



CONSUMER

Watch

A National Communications Authority Publication for Consumer Information

Edition 9

Free Roaming within Ghana and Cote d'Ivoire: Your FAQs Answered

Ghana and Côte d'Ivoire launched a bilateral roaming service under the ECOWAS Roaming Regulations, making them the first countries to activate such services for voice, SMS, and data. This initiative, aimed at reducing roaming charges within the two countries and facilitating cross-border communication, was launched in Abidjan, Côte d'Ivoire, on 14th June, 2023. .

To ensure that consumers are well informed on this initiative, the following Frequently Asked Questions (FAQs) have been compiled to provide responses to possible consumer queries:

1. What are the benefits for Consumers?

- Subscribers who travel to Côte d'Ivoire will receive calls without paying roaming charges and will pay the local rates of Côte d'Ivoire when they initiate a call to Ghana while in Côte d'Ivoire.
- Subscribers travelling between the ECOWAS Countries can use their mobile devices without the need for multiple SIM cards.

2. Which Mobile Network Operators (MNOs) in Ghana are involved?

MTN, AT and Vodafone are involved in this initiative.

3. Who is eligible to enjoy this service?

All Postpaid and prepaid mobile subscribers of mobile networks in Ghana are eligible for this 'Free' Roaming Service.

4. Do I need a new SIM Card to enjoy this service?

No, Ghanaian telecom subscribers who travel to Côte d'Ivoire do not need new SIM Cards to enjoy the service.

5. How do I activate/subscribe to the roaming services?

You do not need to activate or subscribe. Effective 14th June, 2023, your Operator will automatically cease to apply the roaming charge when you travel to Côte d'Ivoire.

6. How long can I enjoy the service when I am in Côte d'Ivoire?

Customers roaming in Côte d'Ivoire are eligible to receive calls for free for 30 consecutive days. After the 30-day free roaming period, customer must return home for at least 7days. After 30 consecutive days, customers will be charged IDD rate from Ghana to Côte d'Ivoire.

7. How do I access information on tariffs/rates when I travel to Côte d'Ivoire?

When a roaming customer enters Côte d'Ivoire, the home Operator shall deliver an immediate automatic notification at no cost via SMS, E-mail or a pop window on the device, stating the applicable tariff once a roamer makes or receives calls, SMS or uses data services in Côte d'Ivoire.

8. What are the responsibilities of Operators?

Operators are required to:

- Ensure that roaming services provided to roamers is of comparable quality to those offered by the Operator to its subscribers
- Notify roaming customers of the duration and cost of each service utilised while roaming within ECOWAS Region.

9. Where do I complain if I have any complaints regarding this service?

First, lodge your complaint with your Operator. You may lodge your complaint with the NCA if the issue is not satisfactorily resolved by your Operator.

Benefits to Ghanaians

SMS

Send Local and International SMS

Receive Local and International SMS

Using Côte d'Ivoire Local Rates

For Free - No longer have to pay Roaming Fees

VOICE

Make Local and International Calls

Receive Local and International Calls

Using Côte d'Ivoire Local Rates

For Free - No longer have to pay Roaming Fees

DATA

Internet Usage

Bundled Data from Ghana will not work in Côte d'Ivoire.

Using Côte d'Ivoire local Rates

Note: Only Pay As You Go Data is available.

You cannot buy Data bundles under ECOWAS Free roaming service.



An Exciting New Way to Listen To Radio

Ghana is the first among the 15 ECOWAS countries and the fourth on the African continent to launch a trial Digital Audio Broadcasting (DAB) Service. The DAB service is an innovative approach to the severe constraints on frequency acquisition due to limited spectrum for FM Radio Broadcasting. This new technology offers an exciting new technology experience that is changing the way we listen to radio.

As at Q2 2023, the NCA has granted authorisations to 728 FM Broadcasting Stations in Ghana, out of which 546 stations are currently operational. The main objective for rolling out the trial DAB service is to overcome the limitations of traditional analogue FM radio and to introduce a high quality radio listening experience for radio listeners in Ghana. It is also to relatively reduce the high operational costs of running traditional FM stations in Ghana by allowing up to 18 stations to share one transmitter.

The DAB radio will not use the same frequencies as the traditional analogue FM stations. It will transmit within the frequency range of 170MHz to 230 MHz. One will need a DAB receiver in order to receive the digital signals.

The main benefits of the DAB includes the following:

- The various radio stations that will transmit on the DAB will reach more cities outside of their immediate coverage area with the same-programmed content.



- Excellent Audio Quality
- Multiple Radio Channels
- Interactive Services
- Enhanced digital signals
- Programme Information

Currently, the project is at a trial phase for Six (6) months beginning August 2023 and involves 18 stations of which eleven (11) are based in Accra and seven (7) in Kumasi. Listeners in the two cities will be able to access any of the stations by simply using their DAB+ receivers.



