



NATIONAL COMMUNICATIONS AUTHORITY

PRESS STATEMENT

At the expiration of the period for SIM Card Registration on June 30, 2011, the National Communications Authority (NCA) announced a 90-day mop-up period following which a review of progress of the entire exercise will be conducted with a view to bringing it to closure.

As we approach the end of the 90-day mop-up period on September 30, 2011, the NCA wishes to thank all telecommunications Operators for their co-operation, subscribers for their commitment and the people of Ghana for their support in undertaking this massive registration exercise and thereby improving the opportunity for enhanced customer experience.

As was contained in the statement announcing the mop-up period, the aim in undertaking the exercise, among other things, was to empower subscribers as bona fide owners of their telephone numbers and in turn strengthen them to demand better services. By registering their numbers, subscribers improve their chances of seeking replacement of their SIM cards in the event of loss.

The registration was also aimed at increasing subscribers' power of choice in a more competitive market noting that one of the reasons for the registration exercise was to pave way for the introduction of Mobile Number Portability (MNP) which has since been launched with a good degree of success. At the commencement of SIM Card Registration, MNP was an anticipated euphoria. Today, it is a reality of the subscriber's life.

As industry regulators, we are enjoined by law to ensure that Operators maintain a reliable database of all telephone subscribers. This provides a platform for the efficient functioning of other electronic communications services including mobile money transfer and other such services since the identity of SIM Card Owners can easily be verified.

In the course of the review process, NCA has undertaken constructive dialogue with various stakeholders with a view to making available to customers other benefits of SIM Card Registration.

One such benefit is incorporating into the SIM Card Registration an enhanced facility for the protection of customer investment in handsets and other devices through voluntary registration of their **International Mobile Equipment Identity (IMEI)**.

The **International Mobile Equipment Identity** or **IMEI** is a number, usually unique, to identify mobile phones. It is usually found printed inside the battery compartment of the phone. It can also be displayed on the screen of the phone by entering ***#06#** into the keypad on most phones.

The IMEI number is used by communication networks to identify valid devices and therefore can be used for stopping a stolen phone from accessing the network. For example, if a mobile phone is stolen, the owner can call his or her network provider and instruct them to "blacklist" the phone using its IMEI number. This renders the phone useless and makes phone theft unprofitable.

Thus, we are aiming to make the SIM Card Registration even more meaningful for consumers and the people of Ghana. As soon as all systems for the enhanced SIM Card Registration are completed, we shall announce arrangements for bringing final closure to the exercise.

We wish to thank all stakeholders of the communications industry for their support and to encourage any subscriber with comments on enhancing customer satisfaction to contact the Corporate and Consumer Affairs Division of the National Communications Authority.

The NCA reiterates its commitment to improving the communications industry and ensuring better services to the consumer.

ISSUED BY
DIRECTOR GENERAL
NATIONAL COMMUNICATIONS AUTHORITY