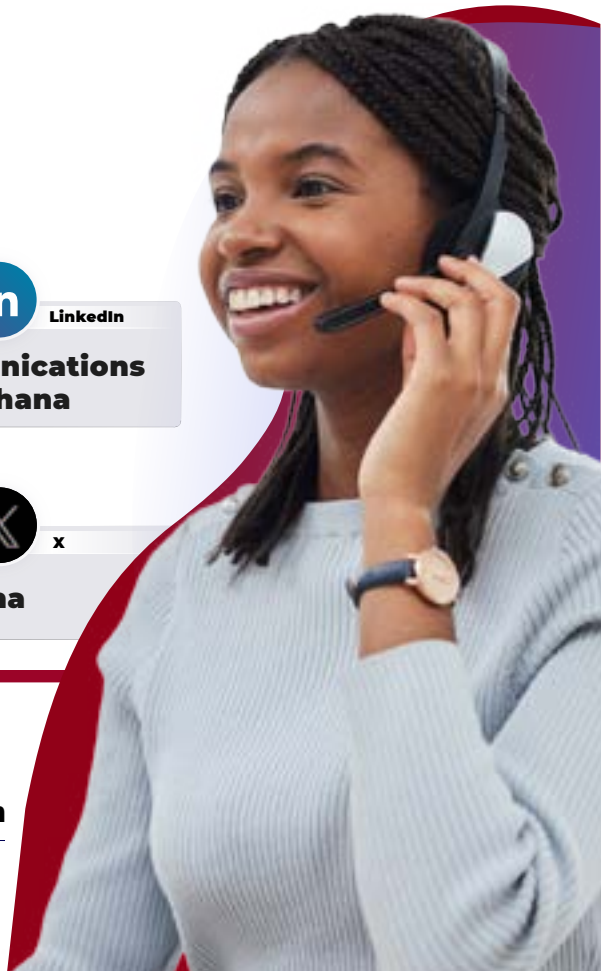
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## GAFSIT STUDENTS GAIN INDUSTRY INSIGHT AT THE NCA



*Ing. Raymond Bill welcoming the team*



*Lt. Col. Paschal Senyo Hatse delivering his remarks*

On 3<sup>rd</sup> April, 2026, students of the Intermediate Information Technology Course 1-26 from the Ghana Armed Forces School of Information Technology (GAFSIT) undertook a study visit to the National Communications Authority (NCA) as part of their academic programme.

The visit, which aligns with their curriculum, was aimed at reinforcing the professional development of the soldiers and exposing them to the practical application of Information Technology (IT). It also provided an opportunity for the students to appreciate the interface between Information Technology, Cybersecurity,



*Some of the soldiers on a tour of the NCA-CERT*

and digital infrastructure within a real-world regulatory environment.

Welcoming the delegation, the Director of IT at the NCA, Ing. Raymond Akuetteh Bill, highlighted the Authority's mandate in regulating the communications sector and emphasised the critical role of technology and cybersecurity in safeguarding Ghana's digital ecosystem. Ing. Bill further encouraged the students to take full advantage of the visit to deepen their understanding and broaden their professional perspectives.

The Commanding Officer of GAFSIT and leader of the team, Lt. Col. Paschal Senyo Hatse, in his brief remarks, outlined the purpose and relevance of the visit within the context of the course. He highlighted the importance of industry exposure in complementing classroom instruction and enhancing operational readiness. He also introduced the instructors accompanying the students and expressed appreciation to the Authority for hosting the delegation and facilitating the learning experience.



**Mr. Brian Martey of the IT Division delivering a presentation**

Mr. Brian Martey of the IT Division and Mr. Nii Clotthey Oko Collison of the Cybersecurity Division took the students through presentations on the operations, key functions, and ongoing initiatives of their respective Divisions.

The students were also taken on guided tours of selected IT and cybersecurity installations within the Authority to gain first-hand insight into their technical operations.



**The participants on a guided tour at the NCA Tower**

## NCA HOSTS GHANA'S SECOND PREPARATORY MEETING AHEAD OF WRC-27

The National Communications Authority (NCA) convened Ghana's Second National Preparatory Meeting as part of the country's build-up to the 2027 World Radiocommunication Conference (WRC-27).

