



NATIONAL
COMMUNICATIONS
AUTHORITY

NEWSLETTER

QUARTER THREE - 2016



The NCA Organises an International Symposium on Telecom Regulations in Accra

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20

YEARS of PROGRESSIVE and
DYNAMIC REGULATORY ACHIEVEMENTS

Join the National Communications Authority in Celebrating its Achievements

Since 1996, the National Communications Authority has been at the forefront of regulating the communications industry for efficient communications services in Ghana.

From educating and protecting users of communication services including Telephone, Internet, Radio, Television, Maritime and Aviation communications to ensuring consumers get good quality service from their service providers and see to the resolution of all industry related disputes.

This is the time to celebrate our achievements and look forward to the future of communications in Ghana.

www.nca.org.gh



20YEARS OF PROGRESSIVE AND
DYNAMIC REGULATORY
ACHIEVEMENTS

The NCA Organises an International Symposium on Telecom Regulations in Accra



The panel for the opening session set to kick off the International Symposium

The National Communications Authority (NCA) held a two-day Symposium from 18th - 19th July, 2016 at the La-Palm Royal Beach Hotel in Accra. The Symposium sought to discuss, and share experiences on the issue of ICT deployment and development in Africa in relation to the global ICT development trends.

The Symposium is one of the

activities outlined by the NCA to mark its 20th Anniversary celebrations. The event brought together telecommunications policy-makers, national telecommunications regulators, user groups and industry experts to learn from renowned presenters, exchange information and experiences.

This landmark Symposium was under the theme: "The role of

regulations in ICT development" and it is expected to foster partnerships and enable the exchanging of ideas on best practices to guide regulators at a time telecom operators are continually innovating to meet increasing consumer demands.

Among the subjects for discussion are the Future of Telecommunication and expected Impact on the



The Director General of the NCA, Mr. Tevie giving his welcome address



The keynote address being delivered by the Deputy Minister for Information, Hon. Felix Ofosu-Kwakye



The Board Chairman of the NCA, Mr. Baffoe-Bonnie giving a speech at the opening session



Cross section of participants



Cross section of participants

“We will have the opportunity to examine what other regulatory inventions and strategies that we can share to improve our rural communications”.

Industry in Africa, Infrastructure Sharing: Challenges and Opportunities, Improving Rural Communications: Policies, Strategies and Regulatory Interventions, Prospects of Data Uptake and Over the Top (OTT) services and whether Digitisation has redefined the Boundaries of Market Definition, among others.

Speaking at the opening ceremony of the Symposium, the Board Chairman of the NCA, Mr. Eugene Baffoe-Bonnie noted that a number of challenges confront the telecom sector, which require regulators to discuss the likely redefinition of market data

measurement and accumulation through digitisation.

“Unquestionably, the future of telecommunication holds both exciting and daunting challenges for this ever evolving and over changing sector. However, these challenges can be creatively managed through collaboration with sister regulatory bodies across the continent and worldwide, particularly, by sharing best practices populated with similar templates of emerging regulatory trends and associated solutions,” he said.

He said presentations and discussions at the Symposium

will give participants the opportunity to learn about best practices and discuss possible road maps for the way forward.

“We will have the opportunity to examine what other regulatory inventions and strategies that we can share to improve our rural communications. For a developing country such as Ghana, the ICT road is very important as it fills in the gaps for our rural communities where we lack relevant infrastructure such as the needed number of medical staff, teachers, banking facilities and other businesses. Through relevant policies and strategies’, the NCA can be empowered to regulate communication



A cross section of participants at the knowledge sharing event



A cross section of participants at the knowledge sharing event



Mr. Kwaku Sakyi Addo



Dr. Roxanna Barrantes Caceres highlighting some lessons from Latin America



Mr. Francois Van Zyl

between medical personnel in the rural areas and the urban areas," he explained.

In Ghana presently, significant adoption of technologies among the estimated 27 million population has opened new challenges that need the regulators' attention in order to safeguard the interest of

stakeholders and enhance the telecom sector as a growth enabler.

Over the past two decades, the NCA has received plaudits for the successful implementation of several policies that have shaped the face of telecommunication including the Mobile Number Portability System, Infrastructure

Sharing and the Billing Feedback System, which recently won the Authority the 'Best ICT Policy and Regulatory Initiative' award from the Commonwealth Telecommunication Organisation.