**National
Communications
Authority**

Digital Audio Broadcasting (DAB+) Specifications for Radio Sets

Scan the QR Code for the receiver specifications



Ensure that the receiver has these DAB+ Certification Marks:



***ETSI TS 103 461 V1.2.2 (2020-10)**

Listen to these **18 FM Stations in Accra and Kumasi** simultaneously during the **DAB trial**



Highlights of Complaints Report for First Half of 2023

Over the years, the National Communications Authority (NCA) has encouraged consumers who are unsatisfied with their communication services to escalate their concerns to the NCA. Below is a summary of consumer complaints received from consumers for the First Half of 2023.

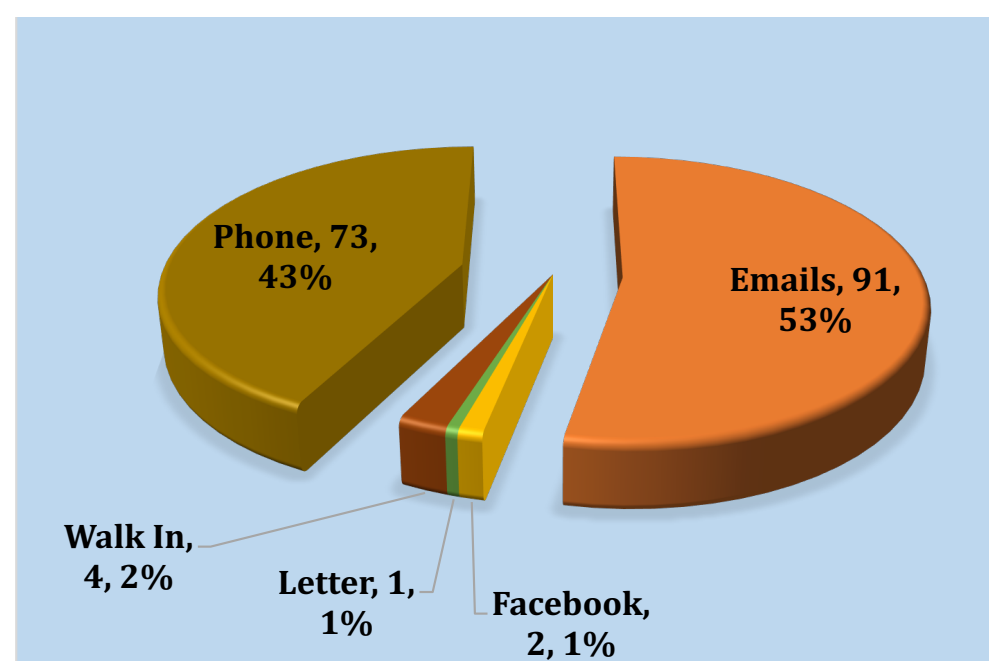
Complaints Channels

During this period, majority of complaints were lodged via e-mail and telephone calls. Ninety-One (91) complaints were received through e-mail while Seventy-Three (73) were via Telephone calls. Other channels through which complaints were received include walk-ins (4), Facebook (2) and letter (1).

Table 1. Complaints Channels

Complaint Channel	1 st Half (2023)
Emails	91
Facebook	2
Letter	1
Walk In	4
Phone	73
TOTAL	171

Fig. 1. Complaints Channels



Status of Complaints

The Authority received a total number of One Hundred and Seventy-One (171) complaints during the period. Out of the total, One Hundred and Twenty-Seven (127) have been successfully resolved, while Forty-Four (44) are unresolved as displayed in the graphics below:

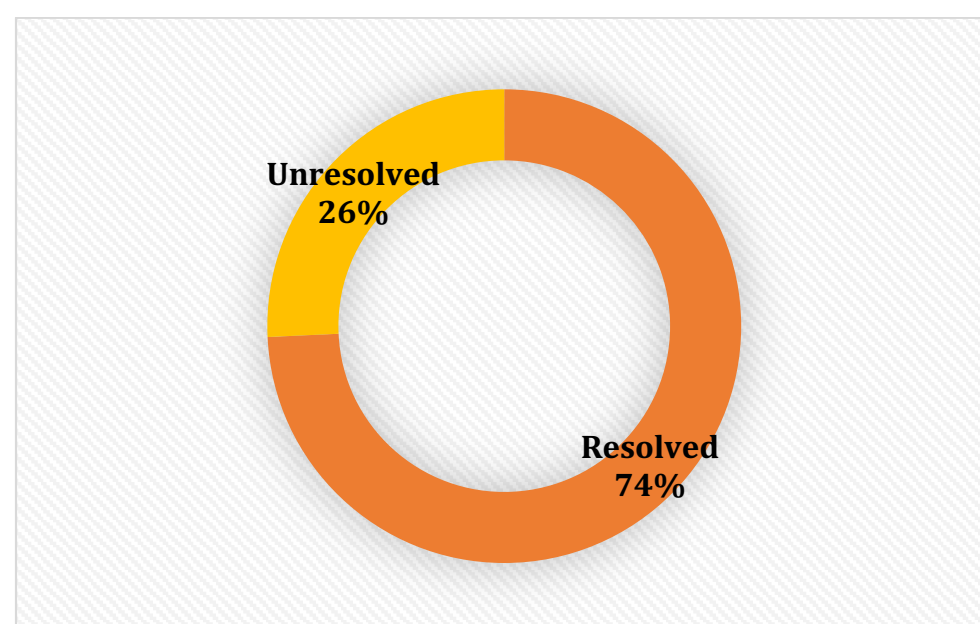
Table 2. Status of complaints

Status of Complaints	First Half (2023)	%
Resolved	127	74%
Unresolved	44	26%
TOTAL	171	100%

Regulation 119 of the Electronic Communications Regulations, 2011 (L.I.1991) allows for thirty days for complaints to be resolved. In this regard, all unresolved complaints captured in Table 2 are within the approved

legal timelines for resolving complaints.

