



## NCA DATA UPDATE FORM ISP06 (INTERNET AND PUBLIC DATA SERVICE PROVIDERS)

### Application Checklist

- Section 1 (Company details)
- Section 2 (Employment)
- Section 3 (Upstream Internet)
- Section 4 (Local Internet Service)
- Section 5 (Subscriber Base)
- Section 6 (Retail Service)
- Section 7 (Data Service Network)
- Section 8 (Tariff)
- Section 9 (Challenges)


The National Communications Authority (NCA) is the body mandated to regulate the communications industry. The Authority serves the public interest and was established by the National Communications Authority Act, 1996, 524 which was repealed and replaced by NCA Act, 2008 Act 769.

Section 19(1) of the Electronic Communications Act, 2008, Act 775 mandates the Authority to issue directions to service providers, network operators or persons holding frequency authorisation to make returns or furnish documents to the Authority for statistical or regulatory purposes.

To enable the Authority, carry out its mandate, **all Internet Service Providers** are hereby required to submit their completed NCA Data Update Form ISP06 (Internet and Public Data Service Providers) by **30th June of each year**.

**You are required to complete Form ISP06 (Sections 1-8) for the licence that you hold:**

- Section 1 (Company details)**
- Section 2 (Employment)**
- Section 3 (Upstream Internet)**
- Section 4 (Local Internet Service)**
- Section 5 (Subscriber Base)**
- Section 6 (Retail Service)**
- Section 7 (Data Service Network)**
- Section 8 (Tariff)**
- Section 9 (Challenges)**

#### **Exceptions:**

If your company was not in operation during 2016, then you must check this box  and fill only (Section 1).

#### **Submission of Data Forms and Financials**

You should submit the following:

- Completed NCA Data Update Form ISP06 (Internet and Public Data Service Providers) forms by **30th June of each year**
- 2016 Audited financial statement by **30th June of each year**.

#### **Where to send this completed form:**

Completed forms must be submitted:

- A. Via email to **research-development@nca.org.gh** copy **dgsecretariat@nca.org.gh**
- B. By regular mail or by hand to the Authority at:

**The Director General  
Attn: Director, Research and Development  
National Communications Authority (NCA)  
P. O. Box CT 1568, Cantonments, Accra  
NCA Tower, No.6 Airport City  
Kotoka International Airport, Accra**

- C. or to the Zonal Office in your region (**See next page**)

**If you need assistance to complete the Questionnaire, please contact the Research & Development Division on: 0501451523 / 22 Ext. 213 or by email to [research-development@nca.org.gh](mailto:research-development@nca.org.gh)**

## NCA REGIONAL OFFICES

### **Accra, Head Office**

National Communications Authority,  
1st Rangoon Close, Switchback Road,  
Cantonments, Accra, Ghana  
P. O. Box CT 1568, Cantonments, Accra  
Tel: +233 (0) 302 776621, 771701  
Fax: +233 (0) 302 763449

E-mail: [info@nca.org.gh](mailto:info@nca.org.gh)  
Website: [www.nca.org.gh](http://www.nca.org.gh)

### **Bolgatanga Office**

National Communications Authority,  
H/No ZB 70, Zorbisi Estates  
Private Mail Bag, Bolgatanga,  
Upper East Region  
Tel: +233 (0) 38 202 1141  
E-mail: [complaints.bolgatanga@nca.org.gh](mailto:complaints.bolgatanga@nca.org.gh)

### **Ho Office**

National Communications Authority,  
H/No A6/29, Stadium Road  
P. O. Box HP1576, Ho,  
Volta Region  
Tel: +233 (0) 36 202 6375 / 202 6339  
E-Mail: [complaints.ho@nca.org.gh](mailto:complaints.ho@nca.org.gh)

### **Koforidua Office**

National Communications Authority,  
Residency Road, Behind New Juaben Library  
Private Mail Bag, Koforidua,  
Eastern Region  
Tel: +233 (0) 34 202 8378 / 28380 / 28382  
E-Mail: [complaints.koforidua@nca.org.gh](mailto:complaints.koforidua@nca.org.gh)

### **Kumasi Office**

National Communications Authority,  
Danyame, Kumasi  
P. O. Box KS 10768, Kumasi,  
Ashanti Region, Ghana  
Tel: + 233 (0) 32 202 0014 / 32 202 0018 / 32 202  
0019  
Fax: (+233) 32 002 0064  
E-Mail: [complaints.kumasi@nca.org.gh](mailto:complaints.kumasi@nca.org.gh)

