



CONSUMER

Watch

A National Communications Authority Publication for Consumer Information

Edition 2

You can cut and keep



NATIONAL COMMUNICATIONS AUTHORITY



KNOW YOUR NEW NETWORK SHORT CODES!

Which telecommunication network are you on?

It doesn't matter!

Recharge your credit, call Customer Care, Check Your Balance and perform other services using harmonised Short Codes.

Yes, it's so simple! You don't need to remember different numbers for the various networks.

If you have old (unused) Recharge Vouchers, do not throw them away. They are still valid using the new short codes. Simply use the new Short Code, 134, to recharge; a) *134*PIN# or b) dial 134 and follow the instructions.

SERVICES	NEW SHORT CODE
Call Centre	100
Credit Recharge	134
Check Balance	124
Verification Of SIM Registration	400
Voice Mail Deposit	108
Voice Mail Retrieval	109

Service Provider	Old Recharge Code	New Recharge Code
MTN	*125* XXXXXXXXXXXXXXX#	*134*XXXXXXXXXXXXXXXX#
Vodafone	*123* XXXXXXXXXXXXXXX#	*134*XXXXXXXXXXXXXXXX#
Airtel	*134* XXXXXXXXXXXXXXX#	*134*XXXXXXXXXXXXXXXX#
Tigo	*842* XXXXXXXXXXXXXXX#	*134*XXXXXXXXXXXXXXXX#
Glo	*123* XXXXXXXXXXXXXXX#	*134*XXXXXXXXXXXXXXXX#
Expresso	*77* XXXXXXXXXXXXXXX#	*134*XXXXXXXXXXXXXXXX#

For further information, contact the
NATIONAL COMMUNICATIONS AUTHORITY, ACCRA.

Tel: 030 – 701 – 1419 | E-mail: complaints@nca.org.gh | Website: www.nca.org.gh

Communications For Development

Note: Harmonised Short Codes would be implemented from 8th September, 2014 and used concurrently with existing short codes until April, 2015.

KNOW YOUR NEW NETWORK SHORT CODES

Frequently Asked Questions (FAQS)

1. What is Short Code Harmonisation (SCH)?

NCA in collaboration with all telecommunication service providers has introduced coordinated short codes for all networks to enhance customer service experiences. In this regard, specific Customer Services such as Credit Recharge, Call Centre, Credit Balance, etc. can be accessed with the same short code irrespective of the network in use.

2. What are Short Codes?

Short Codes are numbers that are shorter than the regular ten digits numbers. They are usually between three to six digits.

They are part of the Special Numbering Resources like Premium Rate Numbers, Toll Free Numbers and Shared Cost Numbers which may be used for voice, data and SMS applications.

3. Why are Short Codes being harmonised for Customer Services?

- To make it easier for consumers to remember the Short Codes to contact Call Centres, to Recharge Credit, to Check Credit Balance, and so on even when they switch networks.
- To support the Mobile Number Portability in that, consumers who port from one network to another will not have to learn a new set of short codes.
- To enhance consumers' experience with telecommunications services through quicker access to Customer Services.

4. What are the new Harmonised Short Codes?

Access the following specific customer services on your network using Harmonised Short Codes

SN.	SERVICES	HARMONISED CODE
1	Call Centre	100
2	Credit Recharge	134
3	Check Balance	124
4	Verification Of SIM Registration	400
5	Voice Mail Deposit	108
6	Voice Mail Retrieval	109

5. Will I be charged for using these Harmonised Short Codes?
 No.Short code harmonization does not affect call rates in any form.

SN.	SERVICE	NEW SHORT CODE	FREE?
1	Call Centre	100	Free
2	Credit Recharge	134	Free
3	Check Balance	124	Free
4	Verification Of SIM Registration	400	Free
5	Voice Mail Deposit	108	Check with Service Provider
6	Voice Mail Retrieval	109	Check with Service Provider

6. Does this mean that all consumers will now be contacting one Customer Care Centre for the Service Providers?
 No. Service Providers will still maintain their respective Customer Care Centres. Thus, the dialled code would lead you to access only the Call Centre of the network you are using. You cannot access the Customer Care Centre of another Service Provider unless you are a user of that network.

7. If I have a Recharge Card with the old access code, is the Recharge Card still valid?
 Yes, it is still valid. Following the usual process, simply dial the new Recharge

Code and add your voucher numbers to top up.