The full report can be downloaded from the NCA website. (www.nca.org.gh)



Some Participants posing some questions during the panel discussion



Participants in a group picture after the event

Liberia Telecoms Regulator pays Courtesy Call on the NCA



Mr. William Tevie, the DG (second right) in a group picture with the delegation from Liberia

A four (4) man delegation from the Liberia Telecommunications Authority (LTA) has paid a courtesy visit to the Director

General of the National Communications Authority (NCA) on 8th September, 2016. Leading the delegation was Madam Angelique Weeks, the

Chairperson of the LTA, she was accompanied by Mr. Anthony McCritty and Mr. Henry Benson, both Commissioners and Mr. Osborne Diggs, the General



Madam Weeks stressing a point during the meeting



Mr. Tevie with the NCA team at the meeting

Counsel.

Welcoming the delegation, Mr. William Tevie, the Director General of the NCA, said the Authority was always pleased to host sister regulatory authorities as such visits provided an opportunity to learn from each other's best practices.

He spoke about various initiatives the Authority had

undertaken and said that the NCA was currently considering the implementation of a Unified Licence Regime in line with international best practices. Mr. Tevie also touched on other initiatives which he said were necessary to create an enabling environment to foster the growth of the communications industry.

On her part, Madam Weeks

said that the visit to Ghana was for due diligence and that the LTA was eager to learn from Ghana's experiences with regards to telecommunications infrastructure deployment and its impact on various stakeholders.

The meeting ended on a good note with both sides establishing the need for further sharing of experiences.

It's Digitime in Ghana

digitalghana
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LOOK OUT!

Digital Terrestrial Television (DTT) will give you;

- More stations on your TV
- Crystal clear sound & pictures
- Better TV reception
- More programme information services



Digital Broadcasting Migration Committee (DBMC)



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For more information contact:
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www.nca.org.gh / info@nca.org.gh
For any complaints contact: complaints@nca.org.gh



**CONSUMER
TIPS**

KNOW ABOUT THE BILLING FEEDBACK MESSAGE

WHAT IS BILLING FEEDBACK?

The Billing Feedback is a system mandated by the NCA to ensure that all Mobile Network Operators in Ghana send a simple notification to prepaid consumers after any cost transaction on their mobile phones by USSD. The message will show you the duration of the call or activity, how much you were charged, as well as your balance remaining.

10 THINGS YOU SHOULD KNOW ABOUT THE BILLING FEEDBACK MESSAGE USING USSD

1. As a Consumer, You have the **Statutory Right** to request or access information on your bills.
2. The Billing Feedback Message is one of such ways of exercising your Right.
3. The Billing Feedback Message will provide you with information on your call and/or any mobile activity to help you use your units/credit judiciously and to promote transparency between the Mobile Network Operators and their customers.
4. The Billing Feedback Message will tell you exactly how long you were on a call or on the internet and exactly how much you were charged including your balance left as well as the rate of the call/mobile activity per second/minute.
5. The Billing Feedback Message will **Only** be received by Pre-Paid Customers for the time being. (Customers who top up credit using recharge cards)
6. The Billing Feedback Message **Does Not Apply** to value added or enhanced services like the receipt of News Updates, Daily Bible/Koran Messages, Sports Updates, etc.
7. The Billing Feedback Message is automatic once you finish making a call or end your mobile activity. You do not have to subscribe to receive it.
8. The Billing Feedback Message is deleted once you finish reading it. It will not be stored on your phone.
9. The Billing Feedback Message is **Absolutely Free**. You will not be charged for it.
10. As a Consumer, You have the Right to contact your Network Operator if you are not receiving the Billing Feedback Message within 5seconds of ending your call or mobile activity.

For more information, Please visit: www.nca.org.gh or Email: complaints@nca.org.gh

Or Contact: The Consumer & Corporate Affairs Division

National Communications Authority

NCA Tower, No. 6 Airport City

P. O. Box CT 1568, Cantonments, Accra

Tel: 0307 011419 | Email: info@nca.org.gh

Facebook: National Communications Authority, Ghana | Twitter: @ NCA Ghana

Have you registered your SIM card?

Do you know that all SIM / Chip cards should be duly registered in Ghana? It is compulsory. Registering your SIM / Chip will provide us with the relevant information to help serve you better, develop the Industry and reduce SIM related crimes.

To be sure if your SIM / Chip is duly registered, send a blank text to short code 400.

1. What is the law requiring SIM card registration?

The enabling law is The Subscriber Identification 2010 which provides for registration of existing SIM cards.

