



National Communications Authority

- News Item

NCA WORKING TO ADDRESS CONCERNS OF AIRTELIGO CUSTOMERS

The National Communications Authority (NCA), to ensure a successful merger of AirtelTigo last year, reviewed a Merger Plan including their Network Integration and Customer Communications strategies. To ensure compliance with the Merger Plan, the Authority has been holding regular meetings with AirtelTigo for updates on their network integration and to ensure that their subscribers are not adversely affected.

However, complaints reaching the NCA indicate some levels of service interruption are occurring on AirtelTigo's network. This has resulted in a myriad of issues including:

- a. Lack of internet and Voice connectivity
- b. Credits deducted for bundles but not realised by subscribers
- c. Inability of subscribers of other networks to reach AirtelTigo subscribers
- d. Mobile money and porting issues amongst others.

The NCA is conducting a full investigation to determine the cause of these issues.

At this point in time, the Authority wishes to inform all consumers and the general public that we are fully aware of the inconveniences subscribers are facing during this time and assure you that the NCA is working assiduously with AirtelTigo to restore services and compel the network operator to find a lasting solution to the network integration issues.

The Authority has also cautioned AirtelTigo to ensure that communication to AirtelTigo subscribers and the general public are intensified to explain the procedure for redress.

The NCA wishes to assure all AirtelTigo subscribers and the general public that the Authority will continue to work in the best interest of all stakeholders within the industry.

You may contact the National Communications Authority by calling on the Complaint toll Free Number 080-011-0622, or the Complaints Hotline on 030-701-1419. Complainants may also reach us by email on complaints@nca.org.gh or by filling in a complaints form on our website www.nca.org.gh

Issued by the National Communications Authority,

No. 6 Airport City, Accra.

Tel: (0)30 – 2776621/2771701 or 050-145-1522/3.

E-mail: info@nca.org.gh

Date – Thursday, 27th September, 2018

CONTACTS OF NCA OFFICES

NAME OF OFFICE	REGION	POSTAL ADDRESS	PHYSICAL ADDRESS	DIGITAL ADDRESS	TELEPHONE CONTACT
Sekondi – Takoradi Zonal Office	Western Region, Sekondi	P. O. Box SL 409 Sekondi,	Bakado, 3km Away from the Prisons (R.S.K. Barnes Ct, Sekondi – Takoradi)	WS - 014 - 8190	031 20 - 28069 031 20 - 28063 031 20 - 28049
Bolgatanga Zonal Office	Upper East Region, Bolgatanga	PMB, Bolgatanga, Upper East	Zorbisi Zaare Residential Area in Bolgatanga Municipality	UB-0034-8536	0382-021141
Eastern Regional Office, Koforidua	Eastern Region, Koforidua,	PMB, Koforidua Eastern Region	Plot No. 31, Sector 5 Block C along the Galloway Road	EN-001-4621	03420-28380 03420-28382
Ashanti Regional Office, Kumasi	Ashanti Region, Kumasi	P. O. Box KS 10768 Kumasi	Fuller Road, Danyame, Kumasi	AK - 063 - 2250	0322020014/18
Northern Regional Office, Tamale	Northern Region, Tamale	P. O. Box TL1590 Tamale	Watherson Residential Area	NT0027-8191	0372028105/4
Volta Regional Office, Ho	Volta Region, Ho	P. O. Box HP 1576 Ho, Volta Region	Plot No. 75, Stadium Road, Kabore Junction	VH-0006-0554	036 202 6339
Brong Ahafo Regional Office, Sunyani	Brong Ahafo Region, Sunyani	P. O. Box SY 125, Sunyani,	Plot No. 114 Ridge Residential Area, Sector 5	BS-0032-6614	03520-27564