

# KWAME BAAH-ACHEAMFUOR

National Communications Authority, No.6 Airport City, Airport-Accra

Mobile Phone numbers: 0246375700; 0263999200

E-mail address: [kwame.baah-acheamfuor@nca.org.gh](mailto:kwame.baah-acheamfuor@nca.org.gh); [kbacheamfuor@gmail.com](mailto:kbacheamfuor@gmail.com)

BIODATA	<ul style="list-style-type: none"> <li>• Date of Birth: 5<sup>th</sup> August, 1977</li> <li>• Place of Birth: Kumasi</li> </ul>
EDUCATION 2007-2009	<b>Masters Degree in Business Administration</b> <i>Specialisation in Project Management</i> Ghana Institute of Management and Public Administration(GIMPA), Accra
1994-1999	<b>Bachelors Degree in Electrical and Electronic Engineering</b> <i>Majors in Telecommunications and Electronics</i> Kwame Nkrumah University of Science and Technology, Kumasi
WORK HISTORY September 2015 to date	<b>Deputy Director, Monitoring and Compliance Division,</b> National Communications Authority, Accra <ul style="list-style-type: none"> <li>• Administrator for Monitoring and Compliance</li> <li>• Responsible for the monitoring and enforcement of regulatory obligations on networks, services and terminals.</li> <li>• Chairman of Interconnect Clearinghouse Implementation Team</li> </ul>
ITU AND OTHER LEADERSHIP ROLES 2011 to date	<ul style="list-style-type: none"> <li>• Chairman of International Telecommunications Union Standardization (ITU-T) Study Group 12, 2013 to 2016</li> <li>• Chair, Adhoc Group on Regional Initiatives at World Telecommunications Development Conference 2014 (WTDC-14)</li> <li>• Chair, Adhoc Group on new Resolution on Periodic review of International Telecommunications Regulations at World Conference on International Telecommunications-2012 (WCIT-12)</li> <li>• Chair, Adhoc Group on Merging ITU-T Resolutions 26 and 54 at World Telecommunications Standardization Assembly 2012 (WTSA-12)</li> <li>• Chairman of ITU Study Group 12 Africa Regional Group, 2011 to 2012</li> <li>• Vice Chair, ITU-T Quality of Service Development Group, 2012</li> <li>• ITU Expert Trainer/ Speaker on Quality of Service</li> <li>• Editor of ITU-T Recommendation E.803</li> </ul>
March 2015 to August 2015	<b>Acting Head, Monitoring and Compliance Division,</b> National Communications Authority, Accra <ul style="list-style-type: none"> <li>• Administrator for Monitoring and Compliance</li> <li>• Responsible for the monitoring and enforcement of regulatory obligations on networks, services and terminals.</li> <li>• Supervisory member of the Technical Committee which evaluates applications for communications services.</li> <li>• Technical Project Manager of the International Gateway Monitoring and Evaluation.</li> </ul>
November 2011-	<b>Principal Manager, Regulatory Administration,</b>

February 2015	<p>National Communications Authority, Accra</p> <ul style="list-style-type: none"> <li>• Departmental Head for Standards and Licences</li> <li>• Responsible for the planning, monitoring and enforcement of Quality of Service licence obligations of Cellular operators.</li> <li>• Supervisory member of the Technical Committee which evaluates applications for communications services.</li> <li>• Coordinator of the Interconnection Technical Working Group made of representatives from operating Cellular networks in Ghana.</li> <li>• Technical Project Manager of the International Gateway Monitoring and Evaluation.</li> <li>• Assisted in the recruitment and manages the QoS team.</li> </ul> <p><b>Achievements</b></p> <ul style="list-style-type: none"> <li>❖ Lead the drafting of public consultation papers and licences for Interconnect Clearinghouse, International Wholesale Carrier, Mobile Virtual Network Operator (MVNO) and Fixed Access Service.</li> <li>❖ Supervises the monitoring of Quality of voice mobile telephony service across the country</li> <li>❖ Supervises billing verification procedures that ensure that services are accurately charged as advertised.</li> <li>❖ Member of Evaluation Team for Consultants for Network Quality and Base Station Audit</li> <li>❖ Member of Evaluation Team for Consultants for Mobile Phone User Satisfaction Survey</li> <li>❖ Supervised the upgrade and integration of QoS monitoring systems in 2013</li> <li>❖ Lead the development of the technical process on measuring quality of voice service approved in January 2014 as ITU Recommendation E.807</li> <li>❖ Has been a resource person to visiting countries on Regulations, QoS and International Traffic Verification Project</li> </ul>
April 2010- November 2011	<p><b>Senior Manager, Regulatory Administration,</b> National Communications Authority, Accra</p> <ul style="list-style-type: none"> <li>• Responsible for the planning, monitoring and enforcement of Quality of Service licence obligations of Cellular operators.</li> <li>• Supervisory member of the Technical Committee which evaluates applications for communications services.</li> <li>• Coordinator of the Interconnection Technical Working Group made of representatives from operating Cellular networks in Ghana.</li> <li>• Technical Project Manager of the International Gateway Monitoring and Evaluation.</li> <li>• Assisted in the recruitment and manages the QoS team.</li> </ul> <p><b>Achievements</b></p> <ul style="list-style-type: none"> <li>❖ Supervised the monitoring of Quality of voice mobile telephony service across the country since 2010.</li> <li>❖ Drafted new QoS regulations awaiting approval by Parliament of Ghana.</li> <li>❖ Supervises billing verification procedures that ensure that services are accurately charged as advertised.</li> </ul>