The three-day meeting, taking place at the NCA Tower in Accra from 31st March to 2nd April, 2026, provides a platform for stakeholders to review the preliminary positions adopted at the First National Preparatory Meeting held in April, 2025. It also consolidates Ghana's positions ahead of the 3rd Economic Community of West African States (ECOWAS) and African Telecommunication Union (ATU) Preparatory Meetings.

In his welcome address, the Director General of the NCA, Rev. Ing. Edmund Yirenkyi Fianko, underscored the importance of the engagement noting its national, regional, and global significance. He explained that the meeting formed part of the consultative processes required by law and highlighted the four-year planning cycle that characterised the World Radiocommunication Conference.

He further indicated that as part of preparations for WRC-27, the Authority was placing an increased emphasis on deepening industry participation and strengthening stakeholder input.

Emphasising the importance of collaboration among all spectrum users, Rev. Ing. Fianko stated:

"Your presence here today is a strong testament to the shared commitment of our stakeholders across the communications ecosystem to shape Ghana's strategic voice in global spectrum governance. As we are all aware, the radio frequency spectrum is very important in today's digital interconnected world. It underpins



*Rev. Ing. Edmund Yirenkyi Fianko, Director General of the NCA, delivering the welcome address*

virtually every facet of our modern life: from mobile communications [and] broadband connectivity to broadcasting, satellite services, aviation, maritime operation and scientific research."

He added that given the finite nature of spectrum, its efficient, equitable, and interference-free use required coordinated global management, an objective achieved through the World Radiocommunication Conference convened under the auspices of the International Telecommunication Union (ITU).

Providing further context, the Deputy Director of the Engineering Division, Mrs. Naa Amorkor Asihene, delivered a comprehensive overview of the WRC-27 preparatory process, including the WRC cycle, the role of the ATU, and key agenda areas.

She noted that the Conference played a critical role in ensuring the efficient use of spectrum resources while also promoting global harmonisation, economies of scale,



**Mrs. Naa Amorkor Asihene, Deputy Director for Engineering, addressing the gathering**

and equipment interoperability. Mrs. Asihene emphasised that the outcomes of the meeting would significantly impact Ghana's contributions at the final ECOWAS and ATU preparatory sessions.

Encouraging active and meaningful participation, the Director General reiterated the importance of stakeholder collaboration. "As we prepare as a country for WRC-27, it is important that we put together coherent positions on the various agenda items. Your deliberations over the coming days are of critical importance. They must be informed by both technical expertise and strategic foresight. Your insights will therefore

play a pivotal role in refining Ghana's positions across the various agenda items," he stated.

Participants at the meeting included industry players and representatives from key institutions such as the Ministry of Communication, Digital Technology and Innovations, the Ghana Chamber of Telecommunications, Mobile Network Operators (MNOs), the Ghana Civil Aviation Authority, the Ghana Maritime Authority, Next-Gen Infracore (NGIC) as well as academia.

Key discussion areas over the three-day meetings include: Fixed-Satellite Services, Broadcasting-Satellite Services, Mobile and Radiolocation Services, Mobile-Satellite Services, Science Services, and Article 22 of the ITU Radio Regulations.

Held every three (3) to four (4) years, the World Radiocommunication Conference is organised by the Radiocommunication Bureau of the International Telecommunication Union (ITU-R). It serves as the principal global forum for reviewing and, where necessary, revising the Radio Regulations – the international treaty governing the use of the radio frequency spectrum – as well as geostationary and non-geostationary satellite orbits.



**A group photo of NCA Staff with Participants**

# GHANA HOSTS AFRICA FOR WTSA-28 PREPARATORY MEETING AND RELATED MEETINGS



*The Minister for Communication, Digital Technology and Innovations (MoCDTI), Hon. Samuel Nartey George, delivering his keynote address*



*'The NCA remains committed to advancing standardisation as a key pillar for driving interoperability, innovation, and trust in the digital ecosystem' - Rev. Ing. Edmund Y. Fianko*



*'The discussions are timely and critical, as they directly impact the economics of network' - The Secretary-General of the ATU, Mr. John Omo*



*Mr. Seizo Onoe, Director of the TSB at the ITU, delivering his statement*

The National Communications Authority (NCA), under the auspices of the Ministry of Communication, Digital Technology and Innovations (MoCDTI), is hosting the First African Preparatory Meeting for the World Telecommunication Standardisation Assembly 2028 (WTSA-28) in Accra.

