



# MEMORANDUM OF UNDERSTANDING

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## **For the Implementation of FREE ROAMING on Public Mobile Communications Networks within the WEST AFRICAN SUBREGION**

**Between**

**NATIONAL COMMUNICATIONS AUTHORITY (GHANA)**

**And**

**THE ELECTRONIC COMMUNICATIONS AND POSTAL REGULATORY AUTHORITY (ARCEP) OF BURKINA FASO**

***FOR IMPLEMENTATION***

***By***

***THEIR RESPECTIVE MOBILE NETWORK OPERATORS (MNOs)***

**NOVEMBRE 2025**

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## **Preamble:**

- i. Considering the desire of the Governments of Ghana and Burkina Faso to facilitate the mobility of their residents through the use of Information Communication and Technology tools for communication between their countries at lower cost;
- ii. Recognizing the common will of the Regulatory Authority of Ghana (the National Communications Authority (NCA)) and the Regulatory Authority of Burkina Faso (the Electronic Communications and Postal Regulatory Authority (ARCEP)) to fully implement community roaming for the benefit of their respective residents, and in the interest of their operators and providers of community roaming services;
- iii. Recognizing that the reduction or even elimination of roaming charges is a catalyst for integration and a business opportunity for both countries;
- iv. Considering the exchange of correspondence between the NCA and ARCEP in October and November 2025, in which the two regulatory authorities expressed their shared desire to implement this Memorandum of Understanding on roaming and the conclusion of meetings between NCA and ARCEP Burkina, and their respective Mobile Network Operators (MNOs) on 20th November 2025 in Ouagadougou, Burkina Faso;

The National Communications Authority of Ghana (NCA) and the Electronic Communications and Postal Regulatory Authority of Burkina Faso (ARCEP Burkina), jointly referred to as "the Parties", hereby enter into this MEMORANDUM OF UNDERSTANDING (MOU) on the terms and conditions hereafter appearing:

### **1. PURPOSE**

- 1.1. The purpose of this MOU is to define the terms and conditions for the implementation of FREE ROAMING on mobile electronic communications networks open to the residents of both countries.

### **2. SCOPE OF COVERAGE**

- 2.1. The Parties agree that upon the signing of this MOU, the roaming service between Ghana and Burkina Faso shall cover voice, SMS and data services offered by Mobile Network Operators (covered by this Agreement) within their respective countries.
- 2.2. The Parties further agree that the scope of coverage may be extended to other services, when necessary.

### **3. GOVERNANCE AND MONITORING OF THE IMPLEMENTATION OF THIS MOU**

- 3.1. There is established by this MOU a Monitoring Committee (the Committee), composed of representatives of the NCA, ARCEP Burkina, and their respective Mobile Network Operators, to ensure coordination and periodic monitoring of the implementation of the provisions of this MOU.
- 3.2. The Monitoring Committee shall be responsible for the preparation of a work plan and a detailed action plan for the implementation of this MOU.

- 3.3. The Committee shall convene in accordance with the work plan and may do so either virtually or in person at the request of one of the Parties.
- 3.4. The NCA and ARCEP Burkina shall chair the meetings on a rotational basis.
- 3.5. The Parties will exchange tariff and technical information necessary for the implementation of the roaming service using a form validated by them.

#### **4. SURCHARGE ON INCOMING INTRA-COMMUNITY ROAMING TRAFFIC:**

- 4.1. No surcharges (minimum rate for international incoming electronic communication traffic) on incoming intra-community roaming traffic between the two countries will be applied in the implementation of this MOU.

#### **5. ROAMING LINKS:**

- 5.1. Roaming traffic between Ghana and Burkina Faso may be routed via direct interconnect links.
- 5.2. MNOs of both countries are encouraged to set up direct links to route the roaming traffic between Ghana and Burkina Faso, where technically feasible.
- 5.3. Where there are no direct links, MNOs may route voice roaming traffic through existing alternative links, or carriers that may guarantee the conditions for implementation of this MOU.
- 5.4. MNOs with direct links are encouraged to make these links available under transparent and non-discriminatory conditions.
- 5.5. The Parties agree to remove all obstacles for the implementation of this Protocol.