	<ul style="list-style-type: none"> <li>❖ Contributed to the drafting of the Tower infrastructure licence.</li> <li>❖ Coordinates quarterly and yearly reports of the Division.</li> </ul>
December 2006- March 2010	<p><b>Manager, Regulatory Administration,</b> National Communications Authority, Accra</p> <ul style="list-style-type: none"> <li>• Responsible for the planning, monitoring and enforcement of Quality of Service licence obligations of Cellular operators.</li> <li>• Member of the Technical Committee which evaluates applications for communications services.</li> <li>• Coordinator of the Interconnection Technical Working Group made of representatives from operating Cellular networks in Ghana.</li> <li>• Member of the Traffic Management Unit as well as a co-opted member of the Steering Committee of the International Traffic Verification Project</li> <li>• Assisted in the recruitment and manages the QoS team.</li> </ul> <p><b>Achievements</b></p> <ul style="list-style-type: none"> <li>❖ Assisted to resolve 11 congested interconnect routes among telecom Operators in Ghana in 3 months and has supervised congestion free interconnect routes since January 2008.</li> <li>❖ Developed a monthly reporting template that give the NCA a better oversight of the daily network conditions on the radio networks and the interconnect routes among operators.</li> <li>❖ Developed billing verification procedures that ensure that services are accurately charged as advertised.</li> <li>❖ Collaborated with contracted Research consultants on the study of customer satisfaction of mobile phones users in Ghana.</li> <li>❖ Assisted in the procurement of QoS monitoring systems and lead its implementation.</li> <li>❖ Contributed to the drafting of the 3G, Submarine cable landing, VSAT carrier, Broadband Wireless Access (BWA) licences</li> <li>❖ Provided technical support to the evaluation and selection of the sixth Mobile licensee.</li> <li>❖ Has represented NCA on the Environmental Protection Agency (EPA) Education Committee on telecom radiation.</li> <li>❖ Presented two contributions at the ITU SG 12 Africa Regional Group meeting hosted by Ghana in July 2009</li> <li>❖ Rapporteur, Guidelines on Quality of Service and Quality of Experience; African Regional Group on QoS/ QoE</li> </ul>
April 2004- November 2006	<p><b>Radio Network Planning and Optimisation Engineer, Project Office</b> Ghana Telecommunications Limited (now Vodafone Ghana), Accra.</p> <ul style="list-style-type: none"> <li>• Responsible for planning, survey, candidate selection of new coverage and capacity sites in Ashanti, Brong Ahafo, Northern, Upper West, Volta, Western and Central Regions.</li> <li>• Responsible for the Base Stations Controller (BSC) locations across the country and its dimensioning.</li> <li>• Responsible for the preliminary optimisation of new sites and their final acceptance test.</li> <li>• Responsible for the optimisation change request for quality service</li> </ul>