2. What is SIM card Registration?

The ACRONYM "SIM" means Subscriber Identity Module. SIM card registration is the process of recording and verifying mobile phone number(s) and personal information of a subscriber, by a communications service provider. Such information includes the subscriber's photograph, name, date of birth, gender, address (postal and/or physical address), email address, if available, and details of valid identification documents of the subscriber. The process involves getting both new and existing phone subscribers to consensually provide their identification details to the network operators.

3. Why must we register our numbers?

SIM card registration is intended to:

1. Help law enforcement

agencies to identify the mobile phone SIM card owners;

2. Track criminals who use phones for illegal activities;

3. Curb other negative incidents such as; loss of phone through theft, nuisance/hate text messages, fraud, threats and inciting violence, and;

4. Help service providers (network operators) know their customers better.

4. What information and documentation do I need to register?

You will need EITHER of the following in original form:

- a. Valid Passport
- b. Voter's card
- c. Valid Driver's licence

5. Will my information be kept safe?

All information will be kept confidential by all MNOs in a secure data base. The information collected shall NOT be disclosed to any person unless required by any written law.

6. Which Mobile phone numbers must be registered?

All prepaid and postpaid phone numbers and data SIM cards must be registered.

7. Can I register multiple cards?

Yes. If you own multiple cards, you can register all of them.

8. Where do I go to register?



Registration take place at your service provider's outlets countrywide.

9. How much will it cost me to register?

SIM card registration is absolutely free of charge.

10. What will happen if I have not registered?

Your SIM card can be deactivated and you will not be able to make or receive calls.

11. How will I be sure that my number is registered?

Your service provider will send a text message confirming completion of registration.

12. Can someone register for me?

In case you cannot do the registration, someone else can register the SIM card in his/her name but the person will be responsible for your number.

13. Do I have to register my mobile fixed line too?

Yes, you have to register the mobile fixed line.

14. If I use a modem for my internet. Does it also need to be registered?

Yes. It has to be registered.

NCA Organises Workshop on TV White Space

The National Communications Authority (NCA) has organised a public consultation workshop on the usage of Television White Space (TVWS) Spectrum Regulatory Framework on the 16th of August 2016 at the Holiday Inn Hotel in Accra. The workshop served as a platform for the NCA, service providers, consumers and other stakeholders to discuss the contents of the Draft Regulatory Framework.

Director General of the NCA, Mr. William Tevie, during his welcome address said that as we become more reliant on the Internet for communication, information, health services, and business relations, it has become necessary that internet connectivity and penetration be accessible nationwide. It was in this vein that the NCA like other regulators, is exploring



Mr. William Tevie, Director General of the NCA addressing participants at the workshop

the possibility of using TVWS to create and give more access to data services, mindful of the fact that connectivity is key to development.

One of the presenters, Mr Peter Djakwah of the Engineering Division explained to the

audience how TVWS can connect to homes and devices from remote locations by offering a broadband signal capable of handling multiple devices as well as transferring large amounts of data across long distances. He further stated that the TVWS is intended to extend





Mr. Peter Djakwah presenting on the Overview of TVWS technology in Ghana



Mr. Charles Acheampong taking participants through the TVWS Regulatory Framework

Internet coverage at cheaper prices to rural areas.

Although some stakeholders expressed their concerns about the TVWS with regards to existing infrastructural investments made in the country, Mr Henry Kanor, Director of the Engineering Division assured them that the technology was an opportunity to extend Internet coverage at affordable prices to Ghanaians and would greatly help the concept of universal access.

The Television White Space is a term used to describe unused broadcasting frequencies in the wireless spectrum. This space which is usually left to avoid interferences and for

buffering purposes can be used to deliver widespread broadband internet. Ghana is currently a part of five countries in Africa that have undertaken trials in the technology for data

network deployment and the use of TVWS would offer an opportunity to use the spectrum to meet consumer demands.



Mrs. Martey, Deputy Director Engineering giving the closing remarks



Mr. Henry Kanor Director, Engineering Division addressing the concerns of Stakeholders at the workshop



A participant asking a question on TVWS

NCA Organises DTT Training for the Media in Ashanti and Brong Ahafo Regions



Mrs. Nana Defie Badu, Director of Consumer and Corporate Affairs giving the Welcome Address



Mr. Kofi R. Nyantakyi, Deputy Chairman of the Publicity Sub Committee of the DBMC giving the keynote address

The National Communications Authority (NCA) in collaboration with the Digital Broadcasting Migration Committee (DBMC) on the 9th of August 2016 organised a resource training workshop for the media at the Golden Tulip Hotel in Kumasi. The significance of the resource training was to equip the media with the necessary know how on digital television.