The meeting, being held in collaboration with the International Telecommunication Union (ITU) and the African Telecommunications Union (ATU) from 13<sup>th</sup> to 17<sup>th</sup> April 2026 at the Palms by Eagles Hotel, is taking place alongside the Joint ITU-ATU Workshops on Over-the-Top (OTT) services and the implementation of a Common Emergency Number in Africa, as well as the Meetings of ITU-T Study Groups 2 and 3 Regional Groups for Africa.

Highlighting Africa's growing influence in global ICT standardisation, the Minister for

Communication, Digital Technology and Innovations (MoCDTI), Hon. Samuel Nartey George, underscored the importance of unity and coordinated action as the continent prepares for WTSA-28. He recalled that during WTSA-24, Africa submitted thirty-seven (37) Common Proposals, of which thirty-four (34) were adopted, including new resolutions on Artificial Intelligence, the Metaverse, and ITU Strategic Planning.



**Dignitaries at the WTSA-28**



***A cross-section of participants at the event***

The Minister further noted that Africa secured twenty-nine (29) leadership positions across ITU structures, with experts from thirteen (13) countries serving as Chairs, Vice Chairs, and TSAG Vice Chairs, marking a significant milestone in the continent's participation in global standard-setting.

He emphasised that the current preparatory meeting presents a critical opportunity for Africa to align positions, strengthen regional cooperation, and build consensus. "Our main technical priorities are bridging the digital divide through rural broadband, enhancing cybersecurity via robust frameworks, promoting affordable connectivity with infrastructure sharing, and fostering safe, inclusive advancement of AI and IoT. We must ensure standardisation supports innovation and remains flexible. It should be guided by technology neutrality, inclusivity, and sustainability," he said.

In his welcome address, the Director-General of the NCA, Rev. Ing. Edmund Y. Fianko, welcomed delegates from across Africa and beyond, noting that the gathering was particularly significant as it coincided with the Authority's 30th anniversary. He stated that the milestone reflected three

decades of regulatory leadership and deepening collaboration within the continent and with global partners.

He went on to say that the NCA remained committed to advancing standardisation as a key pillar for driving interoperability, innovation, and trust in the digital ecosystem. Highlighting Ghana's growing role, Rev. Ing. Fianko noted the establishment of the Type Approval and Conformance Laboratories and the Authority's continued partnership with the ITU in building capacity across Africa. He reaffirmed Ghana's readiness to support regional cooperation and contribute meaningfully to global standard-setting efforts.

The Secretary-General of the African Telecommunications Union, Mr. John Omo, in his remarks, emphasised that while mobile ownership in Africa continues to grow, it has not yet translated into meaningful connectivity for many citizens. He noted that although 66% of individuals aged 10 and above owned mobile phones in 2024, active mobile broadband usage remained significantly lower, highlighting persistent gaps in affordability, quality of service, and digital inclusion.



***A group photograph of delegates from Member states, dignitaries, and Hon. Samuel N. George at the event***

Citing data from the GSMA and the ITU, he pointed out that while the coverage gap had narrowed, a substantial usage gap remained, with hundreds of millions still offline. He further stressed that affordability continued to be a major barrier, with mobile broadband costs in many African countries exceeding global targets. Mr. Omo underscored that the discussions in Accra, particularly on Over-the-Top (OTT) services, were timely and critical, as they directly impacted the economics of network investment and the continent's ability to deliver more accessible, reliable, and affordable digital services.

In a statement, the Director of the Telecommunication Standardization Bureau of the International Telecommunication Union, Mr. Seizo Onoe, emphasised the importance of ensuring that global standards and capacity-building efforts laid a solid foundation for the digital future. He noted that the outcomes of the last World Telecommunication Standardization Assembly (WTSA-24) demonstrated the ITU community's strong commitment to developing impactful and widely-adopted standards, supported by active industry participation and sustained support for developing countries. Emphasising the ITU's long-standing culture

of collaboration and consensus, he urged stakeholders to ensure that the outcomes of WTSA-28 reflected the priorities and needs of all member states.