Fig. 2. Status of Complaints



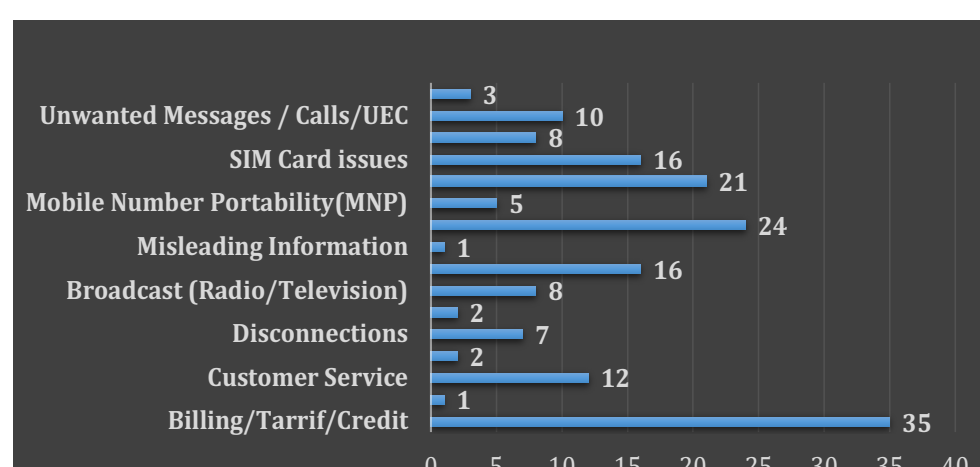
Nature of complaints

During the quarters under review, Billing/Tariff/Credit recorded the highest number of complaints (35). Mobile Money and Quality of Service recorded Twenty-Four (24) and Twenty-One (21) complaints respectively.

Table 3. Nature of complaints

Nature of Complaints	First Half (2023)
Billing/Tariff/Credit	35
Breach of Privacy	1
Customer Service	12
Defective Equipment	2
Disconnections	7
Infrastructure(Mast, Tower,Dish)	2
Broadcast (Radio/Television)	8
Internet Broadband	16
Misleading Information	1
Mobile Money	24
Mobile Number Portability(MNP)	5
Poor Quality of Service	21
SIM Card issues	16
Unsubscribed Services	8
Unwanted Messages / Calls/UEC	10
Cyber Security	3
TOTAL	171

Fig. 3 Nature of Complaints



How to lodge your complaint with the NCA

A dissatisfied consumer can lodge a complaint by:



Writing a letter to the **NCA**. This letter can be either handwritten or typed but must be legible, concise, not more than **two (2) A4 pages** and signed.



Calling the NCA complaint and enquiry unit on toll free number **0800110622** and on hotline **(+233) 0307011419**



Walking into any of the **NCA** offices to lodge a complaint.



Sending an email to **complaints@nca.org.gh**



Contacting **NCA** via these social media platforms (**Facebook, Instagram and X**)

Disclaimer: Please note that Complaint Report data provided here do not include SIM Card Registration Complaints.

How to Check SIMs Linked to your Ghana Card

STEP
01

Dial ***402*1#**



STEP
02

Enter your Ghana Card PIN (Enter letters and figures without hyphens) for verification.

Personal ID Number
GHA00000000023

STEP
03

Enter your Date of Birth (DDMMYYYY) for verification. Date of Birth
13061986



STEP
04

Once verified, you will receive an SMS with a list of mobile numbers linked to your Ghana Card, including the corresponding networks.

The information displayed will include the subscriber's Numbers and corresponding networks.

Example:

- AirtelTigo - 027 000 0000 - AT
- MTN - 024 000 0000 - M
- Telesol - 025 000 0000 - TL
- Vodafone - 020 000 0000 - V

Effective
1st May, 2023

If you identify any unknown mobile number(s) linked to your Ghana Card, request for a delinking of the number(s) from your Service Provider as soon as possible.



Remember to contact your Service Provider if you have any challenges

To avoid wrongful delinks of SIMs, you have to go to the MNO in person, where they will do a full verification before delinking the SIM from your Ghana Card.

Remember to contact your Service Provider if you have any difficulties.

Delinking SIMs registered to Businesses

To ensure that there are no unauthorised SIMs linked to the identity document of your business, visit your Service Provider to check SIMs registered in your business name.



For more Information, Contact the
National Communications Authority

Tel. 0302 771 701, Tollfree: 0800 110 622, Hotline: 0307 011 419 | www.nca.org.gh



National Communications Authority Ghana



@NCA Ghana



National Comm. Authority