### **Sunyani Office**

National Communications Authority,  
Plot No 83/D Peakwase  
P. O. Box SY125, Sunyani,  
Brong Ahafo Region  
Tel: + 233 (0) 35 202 7564  
E-Mail: [complaints.sunyani@nca.org.gh](mailto:complaints.sunyani@nca.org.gh)

### **Takoradi Office**

National Communications Authority,  
Bakado, Sekondi  
P. O. Box SL 409, Sekondi,  
Western Region, Ghana  
Tel: +233 (0) 31 202 8073 / 31 202 8049  
Fax: +233 (0) 31 202 8063  
E-Mail: [complaints.takoradi@nca.org.gh](mailto:complaints.takoradi@nca.org.gh)

### **Tamale Office**

National Communications Authority,  
Watherson Residential Area  
P. O. Box TL 1590, Tamale,  
Northern Region, Ghana  
Tel: + 233 (0) 37 202 8105 / 37 020 8104  
Fax: +233 (0) 37 202 8104  
E-Mail: [complaints.tamale@nca.org.gh](mailto:complaints.tamale@nca.org.gh)

# FORM ITC04

## Section 1 : Company Details

Year 2016

1 Name (Registered Business Name)

2 Trade Name:

3 Current Physical Location:

4 Post Office Box: :

5 Website:

6 Email:

7 Telephone(s):

8 Date of issue of licence by NCA (dd/mm/yyyy)

9 Date of Commencement of Service (dd/mm/yyyy)

### \*Contact Person/Focal Point Details

Name:

Designation:

Email Address:

Telephone(s):

## Section 2: Employment

2.1 Kindly provide details of the total number of employees of your company for 2016

Year	Permanent Employees		Contract/Temporary Employees		Total Employees	
	Male	Female	Male	Female	Male	Female
2015						
2016						

## Section 3: Upstream Internet (Transit) Service and Network

3.1

Name of your Upstream Internet Access Provider(s) – (Company supplying bulk Internet bandwidth to you):	Location of Upstream Internet Access Provider (Head Office of Provider):

3.2 Medium of connectivity of your upstream provider Network and your core network.

Fibre Optics Cable	
Satellite	
Radio	

3.3 Cost of upstream bandwidth (without tax) and medium of connectivity:

**Year 2016:**

Item	Total Bandwidth Purchased	Cost (US\$)/Month	Medium of connectivity to Upstream Service Provider's Network (E.g. VSAT, Radio, fibre)
i.			
ii.			

3.4 Indefeasible Right to Use (IRU) based Services (if applicable)

3.4.1 Is Contract with Upstream service provider indefeasible right to use (IRU) based?

YES  NO

3.4.2 If your answer is YES for (2.4.1), please provide the following information:

(i) Bandwidth leased

(ii) Year(s) Contract was signed

3.5 Total amount paid for the contract and over what period

3.6 Number of years of ownership of leased bandwidth

3.7 Annual cost for Operations and Maintenance

3.8 IP transit fee per month for leased bandwidth

3.9 Price per month for transport link to Upstream provider's landing station

## Section 4 : Local Internet Service and Network

### 4.1 PEERING

4.1.1 Do you have a direct peering agreement with the GHANA INTERNET EXCHANGE (GIX) or your upstream provider handles that on your behalf?

Yes

No

If No please skip to question 3.3

4.1.1.1 Direct peering agreement with GIX

4.1.1.2 My Upstream provider handles peering with GIX on our behalf

4.1.1.3 Do not have any local peering arrangement with GIX

4.2 Medium of connectivity and bandwidth if directly connected to the GIX for peering.

4.2.1 Microwave Link  Bandwidth

4.2.2 Fibre Optic cable  Bandwidth

4.3 Bandwidth Deployment and Usage:

Item	Year	Total Bandwidth purchased	Average Annual Utilisation	Peak Annual Utilisation
i.	2016			

4.4 Which internet connection (**last mile**) does your company provide?

(Please tick as many as applicable)