The week-long engagement will feature the Joint ITU/ATU Workshop on the Economic Impact of Over-the-Top (OTT) services, discussions on the implementation of a Common Emergency Number in Africa, as well as meetings of the ITU-T Study Group 2 Regional Group for Africa (SG2RG-AFR) and the ITU-T Study Group 3 Regional Group for Africa (SG3RG-AFR), bringing together policymakers, regulators, industry leaders, and technical experts from across the continent.



***Delegation from Mali***

## First African Preparatory Meeting for WTSA-28 (APM-1)

The First African Preparatory Meeting (APM-1) is a regional coordination forum where African countries begin discussions and develop common positions ahead of the World Telecommunication Standardization Assembly 2028 (WTSA-28). It enables regulators, policymakers, and technical experts to align priorities, share perspectives, and strengthen Africa's collective voice in global telecommunications standardisation processes.



*Joint ITU-ATU Workshop*

## Joint ITU-ATU Workshops on OTTs and the Implementation of a Common Emergency Number in Africa



*The meeting focused on key emerging issues in the communications sector*

These workshops, jointly organised by the International Telecommunication Union (ITU) and the African Telecommunications Union (ATU), focus on key emerging issues in the communications sector. They address the regulation and impact of Over-the-Top (OTT) services (such as messaging and streaming platforms), as well as efforts to establish a unified emergency number across Africa to improve access to emergency services and enhance public safety.

## Meetings of ITU-T Study Groups 2 and 3 Regional Groups for Africa

These are technical meetings of regional groups under the ITU Telecommunication Standardization Sector (ITU-T), where African experts contribute to the development of international telecommunications standards. Study Group 2 focuses on operational aspects of telecom networks, including numbering and service provision, while Study Group 3 addresses economic and policy issues such as tariffs, costing, and interconnection, ensuring Africa's input is reflected in global standard-setting.



*Study Group 2 focused on the operational aspects of telecom networks*

## AFRICA CONCLUDES WEEK-LONG WTSA-28 PREPARATORY MEETING AND ITU-RELATED SESSIONS

On April 17, 2026, Africa took a significant step forward in shaping its digital future following the successful conclusion of the First African Preparatory Meeting for the World Telecommunication Standardization Assembly 2028 (WTSA-28) held in Accra from 13th to 17th April, 2026. The meeting was hosted by the National Communications Authority (NCA), under the auspices of the Ministry of Communication, Digital Technology and Innovations (MoCDTI).

The meeting brought together delegates from across the continent with the shared objective of repositioning Africa from being passive adopters of global standards to active contributors in shaping them. It also addressed immediate regional priorities and was held alongside high-level engagements including regional workshops and meetings of the ITU-T Study Group 2 and Study Group 3 Regional Groups for Africa.

Key discussions included the Regional Workshop on Over-the-Top (OTT) Services during which stakeholders examined economic and regulatory frameworks, particularly the “fair share” debate, to promote sustainable investment



*A cross-section of participants at the event*

in telecommunications infrastructure. Another critical focal point was the implementation of a Common Emergency Number (CEN) across Africa, aimed at harmonising emergency communication systems and ensuring universal access to life-saving services.

The meeting further served as a platform for establishing governance structures and working groups for the WTSA-28 cycle; identifying priority technical areas such as Artificial Intelligence, cybersecurity and subsea cable resilience; and strengthening multi-stakeholder collaboration among industry, academia, and civil society. These efforts are geared towards ensuring that emerging ICT standards are inclusive, resilient,



*A group photograph of delegates from Member states and dignitaries at the event*

and reflective of Africa's development priorities.

It also provided an opportunity to reintroduce Ghana's candidate for the Radio Regulations Board, Rev. Ing. Edmund Yirenkyi Fianko, who is seeking re-election. His candidature reflects a continued commitment to strengthening the integrity of the Board's work through fairness, consistency and transparency, while upholding the principles of the Radio Regulations and the Constitution and Convention of the Union. In this regard, he respectfully appealed to Member States for their support, citing the advantages of continuity and the gains to be derived from his

experience on the next Board.

The successful hosting of these meetings further reinforces Ghana's role as a regional hub for ICT development and standardisation and highlights the NCA's continued leadership in driving inclusive and forward-looking digital policy across Africa.

The Authority also acknowledges the valued support of its partners, namely, Comsys, Glico Health, MainOne, MTN and Telecel, whose contributions were instrumental to the success of the programme.

