



NATIONAL COMMUNICATIONS AUTHORITY

HOW TO MANAGE UNWANTED TEXT MESSAGES AND CALLS

Unsolicited electronic messages or unwanted Text Messages and calls simply refer to electronic messages that a recipient has not consented to receiving.

There are various types of Unwanted text Messages and Calls as detailed below:

- Spams are the transmission of harmful, fraudulent, misleading, illegal or unsolicited messages in bulk to any person without the express permission of the recipient.
- Fraudulent Communication means the transmission of message/statement which is false and misleading.
- Obnoxious Communication means the transmission of message/statement with the intent to cause harassment or disturbance.

These messages may be sent in the form of:

- Text or writings
- Data or
- Speech, music, or other sounds or
- Visual images (animated or otherwise) or
- Any other form or any combination of forms

» **Who sends these Messages?**

- **Network Messages:** These are messages sent by your Mobile Network Operators (MNOs) on their products and services.
- **Subscription Messages:** These are promotional and marketing messages that can be sent to consumers from their MNOs or from Third Party Providers. Third Party Providers are known as Value Added Services providers who initiate electronic communications for the purpose of marketing services, investment and

goods to the public through telecommunication services.

- **Spam (Web to Text) Messages:** Messages are being sent by lead generation companies - companies that are trying to find people who will respond so they can market their products and services for profit.

» **What the law says**

The Electronic Communications Regulations 2011 covers the way service providers send direct marketing messages by electronic means. Service Providers should not send you marketing messages and calls you have not agree to receive, unless:

- The MNO and the subscriber are into a contract for the provision of Electronic Communications services.
- The messages are about similar products or services offered by the Network Provider.

» **Where did they get my details?**

In some cases, the details are provided unknowingly by you. However, there are cases where the companies sending the messages do not hold any information about you. They send these calls and text messages by randomly generating mobile telephone numbers and sending several hundreds, or thousands of texts in the hope that a proportion of subscribers may be reached.

» **What should I do when I receive unwanted messages or calls?**

Step 1

Unsubscribe by simply sending "**STOP**" to the number from which the message or call was sent.

Step 2

If you are still receiving Unwanted Messages or Calls after a few days of unsubscribing, report to your service provider to omit you from the promotional mailing list.



Step 3

If you are still not satisfied, with the results, then contact the National Communications Authority.

Call us on **030 701 1419** or visit our website (**www.nca.org.gh**) and follow the procedure for filing a complaint.

» **What can I do to avoid unwanted (spam) messages and calls?**

- Be careful who you give your telephone number to.
- Don't advertise your telephone number, for example by putting it on the internet.
- Check privacy policies and marketing opt outs carefully.
- Be careful of "activation codes" or answering "yes" to questions that may be intended to get you to authorize a service that you do not intend

to subscribe to.

» **What are my rights as a consumer?**

The Electronic Communication Act 2008, Act 775 has specific provisions relating to consumer protection. Consumers are therefore entitled to the following statutory rights to safeguard their interests in provisioning telecom services.

» **Rights of Consumers include:**

- The right to select preferred services
- The right to be informed about products and services in complete, accurate, simple and clear language.
- The right to be heard and to complain about quality, delay, quantity and tariff with regards to the nature of the communications services provided.
- The right to redress, to be given a fair settlement of just claims.
- The right to consumer education on services being offered.
- The right to opt-out from receiving unsolicited electronic messages.
- The right to privacy of information.
- The right to enjoy universal access.
- The right to receive compensation for misrepresentation of products and or services.

» **Please note**

- Your service provider has the right to inform you of products and services related to their network
- All Text Messages and calls from your Service Provider should provide you an option to unsubscribe.

For further information and details on managing Unwanted Text Messages and Calls contact the National Communications Authority:

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
Complaints: +233 (0) 30 701 1419
complaints@nca.org.gh
Website: 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

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

KOFORIDUA OFFICE,

National Communications Authority,
Nico Annan's Plaza
Private Mail Bag, Koforidua, Eastern Region
Tel: +233 (0) 34 202 8378 / 28380 / 28382
E-Mail: complaints.koforidua@nca.org.gh

KUMASI OFFICE,

National Communications Authority,
H/No 99, Adum
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

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

TAKORADI OFFICE,

National Communications Authority,
Chapel Hill
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

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