Addressing the participants at the training workshop, Mrs. Nana Defie Badu on behalf of the Director General, Mr. William Tevie spoke of the role of the media in the publicity and educational campaign of the Digital Migration. She mentioned an important stakeholder of the Authority, the partnership of the media was crucial in sensitising our populace and ensuring that we all understand what the

migration is about and how it will impact television viewers. She further said that a conformance regime has been instituted and shall require all DTT receivers such as set top boxes (STBs) and integrated digital TV sets (iDTVs) sold in Ghana to pass a conformance test to be certified to use a receiver certification logo.

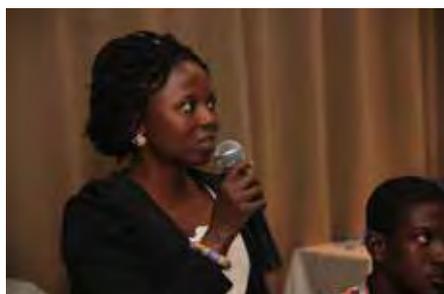
Furthermore, she indicated that



Mr. Edmund Fianko of the Engineering Division taking the participants through the training session



A section of the participants at the workshop



Participants interacting at the workshop

the migration will free spectrum for broadband wireless services for communications operators who want to provide better wireless broadband services, Television viewers will also get improved picture and sound quality and TV stations will be able to offer several channels of programming in spectrum that previously was only able to transmit a single analogue channel.

In his keynote address Mr. Nyantakyi, Deputy Chairman of the Publicity Sub Committee

of the DBMC said media knowledge and understanding about this transition can help all stakeholders better engage in the process, and even help to steer it. He also said that a market surveillance exercise on Digital Terrestrial Television (DTT) receivers (televisions and set top boxes) took place within the Greater Accra Region to protect consumers and ensure that the DTT receivers sold on the Ghana market have been certified by the NCA and conform to the acceptable standards.

Mr. Edmund Fianko of the Engineering division, took participants through the history of the DTT in Ghana, the relevance of using NCA approved digital television equipment, conformance regime with regard to set top boxes and TV sets and issues that are likely to come up as they interact with the public.

Participants were also given manuals to serve as a reference guide on any information they would wish to share with their publics.



**NATIONAL
COMMUNICATIONS
AUTHORITY**



HAVE YOU REGISTERED YOUR SIM CARD?

The National Communications Authority wishes to remind the general public that the SIM registration exercise is still in force and as required under the SIM Registration Regulations 2011 (L. I. 2006), every SIM Card **MUST NOT BE ACTIVE** until the subscriber has gone through the due process of registering that SIM/CHIP.

The Authority further wishes to remind the public that the only acceptable identification documents for registration are:

- Passport
- Driver's Licence
- National Identification Card
- National Health Insurance Card
- Voter Identification Card

By this reminder, consumers should **VERIFY** the status of their SIM registration by sending a blank text to **400 on all networks**. The short code to verify **SIM Registration is 400 Across All Networks**. In the same vein, all prospective SIM card owners must ensure that their SIM cards are duly registered and confirmed before use.

The Authority can be contacted through the following:

ACCRA HEAD OFFICE

National Communications Authority,
Communications Tower, No 6 Airport City,
Kotoka International Airport, Accra, Ghana
P.O Box CT 1568, Cantonments, Accra
Tel: +233 (0) 302 776621, 771701

Fax: +233 (0) 302 763449
Complaints: +233 (0) 30 701 1419
complaints@nca.org.gh
Website: www.nca.org.gh
E-mail: info@nca.org.gh

Issued by:

The Director General,
National Communications Authority (NCA)
Accra

**Communications for
Development**

NCA embarks on Market Surveillance to protect Consumers from Uncertified DTT Set Top Boxes



Some of the seized set top boxes from Zongo Lane

The National Communications Authority (NCA), in its quest to protect consumers when the DTT finally switches over, has launched the Digital Terrestrial Television (DTT) monitoring and surveillance exercise in the Greater Accra Region. This exercise seeks to ensure that all DTT receivers sold on the Ghana market conform to acceptable local and international receiver standards, environmental health and safety standards including electromagnetic radiation and emissions.

Section 2 of the Electronic Communications Act, 2008, Act 775 mandates the NCA to regulate the radio spectrum

designated or allocated for use by broadcasting organisations and providers of broadcasting services in accordance with the standards and requirements of the International Telecommunications Union and its Radio Regulations as agreed to or adopted by the Republic.