The advertisement features the National Communications Authority (NCA) logo on the top left, which includes a circular emblem with a map of Ghana and the text 'NATIONAL COMMUNICATIONS AUTHORITY'. To the right of the logo, the text 'NATIONAL COMMUNICATIONS AUTHORITY' is displayed in bold, uppercase letters. The central focus is the text 'New Consumer Complaints Toll-Free Number' in a large, bold, dark blue font. Below this, the toll-free number '0800 30 30 30' is prominently displayed in white on a red rectangular background. On the right side of the advertisement, a smiling man wearing a blue sweater and a headset is shown, representing a customer service representative. At the bottom left, the text 'You may also contact us via email: [complaints@nca.org.gh](mailto:complaints@nca.org.gh)' is provided. The bottom right corner features the tagline 'Communications for Development'. The footer contains social media icons for Facebook, LinkedIn, Instagram, and Twitter, along with the text 'National Communications Authority Ghana', '@NCA Ghana', and 'National Comm. Authority | www.nca.org.gh'.

## DEPUTY DIRECTOR GENERAL OF NCA ADVOCATES STRONGER GHANA–ZAMBIA TECH COLLABORATION FOR DIGITAL GROWTH



*Hon. Felix Mutati, Minister of Technology and Science, delivering his remarks*



*Hon. Samuel Nartey George, Minister of Communication, Digital Technology and Innovations (MoCDTI) welcoming the delegation*

On 20<sup>th</sup> April, 2026, The Deputy Director General, Technical Operations, of the National Communications Authority (NCA), Mr. Suleman Salifu, underscored the need for stronger collaboration between Ghanaian and Zambian technology ecosystems to accelerate digital transformation, innovation, and investment across both countries.

Speaking during a high-level bilateral meeting between Ghana and Zambia's communication and technology sector ministries at the NCA Tower in Accra, Mr. Salifu highlighted the

Authority's commitment to fostering an enabling regulatory environment that supports competition, innovation, and sustainable growth within Ghana's communications sector. The two-day engagement was hosted by the Ministry of Communication, Digital Technology and Innovations (MoCDTI) led by the sector Minister, Samuel Nartey George, in collaboration with key agencies and regulatory institutions.

The engagement builds on earlier bilateral discussions held during the recent state visit of the President of the Republic of Ghana, His



*A cross-section of participants at the meeting*

Excellency John Dramani Mahama, to Zambia. During the visit, both countries committed to strengthening diplomatic relations, expanding trade and investment, and advancing cooperation under the African Continental Free Trade Area (AfCFTA).

In furtherance of these commitments the Zambian delegation, led by Hon. Felix Mutati and comprising technology companies and innovators, is in Ghana to explore business opportunities, foster partnerships, and engage stakeholders within Ghana's digital ecosystem. Discussions were centred on such areas as fintech, cybersecurity, digital infrastructure, and innovation-driven enterprise development.

As part of the programme, the Deputy Director General, Technical Operations, of the NCA, Mr. Suleman Salifu, delivered a presentation on the Authority's mandate, regulatory framework, and operational scope. The presentation highlighted the NCA's role in creating an enabling environment for investment, competition, and innovation within Ghana's communications sector.

Speaking further, Mr. Salifu emphasised the value of cross-border collaboration in accelerating digital transformation across Africa



**Mr. Suleman Salifu delivering a presentation on the Authority's mandate and operations**

and called for stronger partnerships between Ghanaian and Zambian businesses. He noted that such partnerships were expected to facilitate knowledge exchange, support market expansion, and drive the development of innovative solutions that address shared challenges.

Bringing his submission to a close, Mr. Suleman Salifu underscored that the NCA welcomes Zambian technology businesses to explore and take advantage of Ghana's enabling regulatory environment and growing digital market, and assured them of the Authority's readiness to support partnerships that will drive innovation, create jobs, and deliver shared value for both countries.



**A group photograph of participants with the sector Ministers from Ghana and Zambia**

## NCA Reaches Out to People of Ada through “Countryside Connect” Outreach Programme



*The outreach team educating consumers in the market*

The National Communications Authority (NCA) conducted an outreach programme in selected communities within the Ada area of the Greater Accra Region on 22<sup>nd</sup> April, 2026. The exercise formed part of efforts to bridge the consumer information gap in rural areas and empower citizens with knowledge on telecommunications services and consumer protection.