#### **6. PROTECTIVE SAFEGUARDS**

- 6.1. MNOs in both countries are encouraged to take measures to protect subscribers living in or traveling through border areas from inadvertently roaming when they are located by the other country's network at any given time. These measures may include the acquisition of "border gateway" tools to reduce involuntary roaming situations near borders and warning messages when the phone connects to another network or higher rates may be applied.
- 6.2. MNOs in both countries are also encouraged to provide their subscribers with relevant information to prevent involuntary roaming.
- 6.3. The Monitoring Committee shall define mechanisms to reduce involuntary roaming between the two countries and its impact on operators' revenues and expenses.

## 7. CALL TERMINATION

- 7.1. Mobile network operators in both countries shall not charge each other for call termination under the implementation of this MOU.
- 7.2. The roaming call reception service shall be free for roaming customers in both countries for thirty (30) consecutive days.

## 8. CHARGING REGIME FOR ROAMING SERVICES

- 8.1 The Parties agree to implement free call reception for subscribers roaming in either country within a limit of thirty (30) consecutive days of stay in one of the two countries.
- 8.2 Beyond this thirty (30) day limit, MNOs have the option to apply standard roaming rates.
- 8.3 SMS reception for roaming subscribers shall be free, without any limitations.
- 8.4 The local retail charge (excluding VAT) that a network operator may levy on a customer for the provision of roaming calls originating on a visited network and terminating on any network of the visited country shall not exceed the highest tariff for local calls of the visited country.
- 8.5 The retail charge (excluding VAT) that a network operator may levy on a customer for the provision of roaming calls terminating on the customer's home country shall not exceed the highest tariff applied to international calls of the visited country destined for the home country.
- 8.6 The local retail charge (excluding VAT) that a network operator may levy on a roaming customer for an SMS originating on a visited network and terminating on any network of the visited country shall not exceed the highest local tariff for SMS of the visited country.
- 8.7 The retail charge (excluding VAT) that a network operator may levy on a customer for SMS originating on a visited network and terminating on the customer's home country shall not exceed the highest tariff applied to international SMS of the visited country destined for the home country.
- 8.8 The retail charge (excluding VAT) that a roaming provider may levy on a customer for the provision of roaming data services shall not exceed the agreed symmetric tariff indicated in the annexure (table 1 and 2).
- 8.9 (a) The wholesale roaming tariff or inter-operator tariff (IOT) that a visited-country operator may charge the home operator of a roaming customer may not exceed 60% of the applicable retail ceilings prices for voice and SMS, and 80% for data.  
  
(b) However, this wholesale roaming tariff may be negotiated between MNOs in accordance with realistic market conditions.
- 8.10 The tariff ceilings applicable in the two countries in accordance with the preceding articles are indicated in the annexure (table 1 and 2).

- 8.11 The Parties may periodically, review these tariff ceilings in accordance with prevailing market conditions and communicate them to each other.
- 8.12 The MNOs are encouraged to offer roaming packages to their roaming customers travelling in both countries.

## 9 FRAUD MANAGEMENT

- 9.1 (a) The Monitoring committee shall define relevant Key Performance Indicators (KPIs) to manage roamers' abnormal behaviours.
- (b) In order to prevent any abusive or abnormal use of Community roaming services, MNOs shall monitor indicators of their subscribers' roaming consumption and presence.
- (c) The Committee shall define these indicators and the control procedures.
- 9.2 The NCA, ARCEP and their respective MNOs shall exchange information on fraud and abuses observed. To this end, the Committee shall define the format of the document and the relevant information to be communicated.
- 9.3 The NCA, ARCEP and their respective MNOs shall take necessary and prompt actions to stop or reduce the impact of any fraudulent and damaging acts by using their respective fraud solutions.
- 9.4 (a) The Monitoring committee shall define mechanisms to promote interaction, to coordinate and supervise activities to prevent abuse and combat fraud. These mechanisms must include the identification of contact points for all the players involved, communication channels and procedures for interaction, escalation and problem resolution.
- (b) These mechanisms shall be defined before Go-Live.
- 9.5 MNOs shall take all steps to ensure a reliable, verifiable and complete identification of their customers, in accordance with national laws.

## 10 COMMUNICATION

- 10.1 The NCA, ARCEP and their respective MNOs are encouraged to implement communication campaigns with a view to creating awareness of this roaming arrangement.