The Director for Engineering at the Authority, Mr. Henry Kanor, said the Authority has officers at Ghana's ports who assist the customs to check for unsafe communications equipment before they enter the Ghanaian market. However, due to other channels that people employ in bringing in goods, the Authority, which has an important role in protecting the public

from imported unauthorised equipment, in taking the necessary steps to ensure compliance to the type approval regime has employed the use of market surveillance.

Mrs. Nana Defie Badu, the Director for Consumer and Corporate Affairs, said "The team conducting the exercise are already on the field, they are well trained and focus on the objective to ensure communications equipment being sold to Ghanaians are of acceptable quality and can be used in Ghana. This exercise is important not only to protect consumers from dangerous products but also to ensure a level playing field for businesses", in a



Some of the seized set top boxes from Lapaz

closed door interview.

The team with the aid of the Ghana Police Service seized set top boxes with the following brands:

- Mac Sunny
- Open Box
- Free Sat
- TuchnoSat
- Odaimond Star
- J-Star
- Vidbox
- Combo
- DigiSat

The Authority also used the opportunity to educate the people around.

The surveillance exercise was conducted in accordance with Sections 71 and 72 of Act 775 of the Electronic Communication Act, 2008, which states that an authorised officer of the Authority may enter a place or premises where he/she has

reason to believe that a DTT Receiver is being manufactured, offered for sale or being disposed of, and:

- test equipment or an article found in the place
- examine a receiver displayed for sale, at a point of import, or at a warehouse
- search for equipment, articles, books, records or documents that may provide evidence of (i) contravention of this Act or of Regulations, or (ii) require the owner or person in charge of the place to give the authorised officer the reasonable assistance required for the examination or search of the place,
- seize and take away equipment, articles, books, records or documents if it appears that there has been (i) a contravention of this Act or of any Regulation or

(ii) a breach of condition of licence or frequency authorisation, and lodge the items seized with the Authority

The Authority wishes to remind the general public that all set top boxes and integrated Digital TV sets should conform to Ghana's DTT Receiver standards. Conformance to Ghana's DTT standard is marked by the 'Digital Ghana' logo affixed on the receiver. Before you make any purchase, please make sure the logo below is affixed on the equipment.





Educating consumers on what to look for when buying a set top box

The list of approved DTT receivers is published on the Digital Switchover Page on the website of the National Communications Authority and the Digital Ghana website (www.nca.org.gh) and (www.digitalghana.org).

Our offices are also open to the general public for information on vendors selling unauthorised set top boxes and TVs. Informers are advised to be mindful of Section 74 of Act 775 which states that “a person who knowingly gives false or misleading information to the Authority commits an offence and is liable on summary conviction to a fine of not more than one thousand penalty units or to a term of imprisonment of not more than three years or to both.

About the DTT

Ghana and other members of the International Telecommunications Union (ITU) signed an agreement in Geneva in 2006, setting 17th June, 2015 as the deadline for all countries in Africa, Europe and Middle East as well as Russia to migrate to digital terrestrial television broadcasting technology in the Ultra High Frequency (UHF) Band. The Agreement set 17th June, 2020 as the deadline for the Very High Frequency (VHF) Band. It is, therefore, mandatory for Ghana and the other countries in the areas specified to migrate.

The main reason for the world’s migration to digital, is to release valuable spectrum which can be used for other services. Spectrum is scarce, therefore more efficient use of the

spectrum is necessary if more terrestrial telecommunications and broadcasting services are to be made available. Ghana coordinates its frequency plans with other countries to ensure that there is no interference between various countries’ broadcasting signals. Currently, analogue broadcasting is protected from interference, but this protection will stop by 2017. It is therefore necessary to complete the migration from analogue to digital by 2017.

The migration from analogue to digital television broadcasting would most likely have an impact on almost every citizen of this country considering the pervasiveness of terrestrial TV. It is therefore important that the migration is properly managed to ensure that every Ghanaian who watches TV today is able to continue watching TV in the digital domain.



Educating consumers on what to look for when buying a set top box



Educating consumers on what to look for when buying a set top box



Mission Statement

To regulate the communications industry by setting and enforcing high standards of competence and performance to enable it to contribute significantly and fairly to the nation's prosperity through the provision of efficient and competitive services

Vision

To become the most forward-looking and innovative Communications Regulatory Authority in the sub-region; by creating and maintaining an efficient, transparent and business friendly environment to enable Ghana become the premier destination of ICT investment in the sub-region

TELECOM SUBSCRIPTIONS FOR AUGUST 2016

Mobile Voice Subscription Trends for August 2016

At the end of August 2016, the total number of mobile voice subscribers had increased from 36,739,810 as at the end of July 2016 to 36,912,019 as at the end of August 2016. This represents a percentage increase of 0.47%. The total penetration rate for the month under review was 132.44%.