Service Provider	Old Recharge Code	New Recharge Code
MTN	*125* XXXXXXXXXXXXXXXXX#	*134* XXXXXXXXXXXXXXXXX#
Vodafone	*123* XXXXXXXXXXXXXXXXX#	*134* XXXXXXXXXXXXXXXXX#
Airtel	*134* XXXXXXXXXXXXXXXXX#	*134* XXXXXXXXXXXXXXXXX#
Tigo	*842* XXXXXXXXXXXXXXXXX#	*134* XXXXXXXXXXXXXXXXX#
Glo	*123* XXXXXXXXXXXXXXXXX#	*134* XXXXXXXXXXXXXXXXX#
Expresso	*77* XXXXXXXXXXXXXXXXX#	*134* XXXXXXXXXXXXXXXXX#

8. Will the Short Codes being used by State Agencies like the Police and Fire Service also be harmonised?
YES, the Authority will assign the Short Codes to Government and other State Agencies such as Police, Fire, Ambulance, Disaster Responses, Rescue Services, and Mitigation against Disease Outbreaks, Anti-Terrorism, Corruption Activities, Conflict Mitigation, Peace Building, Information Gathering, and Specified Public Helpline etc.

Such assigned Short Codes will be the same for all the Networks and the corresponding services will be provided and accessed free of charge by end users (consumers) irrespective of the network being used.

The general public and consumers will be made aware of these numbers as and when they are assigned or implemented.

9. Will these Harmonised Short Codes be used only for Mobile telecommunication?
 No, where applicable, short codes can be used for fixed lines too.

Unwanted Text Messages And Calls?

Unsolicited electronic messages or unwanted Text Messages and calls simply refer to electronic messages that a recipient has not solicited for.

- Unwanted text Messages and Calls include:
- Spams: these are harmful, fraudulent, misleading, illegal or unsolicited messages in bulk without the express permission of the recipient.
 - Fraudulent Communication i.e. message/ statement which is false and misleading.
 - Obnoxious Communication: This is the transmission of message/statement that can harass or disturb recipient.

- These messages may be sent in the form of:
- Text or writings;
 - Data; or
 - Speech, music or other sounds; or
 - Visual images (animated or other-wise); or
 - Any other form; or any combination of forms

FREQUENTLY ASKED QUESTIONS (FAQs)

- Who sends these Messages?**
- Network Messages: These are messages sent by Mobile Network Operator(MNO) on their products and services
 - Subscription Messages: These are promotional and marketing messages that can be sent to consumers from their MNO or from a Third Party Provider. Third Party Providers are known as Value Added Services providers who initiate electronic communications



- to market services, investment and goods to the public.
- Spam (Web to Text) Messages: Messages are being sent by lead generation companies – companies that are trying to find people who will respond so they can market their products and services for profit

- What the law says**
 The Electronic Communications Regulations 2011 covers the way service providers send direct marketing messages by electronic means. Service Providers should not send you marketing messages and calls you have not agreed to receive, unless:
- The MNO and the subscriber are in contract for the provision of Electronic Communications.
 - The messages are about similar products or services offered by the Network Provider.

Where did they get my details from?
 In some cases, the details are provided



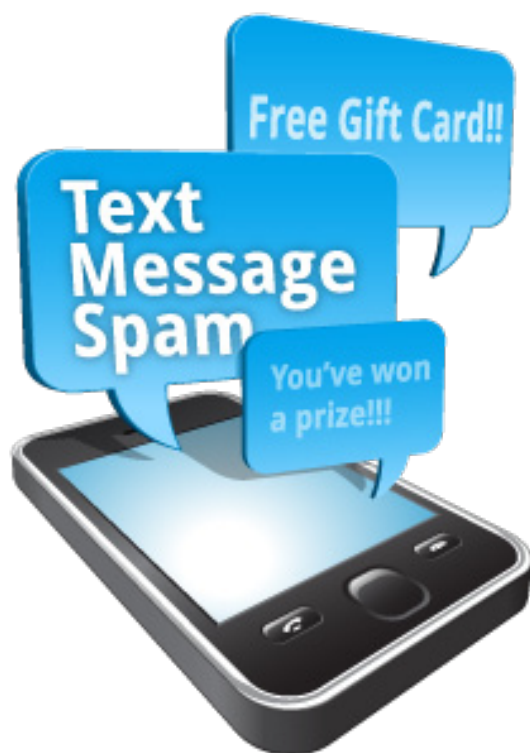
unknowingly by you. However, there are cases where the companies sending the messages don't hold any information about you. They send these calls and text messages by randomly generating mobile telephone numbers and sending several hundreds, or thousands of texts in the hope that a proportion of subscribers may be reached.

What to do when you receive unwanted messages or calls

- Step 1**
 Unsubscribe by simply sending "STOP" to the number from which the message or call was sent or from a particular sender.
- Step 2**
 If you are still receiving Unwanted Messages or Calls after a few days of unsubscribing, report to your service provider.

Step 3

If you are still not satisfied, with the results, contact the National Communications Authority on 0302 2771701 or visit our website (www.nca.org.gh) to follow the procedure for filing a complaint.



What can I do to avoid unwanted (spam) messages and calls?