## 11 EFFECTIVE GO-LIVE DATE

- 11.1 The Parties agree that the effective Go-Live date for the free Roaming Service under this Agreement shall be **27 April, 2026**.

## 12 DISPUTE RESOLUTION

- 12.1 Any dispute arising from the implementation of this Agreement shall be settled amicably by the Monitoring Committee within a maximum period of sixty (60) days from the date of its notification to the Committee.

12.2 If the dispute is not settled within this period, the Monitoring Committee shall refer the matter to their respective National Regulatory Authorities.

### 13 DURATION

13.1 This Agreement is concluded for a **period of three (3) years**, renewable by tacit agreement.

### 14 EVALUATION

14.1 An evaluation report shall be submitted by the Monitoring Committee to the NRAs of both countries bi-annually, the first of which shall be submitted not later than six (6) months after the Go-Live date.

### 15 EXCLUSIVITY

15.1 This MOU is exclusively concluded on a bilateral basis and is not intended to be extended to other countries.

15.2 Each Party may, however, freely conclude agreements with other countries for the same purposes as those covered by this MOU.

### 16 EFFECTIVE DATE AND AMENDMENT

16.1 This MOU shall take effect from the date of signature by both Parties.

16.2 This MOU may be modified upon mutual consent of the Parties, and such modification shall be confirmed through the exchange of correspondence stating clearly the effective date of the proposed modification.

16.3 An Addendum, incorporating the changes made, shall be signed by both Parties.

*SIGNED in Ouagadougou in two (02) original copies, this **21<sup>st</sup> day of November, in the year, 2025** by the authorised representatives of both Parties*

For the  
National Communications Authority (NCA) of  
Ghana

**Edmund Y. FIANKO**  
Ag. Director General for NCA

For the  
Electronic Communications and Postal  
Regulatory Authority (ARCEP) of  
BURKINA FASO



**Wendlassida Patrice COMPAORE**  
Secrétaire Exécutif de l'ARCEP

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ANNEXURE

Table 1: Retail rate for Burkina Faso customers in Ghana

HOME COUNTRY	ROAMING CHARGES SUMMARY	ARTICLES	BILLING UNIT	TARIFF
BURKINA FASO	Roaming call reception within the 30-day limit	Article 8.1	GHS/Min	0,0000
	Local call (while roaming in the visited country)	Article 8.4	GHS/Min	0,1560
	Roaming call to home country (Burkina Faso)	Article 8.5	GHS/Min	8,8140
	Roaming SMS reception	Article 8.3	GHS/SMS	0,0000
	Local SMS (while roaming in the visited country)	Article 8.6	GHS/SMS	0,0658
	Roaming SMS to home country (Burkina Faso)	Article 8.7	GHS/SMS	2,2000
	Roaming data in Ghana	Article 8.8	GHS/MB	0,0432
				Visited country (Ghana)

Table 2: Retail rate for Ghana customers in Burkina Faso

HOME COUNTRY	ROAMING CHARGES SUMMARY	ARTICLES	BILLING UNIT	Visited country (Burkina Faso)
				TARIFF
GHANA	Roaming call reception within the 30-day limit	Article 8.1	CFA/Min	0,0000
	Local call (while roaming in the visited country)	Article 8.4	CFA/Min	96,0000
	Roaming call to home country (Ghana)	Article 8.5	CFA/Min	184,0000
	Roaming SMS reception	Article 8.3	CFA/SMS	0,0000
	Local SMS (while roaming in the visited country)	Article 8.6	CFA/SMS	21,0000
	Roaming SMS to home country (Ghana)	Article 8.7	CFA/SMS	53,0000
	Roaming data in Burkina Faso	Article 8.8	CFA/MB	2,2200

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**Table 3: Inter-operator tariffs**

<b>ROAMING CHARGES SUMMARY</b>	<b>BURKINA FASO</b>	<b>BILLING UNIT</b>	<b>GHANA</b>	<b>BILLING UNIT</b>
Local call (while roaming in the visited country)	57,6000	FCFA/Min	0,0936	GHS/Min
Roaming call to home country	110,4000	FCFA/Min	5,2884	GHS/Min
SMS	31,8000	FCFA/Min	1,3200	GHS/Min
Data	1,5000	FCFA/MB	0,0292	GHS/MB
Roaming call termination	0,0000	FCFA/Min	0,0000	GHS/Min

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