ADSL Access       Fibre-to-Home/Building       Fixed Wireless Access

Mobile Wireless Access       Satellite Internet Access

Other      please specify

**Section 5: Internet Services Subscriber Base**

5.1 Please indicate the total subscriber base/clients of your company for the last year?

Year	Total number of subscribers
2016	

5.2 How many of your subscribers are on Last Mile Technology: (where applicable)

Item	Wireless- Fixed	Wireless- mobile	Fibre Optic	Copper Cable	VSAT
2016					

5.3 Please provide the **NUMBER OF SUBSCRIBERS** as categorized below- whichever is applicable for 2016

5.3.1 Fixed Wired Internet Services

Type of Internet	Individual(s)/ House- hold	Corporate/ Private Companies	Government /MDAs	Internet Cafes	Other: <i>(Please use extra paper if required)</i>
i. Fixed Wired Internet - ADSL					
ii. Fibre- to- Home/Building Internet					

5.3.2 Wireless Internet Services

Type of Internet	Individual(s)/ House- hold	Corporate/ Private Companies	Government /MDAs	Internet Cafes	Other: <i>(Please use extra paper if required)</i>
i. Fixed Wireless Internet					
ii. Mobile Wireless Internet					
iii. Satellite (VSAT)					

### 5.3.3 Category of Subscribers by INSTITUTIONS:

Year	Schools	Health facilities	Financial institutions	Agric institutions	Hospitality institution (e.g hotel)	Other Specify
2016						

## Section 6: Retail Service

### 6.1 Provide details of your service/brand name, access speeds and tariffs plan for 2016

*(Details can be added as an attachment)*

Item	Types of service offered: (Service/Brand Name)	Data Capacity (Capping) /(GB)	Tariff/MB
i.			
ii.			
iii.			
iv.			
v.			
vi.			

### 6.2 Client Setup / Installation/Establishment Fee for the year 2016:

Item	Consumer	Types of terminal unit	Cost (start-up, – including terminal units)
i.	Individual (Eg. Internet Dongles, Wireless modem, MiFi, etc)		
ii.	Corporate (complete)		

### 6.3 Total number of Points of Presence (PoPs) Nationwide

Year	2016
Point of Presence (PoPs)	

### 6.4 Regional Distribution of Point of Presence (PoPs):

	Greater Accra	Volta	Central	Western	Eastern	Ashanti	Brong Ahafo	Northern	Upper West	Upper East
2016										



6.5 Network owned by Service Provider for Internet and Data Services(Backhaul Links)

Item	Frequency(ies) in Use	List Region(s) in Use (e.g. Greater Accra, Ashanti)
i.		
ii.		
iii.		
iv.		
v.		

6.6 Does the Service Provider offer Wi-Fi Hotspot services?

Yes  No

6.6.1 If Yes in 5.6, how many Wi-Fi Hotspots were available in 2016?

Year	Total Number of Wi-Fi Hotspots Nationwide
2016	

6.6.2 Location(s) of the Wi-Fi hotspots: *(List can be added as an attachment)*

No.	Location	Bandwidth capacity to Wi-Fi Hotspot
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		

6.7 Distribution of towers

Year	Owned sites	Leased sites
2014		
2015		
2016		

6.8 How often do you maintain your mast?

Weekly  Monthly  Quarterly  Yearly

Other please specify

## Section 7: (Data Service Network) if Applicable

### DATA SERVICE NETWORK (Wide Area Network Service)

7.1 Name of Data Circuit/Transport Access Provider (wholesale provider):

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7.2 Location of Access Provider in 6.1 above:

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7.3 Do you own a VSAT Hub:

Yes  No

i. Location of VSAT Hub:

ii. Current capacity:

iii. Number of VSAT installed nationwide:

7.4 Provide the cost of

(i) Terrestrial bandwidth from Access Provider:

Year	Bandwidth	Cost
2016		

(ii) Terrestrial Network: Backhaul Links:

Year	Bandwidth	Cost
2016		

(iii) Leased capacity from third party(s)

Year	Bandwidth	Cost
2016		

a. Network owned by Service Provider for Data Services (Backhaul Links)

Item	Frequency in Use	List Region(s) in Use (e.g. Greater Accra, Ashanti)
i.		
ii.		
iii.		
iv.		

b. Retail price for terrestrial Data bandwidth to Subscribers/users:

Item	Year	Access Speed(s) (kbps/mbps)	Tariff/month (GH¢)
i.	2016		
ii.			
iii.			

## Section 8: Tariffs

Please attach the currently used Tariffs for your Customers: .....

## Section 9: Comments and Challenge

**CHALLENGES:** What are the current challenges in the internet and data industry?

**Indicate any attachment or supporting documents to this form.**

**Type of Document**

1	
2	
3	
4	
5	
6	
7	

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Signature

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Date