- Be careful who you give your telephone number to.
- Don't advertise your telephone number, for example by putting it on the internet.
- Check privacy policies and marketing opt outs carefully.
- Be careful of "activation codes". Don't answer "yes" to questions that may get you to authorize a service that you do not intend to subscribe for.

What are my rights as a consumer?

Per the Electronic Communication Act 2008, Act 775; consumers are entitled to the following statutory rights when entering into telecom service contracts.

- The right to be informed about products and services in complete, accurate, simple and clear language.
- The right to be heard and complain about quality, delay, quantity and tariff with regard to the nature of the communication service

being provided.

- The right to redress, to be given a fair settlement of just claims.
- The right to consumer education on services being offered
- The right to opt-out from receiving unsolicited electronic messages
- The right of privacy of information
- The right to enjoy universal access
- The right to receive compensation for misrepresentation of products or services

Please note;

- Your service provider has the right to inform you of products and services related to their network
- All Text Messages and calls from your Service Provider should have an option for you to unsubscribe or Opt Out.

For further information and details on managing Unwanted Text Messages and Calls, contact the National Communications Authority on any of the contacts provided.

NCA; Experience Our Presence In Eight Regions!

The National Authority (NCA) as part of its decentralization process is now present in eight regions. NCA is decentralizing to bring our services closer to consumers. The Authority's goal has been to offer the highest quality service to consumers which the new offices will allow us to provide.

NCA is particularly keen on empowering on-the-spot decisions to handle customer complaints quicker as well as easier facilitation of application process without the need to come all the way to Accra.

For Complaints or Enquiries Please Contact;

• National Communications Authority, Head Office, Accra

1st Rangoon Close, Switchback Road,
Cantonments, Accra, Ghana
P. O. Box CT 1568, Cantonments, Accra
Tel: +233 - (0)30 - 2776621/2771701
Fax: +233 - (0)30 - 2763449
E-mail: info@nca.org.gh
Website: www.nca.org.gh

• Bolgatanga Office

National Communications Authority,
H/No ZB 70, Zorbisi Estates
Private Mail Bag, Bolgatanga, Upper East Region
Tel: +233 - (0)382 - 021141
E-mail: complaints.bolgatanga@nca.org.gh

• Ho Office

National Communications Authority,
H/No A6/29, Stadium Road
P. O. Box HP1576, Ho, Volta Region
Tel: +233 - (0)36-2026375/2026339
E-Mail: complaints.ho@nca.org.gh

• Koforidua Office

National Communications Authority,
Nico Annan's Plaza
Private Mail Bag, Koforidua, Eastern Region
Tel: +233 - (0)03420 - 28378/ 28380/ 28382
E-Mail: complaints.koforidua@nca.org.gh

• Kumasi Office

National Communications Authority,
H/No 99, Adum
P. O. Box KS 10768, Kumasi,
Ashanti Region, Ghana
Tel: +233(0)3220-20014/
(0)3220-20018/ (0)3220-20019
E-Mail: complaints.kumasi@nca.org.gh

• Sunyani Office

National Communications Authority,
Plot No 83/D Peakwase
P. O. Box SY125, Sunyani,
Brong Ahafo Region
Tel: +233(0)352-027564
E-Mail: complaints.sunyani@nca.org.gh

• Takoradi Office

National Communications Authority, Chapel Hill
P. O. Box SL 409, Sekondi,
Western Region, Ghana
Tel: +233 (0)3120-28073/
(0)3120-28049
Fax: +233 (0)3120-28063
E-Mail: complaints.takoradi@nca.org.gh

• Tamale Office

National Communications Authority,
Watherson Residential Area
P. O. Box TL 1590, Tamale,
Northern Region, Ghana
Tel: +233-(0)37-2028105/ (0)37-0208104
E-Mail: complaints.tamale@nca.org.gh



Mobile Telephony Tariffs As At August 2014

The National Communications Authority brings for your information, the Tariffs of Telephony Operators (Pre-paid) as at August, 2014.

Please note that all the rates are quoted in Ghana Cedis and the billing rate is per minute. It will be useful to take note of the following:

For Mobile Telephony:

- Local call and SMS rates are default rates of mobile network operators
- *New Vodafone customers are given bonus which lasts for seven days
- **Airtel and Tigo have different SMS-IDD rates for various destinations

All the international destination rates are calls to Mobile Networks
All calls are charged per second except calls to international destinations on MTN and Vodafone

Calls to international destinations on MTN are charged in 5 second blocks

Calls to international destinations on Vodafone are charged per minute

Vodafone charges 20Gp for first 3MB of Data, 15Gp for next 3MB of Data, 10Gp for next 4MB OF Data and 5Gp after that

Tariffs of Mobile Telephony Operators (Pre-Paid)

