

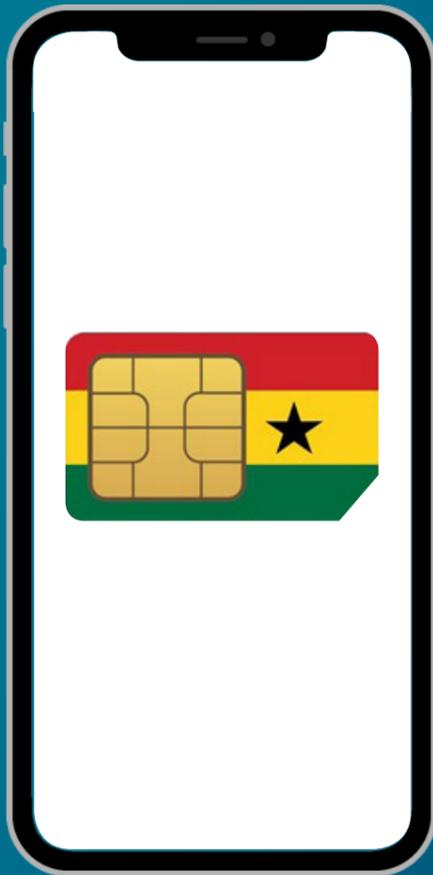


CONSUMER



A National Communications Authority Publication for Consumer Information

Edition 8



The GH SIM SELF REG App is available NOW!

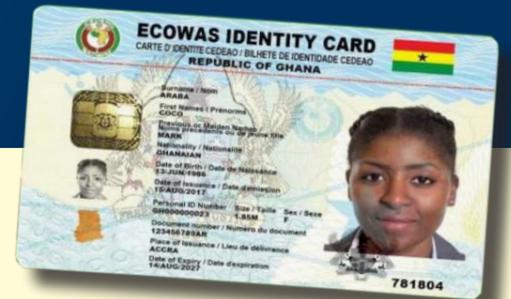
Download on



to complete your SIM Card Registration



*App is ready for Ghana Card users only
Operator on-site/Agent Registration still ongoing*



Know All About the GH SELF REG APP

Description

It is a mobile application allowing subscribers on Ghana mobile networks (MTN, Vodafone, AirtelTigo and Glo) to complete their SIM Card Registration using their Ghana Card ID. The name of the App is GH Self SIM Reg.

1. Who can use the App?

Subscribers can also use the App to finish their registration if they have completed Stage 1 and have the Unique Code.

2. What Do You Need to Use the App?

- Smart Phone
- Ghana Card
- Internet Access
- Email Address
- Unique Code for your SIM after Stage 1 Registration
- Ghana Digital Address
- Mobile Money Account (does not have to be a Mobile Money account for the SIM that is being registered).

3. Benefits of the APP

- Convenient, you can register in the comfort of your home or office.

- You can do it right from your phone as long as you have a Smart Phone.
- You can register more than one SIM Card using the same mobile App.

4. Cost of Using the App:

- GHS5.00 per SIM Registration.
- Remember, you still have the option to register your SIM Card for free at your MNO's Shop or with their Agents.

5. Where Can You Get the App?

- For Android Users you can download the app from Google Play Store.
- Apple Users can download the app from the Apple Store if you own an iPhone.
- Kindly search for Ghana Registration.

For further information, please contact NCA on Toll Free - 0800 110 622



GH SIM SELF REG APP



Flow for Self Service App for SIM Registration

1

To use the **GH SIM SELF REG APP**, you should have completed Stage 1 of your SIM registration by dialling ***404#**.



2

You must also have the following:

- a. Smartphone/device 
- b. Internet 
- c. Email address 
- d. Ghana Card 
- e. Unique Code (from stage 1) 12AB34567
- f. Mobile Money account – yours or that of someone you can pay with 
- g. Ghana Digital Address 

3

Download “**GH SIM SELF REG APP**” from the Google Play Store or the Apple App Store



4

Set up your account by providing the following:

- a. Phone number (note that the number does not necessarily have to be the SIM you are registering)
- b. Email address 
- c. First name and last name
- d. A 4-digit PIN ****

5

Log into the App using the details you created your account with.