MTN's voice subscriber figures for the period was 17,890,958, representing a percentage increase of 0.66% from July's 2016's figure of 17,774,481. MTN's market share for the month under review was 48.47%.

Vodafone's mobile voice subscribers increased from 8,160,351 at the end of July 2016 to 8,223,957 as at the end of August 2016. This represents a percentage increase of 0.78%. Vodafone's market share for August 2016 was 22.28%.

Tigo's voice subscribers increased from 5,211,811 as at the end of July 2016 to 5,225,021 as at the end of August 2016. This indicates a percentage increase of 0.25%. Their market share for the month under review was 14.16%.

Airtel's voice subscribers increased from 4,636,374 as at the end of June 2016 to 4,642,569 as at the end of

August 2016. This represents a percentage increase of 0.13%. Their total market share for the month under review was 12.58%.

Glo's voice subscribers decreased from 854,912 as at the end of July 2016 to 822,539 at the end of August 2016. This reflects a percentage decrease 3.79% for the month. Their

total market share for the month under review was 2.23%.

Expresso's voice subscriber figures increased from 101,881 as at the end of July 2016 to 106,975 as at the end of August 2016. This represents a percentage increase of 5%. Their total market share for the month under review was 0.29%.

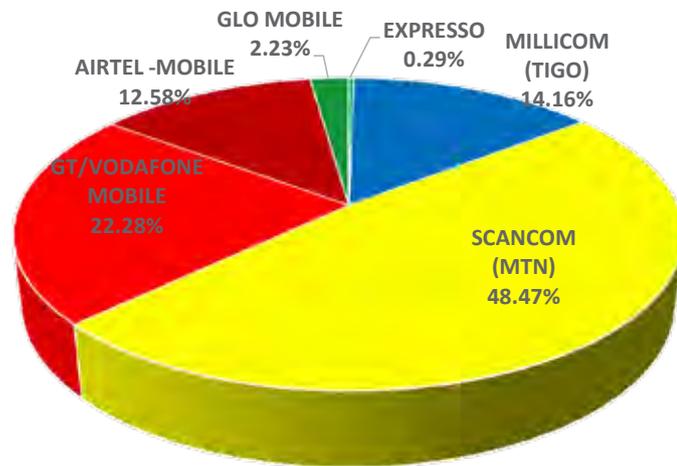
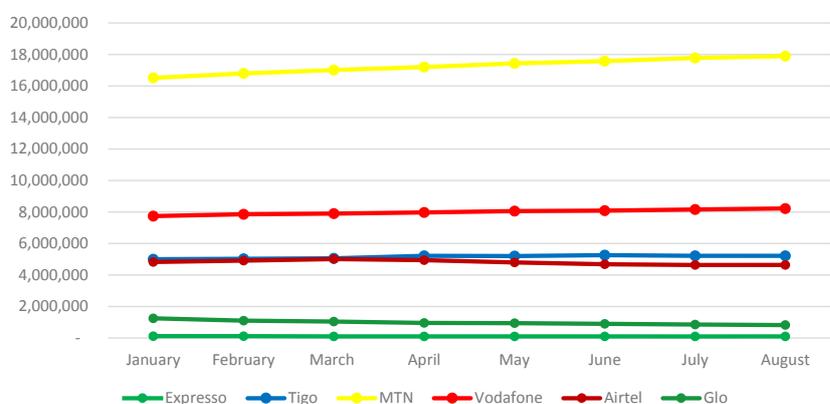


Chart 1 – Mobile Voice Market Share for August 2016



Mobile Voice Subscription from January - August 2016

Fixed Voice Telephony

There are two (2) operators providing fixed line services to the public in Ghana. These operators are Vodafone Mobile and Airtel Ghana. As at August 2016, the total subscriptions for the fixed operators were 256,751 representing a percentage increase of 0.16% from the previous month. Vodafone Ghana recorded a total subscriber base of 249,043 while Airtel ended the month with 7,708 subscribers.