	<p>delivery of operations sites.</p> <p><b>Achievements</b></p> <ul style="list-style-type: none"> <li>❖ Successful collaboration with other Departments such as Site Acquisition and Transmission Planning in the Purchase Orders I and II, Christmas Crash Program (CCP) roll out of Onetouch (now Vodafone) network coverage in all regions except Greater Accra, Eastern and Upper East regions.</li> <li>❖ Successful collaboration with Transmission Planning in the location of BSCs across the country.</li> <li>❖ Successful collaboration with the Network Operations Centre for the optimisation of sites for quality service delivery.</li> <li>❖ Successful collaboration with the Marketing Department of the Onetouch Business unit for new site locations and also advice on low traffic sites.</li> </ul>
August 2001- March 2004	<p><b>Assistant Engineer, Network Operations and Maintenance, Ghana Telecommunications Limited (now Vodafone Ghana), Kumasi</b></p> <ul style="list-style-type: none"> <li>• Assisted the operations and maintenance of repeater stations as well as microwave radio circuit termination stations in Ashanti, Central and Brong Ahafo Region.</li> <li>• Assisted in the provision of circuits for telephone voice, internet, data, voice commentary and live TV services of Ghana Telecom and its client.</li> <li>• Assisted in the expansion of interconnection circuits for Ghana Telecom switches in Ashanti Region and for routes between Spacefon (now MTN) in Kumasi.</li> </ul> <p><b>Achievements</b></p> <ul style="list-style-type: none"> <li>❖ Assisted in maintaining a transmission network availability of 98% in spite of the challenges of some stations running on fuel generator power supply and the signal fading due to weather conditions.</li> <li>❖ Facilitated the transmission of live radio and TV events from the Ashanti, and the four other Northern regions to Accra.</li> <li>❖ Supervised the co-location installations at GT premises in Ashanti Region.</li> <li>❖ Assisted in the dismantling of UHF radio links from Berekum and Dormaa Ahenkro in Brong Ahafo Region to create new links to connect New Edubiase and Dompooase in Ashanti region for them to own telephone lines for the first time.</li> </ul>
February 2001- August 2001	<p><b>Morning Show Host, Invisible FM (now Nhyira FM), Kumasi-Ghana</b></p> <ul style="list-style-type: none"> <li>• Presenter and co-producer of the morning current affairs programme from the launch of the station.</li> </ul>
September 2000- January 2001	<p><b>Morning Show Host, SKY FM, Sunyani-Ghana</b></p> <ul style="list-style-type: none"> <li>• Presenter and co-producer of the morning current affairs programme.</li> </ul>
February 2000- August 2000	<p><b>National Service Personnel, Public Works Department, Koforidua</b></p> <p>Worked as a Supervisor for electrical installations and maintenance works at Government offices and residences in Eastern Region.</p>

June 1996-January 2000	<b>Presenter/ Engineer Intern, SKY FM, Sunyani-Ghana</b> <ul style="list-style-type: none"> <li>• Studio Engineer on weekends and school vacations.</li> <li>• Presenter of the various programmes on weekends and school vacations.</li> </ul>
<b>PROFESSIONAL TRAINING</b>	<ul style="list-style-type: none"> <li>• Understanding Modern Spectrum Management; Oxford-United Kingdom, September 2010</li> <li>• Advanced training in ASCOM QoS Monitoring Systems; Solothurn-Switzerland, June 2010</li> <li>• 27<sup>th</sup> PURC/World Bank International Training on Utility Regulation and Strategy; University of Florida-USA, January 2010</li> <li>• Basic training course on ASCOM QoS Monitoring Systems, Accra-Ghana, May 2009</li> <li>• Introduction to IP Multimedia Subsystem by Alcatel Lucent, Washington DC-USA, August 2008</li> <li>• Review of Technologies for 3G and 4G Wireless Systems by AT&amp;T, Atlanta-USA, August 2008</li> <li>• IMT (3G/4G) Mobile Broadband and Mobile TV by Qualcomm, San Diego-USA, August 2008</li> <li>• The Wireless Broadband Revolution: Wi-Fi and WiMAX by Intel, San Jose-USA, August 2008</li> <li>• Regulating Quality of Service: Planning, Monitoring and Enforcement by Institute of Public Private Partnership(IP3), Washington DC-USA, July 2007</li> </ul>
<b>CONFERENCES 2016</b>	<ul style="list-style-type: none"> <li>• Delegate, ITU-T Study Group 12 Regional Group for Africa meeting, Livingstone-Zambia, February 2016</li> <li>• Speaker, ITU Regional Standardization Forum for Africa, Livingstone-Zambia, February 2016</li> <li>• Head of Delegation, ITU-T Telecommunication Standardization Advisory Group(TSAG) meeting, Geneva-Switzerland, February 2016</li> <li>• Head of Delegation, ITU-T Review Committee meeting, Geneva-Switzerland, January 2016</li> <li>• Chairman, ITU-T Study Group 12 5th Plenary for study period 2012 to 2016, Geneva-Switzerland, January 2016</li> </ul>
<b>CONFERENCES 2015</b>	<ul style="list-style-type: none"> <li>• Facilitator, Advanced QoS Workshop for CRASA, Johannesburg-South Africa, December 2015</li> <li>• Speaker, ITU-T Stakeholder Forum on QoS and Consumer Experience, Nairobi-Kenya, November 2015</li> <li>• Delegate, ITU Telecom World, Budapest-Hungary, October 2015</li> <li>• Speaker, ITU-T Study Group Leadership Assembly, Budapest-Hungary, October 2015</li> <li>• Head of Delegation, ITU-T Telecommunication Standardization Advisory Group(TSAG) meeting, Geneva-Switzerland, June 2015</li> <li>• Head of Delegation, ITU-T Review Committee meeting, Geneva-Switzerland, June 2015</li> <li>• Chairman, ITU-T Study Group 12 4th Plenary for study period 2012 to</li> </ul>