6

You then follow the prompts to complete your SIM Card registration.

If you face any challenges, reach out to the **NCA** on toll free number, **0800-110-622** or visit the NCA's social media pages on **Facebook, Twitter, Instagram and LinkedIn** or the NCA's website, **www.nca.org.gh**

*** App is ready for Ghana Card users only**



MINISTRY OF COMMUNICATIONS AND DIGITALISATION GHANA



Register your SIM Card to stay connected!

For more information, call NCA on 0800 110 622



Managing Unwanted Text Messages

It is undeniable that Unwanted Electronic Communications (UECs) or Unwanted Text Messages have become a constant inconvenience to our use of mobile services in Ghana.

Although Service Providers are not exempt from this menace, some consumers consent to receiving such messages without understanding the terms and conditions.

**STOP
SPAM!**

Unwanted
Text
Messages

Most of the time, these personal details are shared on the following:

1 Social media platforms

2 Online subscriptions

3 Shopping sites

4 Online registration forms etc.

What should you do to avoid receiving unwanted messages?

1 Be cautious about who, where, and how you share your telephone number(s).

2 Do not share your telephone number(s) with strangers;

3 Do not provide your telephone number(s) at public events where there are no disclaimer notices openly published about your data/information.

Tips to consider when reading Terms & Conditions of services before you subscribe

Prior to subscribing to a service, it is advisable to read the terms and conditions to ascertain the purpose of the data collected and confirm that it is used for the intended purpose.

Remember the following:

1 Who has access to your number?

2 What is your number used for?

3 Where will your data be kept?

4 Does the service have Data Protection compliance?

Tips on how to unsubscribe on all networks

You can unsubscribe to any subscription service by using the following short codes:

MTN
***174#**
select 1

airteligo
***100#** select 4

vodafone
***463#** select 1

glo
***125*2#**

Report all issues on unwanted text messages to your Service Provider by dialing **100** across all networks.

If you continue to receive unwanted messages after reporting to your Service Provider, kindly report the issue to the **NCA** on **0307011419** or Toll-free at **0800110622**.

You can also contact the NCA through our social media platforms - **Facebook**, **Twitter**, and **Instagram** or via e-mail at **complaints@nca.org.gh**.

INTERNATIONAL CALL TARIFFS (IDD)

We publish for the information of the general public, the tariffs for Mobile telephony services as at Second Quarter, 2022. This is to allow consumers compare prices and help them make informed decisions.

Country	MTN	AirtelTigo	Vodafone	Glo Mobile
	Ghana Cedis (GH¢)			
United Kingdom	0.1332	0.1440	0.1360	N/A
USA	0.1332	0.1680	0.1300	N/A
Canada	0.1332	0.1680	0.1300	N/A
Germany	0.3330	0.2460	1.2480	2.43
China	0.1332	0.1920	0.1360	N/A
Italy	1.5540	1.6260	1.6130	2.59
UAE	1.4930	1.9040	N/A	N/A
Nigeria	0.7770	0.7980	0.7350	0.79

Default Tariffs of all Mobile Network Operators (MNOs)

Operator	Voice Ghana pesewas (Ghp)		SMS Ghana pesewas(GHp)		Data (GHp/MB)
	Onnet	Offnet	Onnet	Offnet	
MTN	Onnet	0.1225	Onnet	0.0550	0.0594
	Offnet	0.1225	Offnet	0.0550	
AIRTEL TIGO	Onnet	0.1560	Onnet	0.0600	0.1800
	Offnet	0.1560	Offnet	0.0600	
VODAFONE	Onnet	0.1200	Onnet	0.0550	0.1150
	Offnet	0.1200	Offnet	0.0650	
GLO	Onnet	0.1250	Onnet	0.0525	0.0400
	Offnet	0.1250	Offnet	0.0525	

- Local call and SMS rates are default rates of Mobile Network Operators.
- All the interantioonal destination rates are calls to Mobile Networks.

To Complain, Call

Toll free

0800 110 622

Hotline

0307 011 419



For more Information, Contact the
National Communications Authority

Tel. 0302 771 701, Tollfree: 0800 110 622, Hotline: 0307 011 419 | www.nca.org.gh

National Communications Authority Ghana
 @NCAghana
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