



National Communications Authority

- Press Release

Modalities for SIM Card Registration

Accra, 6th October, 2021: The National Communications Authority (NCA) wishes to educate the general public on the outlined requirements for the successful registration of a SIM Card(s) for Existing and New Individual Subscribers, Businesses operating in Ghana as well as Foreigners. The Authority therefore finds it imperative to provide the under listed highlights for the information of Subscribers and the General Public:

Identification Documents

In accordance with Regulation 7(1) (l) of the National Identity Register, the National ID Card (Ghana Card) is the mandatory Identification Document that shall be used for the Registration of SIM Cards. However, Businesses and Foreigners would be required to use the below:

Identity Documents Required for SIM Card Registration



You are required to provide your Digital Address as part of the process.

Register your SIM Card to stay connected!

For more information, call: **100** on all Networks or NCA on **0800 110 622**



www.nca.org.gh

The General Public is cautioned to desist from using their Ghana Cards, Business documents or Passports to register a SIM Card(s) for unknown persons as they may be held responsible if the SIM Card (s) is found to have been used to commit a fraudulent activity or activities.

Registration Process

➤ ***Existing SIM Cards:***

- USSD for Stage 1 – Subscribers are required to send the following details from their Ghana Card to Short Code 404 (*404#): First name (s) and Surname, Date of Birth, Ghana Card PIN, Sex (all as captured on the Ghana Card)
- SIM Registration App for Stage 2 - Capturing of Ghana Card and Biometric information by Agents of the various Service Providers.

➤ ***New SIM Cards/New & Existing BWA SIM Cards:***

- The following details from a Subscriber's Ghana Card will be sent to Short Code 404(*404#) by the Customer Care Officer or Agent of your Service Provider: First name (s) and Surname, Date of Birth, Ghana Card PIN, Sex.
- SIM Registration App for Stage 2 - Capturing of Ghana Card and Biometric information by Agents of the various Service Providers.

➤ ***Businesses:***

- Business Entities will go through a due diligence process with their Service Provider, which includes the verification of business registration documents with the Registrar General's Department (RGD). After that has been done successfully, the Service Provider will link the Business SIM cards to a Listed Director's Ghana Card.

HOW TO REGISTER YOUR SIM CARD

Stage One - Linking of SIM Card to Ghana Card via USSD

STEP 1 Dial *404#	STEP 6 Enter Date of birth (DDMMYYYY)
STEP 2 Enter Ghana Card PIN	STEP 7 Enter Sex
STEP 3 Confirm Ghana Card PIN	STEP 8 Confirm details
STEP 4 Enter Surname	STEP 9 Submits details provided after confirmation
STEP 5 Enter First name(s)	

✓ If successful, you get a confirmation message with a unique code
 ✗ If unsuccessful due to wrong details, you have 3 attempts to answer security questions
 ✗ If unsuccessful due to verification failure at the National Identification Authority (NIA), you will be informed to contact the NIA

Stage Two - Visit your Service Provider (Agent or Customer Care) with your Ghana Card, Unique Code and Digital Address to complete this stage of the registration





MINISTRY OF COMMUNICATIONS AND DIGITALISATION GHANA



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Cost

We wish to state that registration is at no cost to Subscribers. New Subscribers will only be required to pay for the SIM cards and not for the registration. Subscribers are advised to desist from paying monies to Agents or Vendors who ask for payment for registering their SIM Card(s). Do not hesitate to report such Persons to your Service Provider or the NCA.

SIM Card Ownership

Individual Subscribers can own a maximum of **ten (10)** SIM Cards across all networks. Foreign residents and foreign visitors are eligible to own up to **ten (10)** and **three (3)** SIM cards respectively across all networks. For consumer choice, Subscribers are to decide which networks to spread the SIM Cards across.

However, there is **no limit** on the number of SIM Cards that may be owned by Businesses. It is worth noting that personal SIM Cards registered by the Listed Director shall be separate from registered Business SIM Cards.

The Government has noted that as a result of the Pandemic, younger people are using connected devices for their online educational activities. To accommodate this, and in cognisance of the importance of communications services, the age for owning a SIM Card is set at 15 years. For

people younger than 15 years of age, it will be necessary for them to have an adult register for them. The adult should be a parent or guardian of the individual who is less than 15 years of age.

Key Things to Note

- On the Ghana Card, your Personal Identification Number (PIN) starts with **GHA**. *eg GHA-123456789-0*
- Do not include **hyphens (-)** when typing your Ghana Card PIN. *eg GHA1234567890*
- Make sure you have your **Digital Address** ready for the second stage of the Registration.
- Dial ***404# again** if it does not work the first time
- Dial ***400#** to check the status of your SIM Card Registration and to access your unique code.

The NCA urges the General Public to register their SIM Cards as the SIM Card Registration Exercise has commenced and is expected to end on 31st March, 2022.

We also wish to reiterate the need for Subscribers to contact their Service Providers on **100** or the NCA on Toll Free, **0800 110 622**, should they encounter any difficulties during the registration process or require clarification regarding the process. However, all Ghana Card-related complaints should be directed to the National Identification Authority (NIA).

The NCA assures the Public that it would continuously provide education to Subscribers on aspects of the Registration it deems necessary from time to time.

Issued by the National Communications Authority:

No. 6 Airport City, Accra

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E-mail: info@nca.org.gh

Date –6th October, 2021

About NCA

The National Communications Authority, (NCA), was established by an Act of Parliament, Act 524 in December 1996, which has been repealed and replaced by the National Communications Authority.