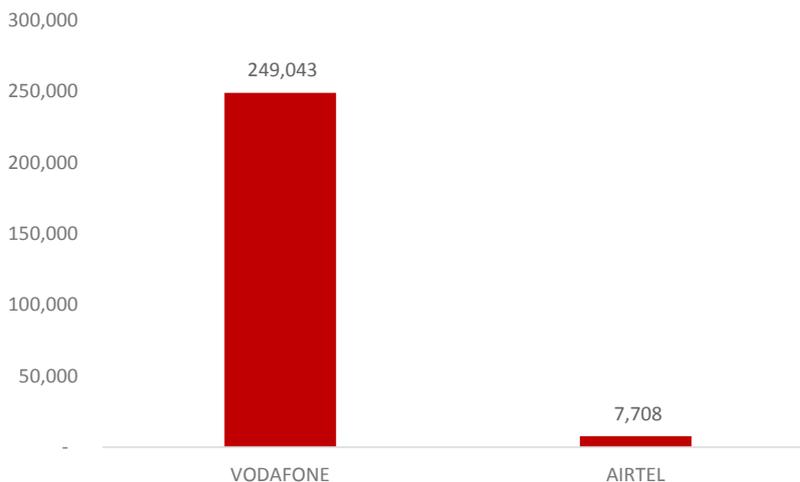


Chart 3 – Fixed Voice Telephony for August 2016

Mobile Data Figures for August 2016

At the end of August 2016, the total subscribers of mobile data subscribers in the country were 19,125,469 with a penetration rate of 68.62%.

Tigo's data subscribers for August 2016 were 2,817,896. Tigo's market share for the month under review was 14.73%.

Glo recorded data subscriber figures of 271,756 at the end of August 2016. This reflects a

market share of 1.42%.

Expresso's mobile data subscriber figures as at the end of August 2016 were 42,746. This represents a market share of 0.22% for the month under review.

Cellular Mobile Operators

MTN's mobile data subscribers for August 2016 were 9,608,952. Their market share for the month under review was 50.24%.

The total number of subscribers for Vodafone's mobile data in August 2016 was 3,301,319. This is reflected in their market share of 17.26%

Airtel's mobile data subscribers for August 2016 were 3,082,800. Their market share for the month was 16.12%.

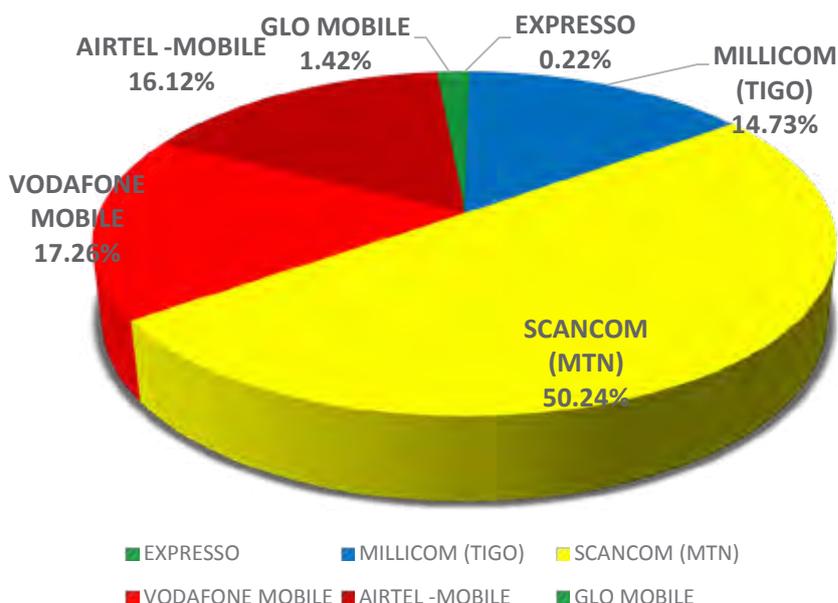


Chart 4 – Mobile Data Market Share for August 2016

Broadband Wireless Access (BWA) Operators

As at the end of August 2016, the total number of subscribers for Broadband Wireless Access data was 100,907. Surflin’s subscriber base was 73,244. Blu Ghana recorded a total subscriber figure of 1,184 and Broadband Home recorded a total of 26,479 subscribers.

