



SCANCOM PLC (MTN GHANA) COMPLIES WITH REGULATORY DIRECTIVES ON DEACTIVATION OF SIM CARDS NOT FULLY REGISTERED WITH A GHANA CARD

Accra, November 28, 2022 – In compliance with the directive from the National Communications Authority (NCA) communicated to all Telecom operators in a meeting held on November 17, 2022, MTN Ghana will commence the complete disconnection of all SIM cards that have completed Stage 1 (Linkage of Ghana Card ID to SIM Card) but have not completed Stage 2 (Biometric Capture) (“Not fully registered with the Ghana Card”) from December 01, 2022.

MTN has already complied with the first stage of the directive by deactivating the data services of SIM Cards that have not fully registered with the Ghana Card on November 20, 2022, as directed.

Customers should note that a fully registered SIM card is one that has successfully completed both Stage 1 (Linkage) and Stage 2 (Bio-capture).

All deactivated SIM cards can be reactivated within 6 months from December 01, 2022 (the date of deactivation), by completing the bio-capture process. Deactivated SIM cards will be recycled if they are not reactivated by the end of May 2023.

MTN urges all its customers who are not fully registered to endeavor to do so as soon as possible at any of our service centers. MTN understands the inconvenience the deactivation has caused its customers and is willing to assist to get customers back online.

As of November 26, 2022, **22,112,943** MTN Ghana subscribers had successfully linked their Ghana card to their SIM cards (Stage 1), while **16,411,794** had successfully completed the bio-capture phase (Stage 2). As such, approximately 5,701,149 subscribers will be eligible for deactivation on December 01, 2022.

Customers who do not have the Ghana card are encouraged to contact the nearest National Identification Authority Office for assistance. MTN will provide these customers the needed support with full registration after they have successfully received their Ghana cards.

MTN is committed to the national SIM registration exercise to build an accurate customer database to help minimize fraud in the country.

End.

About Scancom PLC

MTN Ghana is the market leader in the mobile telecommunications industry in Ghana, offering subscribers a range of exciting options under Pay As You Go, Pay Monthly and Mobile Financial Services. The company is part of the MTN Group which is a leading emerging market leader with a clear vision to lead the delivery of a bold new digital world to our customers. We are inspired by our belief that everyone deserves the benefits of a modern connected life. Scancom PLC is listed on the Ghana Stock Exchange. Our strategy is **Ambition 2025: Leading digital solutions for Africa’s progress.**