



PRESS RELEASE

PR. No 442/2019

**MTN GHANA LIMITED (MTNGH) -
NATIONAL COMMUNICATIONS AUTHORITY SANCTIONS
MTN GHANA FOR FAILING TO COMPLY WITH DIRECTIVES
ON NETWORK CHALLENGES**

MTNGH has released the attached announcement for the information of the general investing public.

Issued in Accra, this 9th
day of December, 2019

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att'd.

Distribution:

1. All LDMs
2. General Public
3. Company Secretary, MTNGH
4. Central Securities Depository, (Registrars for MTNGH shares)
5. Securities and Exchange Commission
6. Custodians
7. GSE Council Members
8. GSE Notice Board

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Head Listing, GSE on 0302 669908, 669914, 669935

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PRESS RELEASE

PR-IR-004-2019

December 09, 2019

SCANCOM PLC (MTN GHANA) - MTNGH

National Communications Authority (NCA) sanctions MTN Ghana for failing to comply with directives on network challenges

Shareholders are advised that the telecommunications regulator, the NCA, informed us in a letter dated 5th December 2019, of an imposition of sanctions against MTN Ghana, for what it describes as failure to comply with directives on network challenges.

According to the letter, the amount payable by the close of business on Monday, 11th December, 2019 are:

1. **Fifty thousand Ghana cedis (GHS 50,000)** as penalty for failure to give notice as soon as possible to the Authority and all affected persons including subscribers for the challenges with billing inaccuracies regarding purchase of their telecommunications service bundles.
2. **Fifty thousand Ghana cedis (GHS 50,000)** as penalty for failure to give notice as soon as possible to the Authority and all affected persons including subscribers for inaccessibility of MTN's Customer Care lines.
3. **Ten thousand Ghana cedis daily (GHS 10,000 daily)** as penalty for failure to submit a report on the above events to the Authority within 24 hours. This is to be paid for each day the infraction persists.

According to its computations and subsequent events, the sanctions payable by MTN Ghana is **one hundred and ten thousand Ghana cedis (GHS 110,000)**.

MTN Ghana is deeply concerned about this development, considering the efforts put in place to resolve the issues following the receipt of varied complaints on the 2nd December 2019.

MTN Ghana has responded to the NCA stating our position on the directives and we will continue to engage the regulator and other stakeholders with a view to reach an amicable resolution on the matter.

We will provide further information as and when available.