The outreach covered Ada Foah, Kasseh, Ada Estuary, Azizanya/Kewunor and Tei-Mensahpanya, reaching a diverse audience comprising fisherfolk, traders, market women, drivers, teachers, community leaders, and the general public.

Consumers were educated on topics such as the NCA’s Mandate, Consumer Rights and Responsibilities, Complaint Procedures, Quality of Service,

Mobile Money Fraud Prevention, and the use of the Toll-Free Complaints Line **(0800 30 30 30)**.

The exercise, while providing a platform for consumers to also share their concerns, ultimately reinforced the importance of continuous, community-based engagement in promoting informed and protected telecommunications consumers.



*No one was left out of the educational drive*

## NCA Colours Day





## NCA Hosts Tripartite ECOWAS Roaming Meeting to Advance Regional Connectivity



*Deputy Director General for Technical Operations at the NCA, Mr. Suleman Salifu, welcoming the delegation*



*Chairman of the LTA, Hon. Clarence K. Massaquoi, speaking at the meeting*



*Mr. Musa Jalloh (Capt. Rtd.), Deputy Director, Regulatory Administration at the National Communications Authority of Sierra Leone, delivering his remarks*

On 27<sup>th</sup> April, 2026, Ghana, through the National Communications Authority (NCA), commenced the hosting of a Tripartite ECOWAS Roaming Meeting at the NCA Tower in Accra slated for 27<sup>th</sup> to 30<sup>th</sup> of April, 2026. The meeting brought together telecommunications regulators and Mobile Network Operators from Ghana, Liberia and Sierra Leone to advance the implementation of the ECOWAS Free Roaming Initiative and facilitate the finalisation and signing of bilateral Memoranda of Understanding (MoUs).

In his welcome remarks, the Deputy Director General for Technical Operations at the NCA, Mr. Suleman Salifu, described the meeting as a critical step in consolidating the progress made through previous bilateral engagements and technical discussions. He emphasised that the success of the initiative would depend on strong collaboration between regulators and Mobile Network Operators, guided by principles of mutual benefit, sustainability, and transparency.

He further noted that the meeting was being held at a timely moment following the review of the ECOWAS Roaming Regulations which

had provided key insights for refining the framework and ensuring it remained practical and responsive to current market realities.

Delivering opening remarks on behalf of the Liberia Telecommunications Authority (LTA), its Chairman, Hon. Clarence K. Massaquoi, commended the NCA for hosting the engagement and reaffirmed Liberia's commitment to strengthening regional cooperation through the implementation of free roaming. He highlighted that the initiative would enable citizens to communicate, travel, and conduct business across borders more easily by reducing or eliminating high roaming charges.

Leading the delegation from Sierra Leone, the Deputy Director, Regulatory Administration, Mr. Musa Jalloh (Capt. Rtd), spoke on behalf of the Director General of the National Communications Authority of Sierra Leone and described the meeting as a strategic milestone in the region's journey towards a digitally-connected and economically-empowered ECOWAS community. He noted that affordable and seamless cross-border communication was essential for trade, mobility, education, and



***Delegates in session at the Tripartite ECOWAS Roaming Meeting at the NCA Tower***

inclusive development, stressing that regional integration had to be supported by harmonised digital systems and regulatory frameworks.

Drawing comparisons with the East African “One Network Area” initiative which was implemented within a short period in 2014, Mr. Jalloh urged stakeholders to demonstrate renewed commitment, faster decision-making, and stronger coordination between regulators and operators. He further expressed Sierra Leone’s support for the harmonisation of short codes across the ECOWAS bloc and called for collective action to ensure that the benefits of regional roaming were realised without delay.

The Tripartite Meeting underscored the shared commitment of Ghana, Liberia, and Sierra Leone to advancing regional integration and promoting a more connected and digitally-inclusive ECOWAS sub-region.

The high-level engagement was focused on deepening collaboration, aligning implementation strategies, and addressing technical and operational considerations required to operationalise seamless roaming services across the three countries. It was expected to culminate in the signing of MoUs on the final day of the meeting, marking a significant milestone towards reducing roaming costs and enhancing cross-border connectivity.



***A group picture of participants at the meeting***

# 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