All rates are quoted in Ghana Cedis and the billing rate is per minute

	MTN	Tigo	Vodafone	Airtel	Glo Mobile	Expresso	Industry Average
On Net	0.105	0.04	0.19*	0.0999	0.14	0.0954	0.0961
Other Local Networks	0.13	0.102	0.19*	0.0999	0.14	0.1494	0.1243
UK	0.472	0.354	0.3	0.36	0.44	1.6000	0.5877
USA	0.1073	0.132	0.13	0.144	0.11	0.2118	0.1392
Canada	0.1073	0.132	0.13	0.144	0.11	0.2118	0.1392
Italy	0.472	0.354	0.45	0.44	0.275	2.0000	0.6652
Nigeria	0.206	0.354	0.3	0.2	0.165	0.2118	0.2395
South Africa	1.0299	0.54	0.88	0.39	0.275	1.2708	0.7310
Germany	0.472	0.54	0.45	0.44	0.275	1.6000	0.6295
China	0.1073	0.132	0.13	0.144	0.11	0.2118	0.1392
UAE	0.472	0.54	0.45	0.78	0.44	1.6000	0.7137
SMS-On Net	0.045	0.0403	0.04	0.04	0.04	0.0424	0.0413
SMS-Other Networks	0.055	0.0477	0.05	0.044	0.04	0.0438	0.0468
MMS	0.18	0.1	0.19	0.18			0.1625
Data/MB	0.1	0.2	0.2	0.1	0.08	0.0500	0.1217

	MTN	Airtel	Tigo	Vodafone	Glo Mobile	Expresso	Industry Average
SMS - IDD							
US	0.2	0.12	0.1152	0.0848	0.142	0.0636	0.120933333
Canada	0.2	0.12	0.1152	0.0848	0.142	0.0636	0.120933333
UK	0.5	0.15	0.1152	0.0848	0.182	0.0636	0.1826
Germany	0.45	0.15	0.1152	0.0848	0.162	0.0636	0.170933333
Italy	0.45	0.15	0.144	0.0848	0.162	0.0636	0.175733333
Nigeria	0.3	0.15	0.144	0.0848	0.152	0.0636	0.149066667
South Africa	0.35	0.15	0.1152	0.0848	0.162	0.0636	0.154266667
China	0.45	0.15	0.1152	0.0848	0.142	0.0636	0.1676
U.A.E.	0.35	0.15	0.1152	0.0848	0.182	0.0636	0.1576

Tariffs Of Fixed Telephony Operators (Prepaid)

In addition to the six (6) mobile telephone operators in Ghana, there are two (2) fixed telephone operators, Vodafone and Airtel. Fixed Telephony, otherwise known as land lines, are telephone services which use devices that cannot be moved.

Also in this document are the tariffs of the fixed telephone operators as at August, 2014.

Again, Kindly note that all the rates are quoted in Ghana Cedis and the billing rate is per minute.

For Fixed Telephony

- All the international destination rates are calls to Mobile Networks
- All calls are charged per second except calls to international destinations on Vodafone
- Calls to international destinations on Vodafone are charged per minute

	Vodafone	Airtel	Industry Average
On Net	0.06	0.053	0.0565
Other Local Networks (Fixed)	0.06	0.053	0.0565
Other Local Networks (Mobile)	0.1368	0.084	0.1104
UK	0.3	0.36	0.33
USA	0.13	0.144	0.137
Canada	0.13	0.144	0.137
Italy	0.45	0.44	0.445
Nigeria	0.3	0.2	0.25
South Africa	0.88	0.39	0.635
Germany	0.45	0.44	0.445
China	0.13	0.144	0.137
UAE	0.45	0.39	0.4200
SMS-On Net		0.04	0.04
SMS-Other Networks		0.044	0.044
SMS-IDD		same as mobile	



For Further Information, Contact the Consumer and Corporate Affairs Division, National Communications Authority,

- **Accra** - P. O. Box CT 1568, Cantonments, Accra, Tel: +233 - (0)30 - 2776621/2771701
- **Bolgatanga** - Private Mail Bag, Bolgatanga, Tel: +233 - (0)382 - 021141
- **Ho** - P. O. Box HP1576, Ho, Tel: +233 - (0)36-2026375/2026339
- **Koforidua** - Private Mail Bag, Koforidua, Tel: +233 - (0)03420- 28378/ 28380/ 28382
- **Kumasi** - P.O. Box KS 10768, Kumasi, Tel: + 233(0)3220-20014/ (0)3220-20018/ (0)3220-20019
- **Sunyani** - P. O. Box SY125, Sunyani, Tel: 233(0)352-027564
- **Takoradi** - P.O. Box SL 409, Sekondi, Tel: +233 (0)3120-28073/ (0)3120-28049
- **Tamale** - P.O. Box TL 1590, Tamale, Tel: + 233-(0)37-2028105/ (0)37-0208104

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