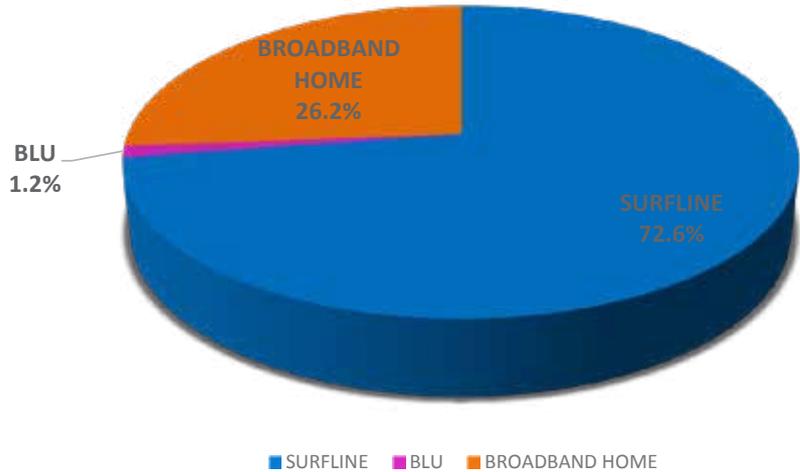


Chart 5 – Broadband Wireless Access (BWA) Market Share for August 2016

Mobile Data Figures for April 2016

At the end of April 2016, total subscribers of mobile data in the country was 18,698,587 with a penetration rate of 67.63% for the month under review.



Chart 6 – Total Mobile Data Subscriptions Trends from January to August 2016

Broadband Wireless Access (BWA)

Subscription for April 2016 As at the end of April 2016, the total number of subscribers for Broadband Wireless Access data was 93,351 distributed as follows:

- Surflin’s subscriber base was 65,378.
- Blu Ghana’s subscriber figure was 1,343
- Broadband Home subscriber base was 26,630

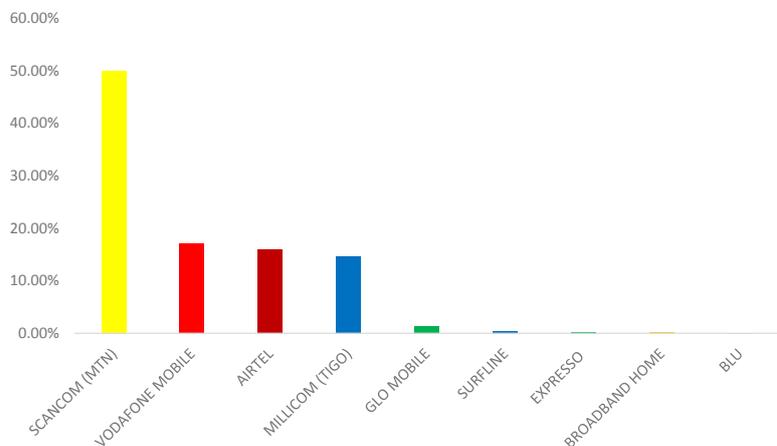


Chart 7 – Total Mobile Data Market Share for August 2016



**CONSUMER
TIPS**

FRAUDULENT MESSAGES AND UNSOLICITED CALL (SCAM)

The National Communications Authority (NCA) wishes to inform the general public to be wary of unsolicited text messages and calls being fraudulently circulated on their phones. These text messages are aimed to deceive subscribers into making payments into bank or mobile money accounts as well as soliciting other personal information from subscribers for fraudulent purposes. Some of these messages are even sent under the disguise of your service provider.

Sample of such messages are:

- Your number 1234567890 has been randomly selected to win GHC16, 000.

In order to claim your prize, transfer an amount of GHC 200.00 to a specific bank / mobile money account in order to finalize your prize.

Don't fall for it!

- Be on the look-out for advance fee scams. These are scams that offer you a large sum of money or a big prize if you pay a fee in advance.

The NCA advises subscribers to verify such messages, promotions or lotteries from the customer services centres of their respective service providers by calling 100.

Please do not fall prey to such messages, especially when it requires you to pay money into an account to claim your reward. Always verify the facts first!

Kindly report any of such incidents to your service provider, if you continue to receive such messages then report to the National Communications Authority on **0307011419** or **www.complaints@nca.org.gh**



For more information, Please visit: www.nca.org.gh or Email: complaints@nca.org.gh

Or Contact: The Consumer & Corporate Affairs Division
National Communications Authority
NCA Tower, No. 6 Airport City
P. O. Box CT 1568, Cantonments, Accra
Tel: 0307 011419 | Email: info@nca.org.gh
Facebook: National Communications Authority, Ghana | Twitter: @NCA Ghana



NATIONAL COMMUNICATIONS AUTHORITY

Complaining Isn't Wrong It's A Right

Every telecom consumer has the right to complain.

In forwarding your complaint(s) to your service provider or the NCA, ensure all relevant details relating to the complaint are provided.



HEAD OFFICE, ACCRA
Tel: +233 - 302 776621 / 771701, 0307 011 419
Fax: +233 - 302 763445
E-mail: complaints@nca.org.gh

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