	<p>2016, Geneva-Switzerland, May 2015</p> <ul style="list-style-type: none"> <li>• Speaker, ITU Workshop on Standardization Challenges in Africa, Livingstone-Zambia, February 2015</li> <li>• Head of Delegation, ITU-T Review Committee meeting, Gamarth-Tunisia, January 2015</li> </ul>
<b>CONFERENCES 2014</b>	<ul style="list-style-type: none"> <li>• ITU Expert, Swaziland Validation Workshop of Electronic Communications Regulations, Ezulwuni-Swaziland, December 2014</li> <li>• Facilitator, Zimbabwe Stakeholder Workshop consultation on QoS, Harare-Zimbabwe, November 2014</li> <li>• Delegate, Plenipotentiary Conference 2014, Busan-Korea, October 2014</li> <li>• Chairman, ITU-T Study Group 12 3<sup>rd</sup> Plenary for study period 2012 to 2016, Geneva-Switzerland, September 2014</li> <li>• Delegate, 4<sup>th</sup> Africa Telecommunications Union (ATU) Plenipotentiary Conference 2014, Harare-Zimbabwe, July 2014</li> <li>• Delegate, 2<sup>nd</sup> Africa Preparatory meeting for ITU Plenipotentiary Conference 2014, Harare –Zimbabwe, July 2014</li> <li>• Delegate, Africa Telecommunications Union Administrative Council Extraordinary Session, Harare-Zimbabwe, July 2014</li> <li>• Speaker, ITU Regional Standardization Forum for Africa, Kampala-Uganda, June 2014</li> <li>• Head of Delegation, ITU-T Telecommunication Standardization Advisory Group(TSAG) meeting, Geneva-Switzerland, June 2014</li> <li>• Head of Delegation, ITU-T Review Committee meeting, Geneva-Switzerland, June 2014</li> <li>• Speaker, ITU Workshop on Monitoring Quality of Broadband Services, Maputo-Mozambique, April 2014</li> <li>• Delegate, World Telecommunication Development Conference 2014(WTDC-14), Dubai-United Arab Emirates, April 2014</li> <li>• Head of Delegation, 2nd Africa Regional Preparatory meeting for WTDC-14, Lusaka-Zambia, February 2014</li> </ul>
<b>CONFERENCES 2012 to 2013</b>	<ul style="list-style-type: none"> <li>• Chairman, ITU-T Study Group 12 2<sup>nd</sup> Plenary for study period 2012 to 2016, Geneva-Switzerland, December 2013</li> <li>• Coordinator, Africa Regional Initiatives, 1<sup>st</sup> Africa Regional Preparatory meeting for WTDC-14, Accra-Ghana, October 2013</li> <li>• Speaker, 30<sup>th</sup> Quality of Service Development Group(QSDG) meeting; Accra-Ghana; September 2013</li> <li>• Speaker, ITU-T SG12 1<sup>st</sup> Africa Regional Group meeting (2013 to 2013 Study period) on QoS, Ouagadougou-Burkina Faso, July 2013</li> <li>• Speaker, Post WTSA-12 and WCIT-12 Seminar for Africa, Durban-South Africa, July 2013</li> <li>• Head of Delegation, ITU-T Review Committee and Telecommunication Standardization Advisory Group(TSAG), Geneva-Switzerland, June 2013</li> <li>• Facilitator, Lesotho Stakeholder consultation on QoS, Maseru-Lesotho, May 2013</li> <li>• Speaker, Africa Forum for Utility Regulators(AFUR), Arusha-Tanzania, April 2013</li> </ul>

	<ul style="list-style-type: none"> <li>• Speaker, Senegal Stakeholder consultation on QoS, Dakar-Senegal, April 2013</li> <li>• Chairman, ITU-T Study Group 12 1<sup>st</sup> Plenary for study period 2012 to 2016, Geneva-Switzerland, March 2013</li> <li>• Tutorial for ITU-T Leadership, Geneva-Switzerland, January 2013</li> <li>• Coordinator for Ghana delegation, World Conference on International Telecommunications 2012, Dubai-UAE, December 2012</li> <li>• Coordinator for Ghana delegation, World Telecommunications Standardization Assembly 2012, Dubai-UAE, November 2012</li> <li>• Speaker, 29<sup>th</sup> Quality of Service Development Group(QSDG) meeting; Nairobi-Kenya; October 2012</li> <li>• ITU Expert, ITU-D Workshop on QoS Regulation Enforcement for CRASA; Pemba-Mozambique; September 2012</li> <li>• Chair, ITU-T Study Group 12 Regional Group-Africa meeting; Cotonou-Benin; July 2012</li> <li>• Speaker, ITU Workshop on Practical Measurement of QoS; Cotonou-Benin; July 2012</li> <li>• ITU Workshop on Practical Measurement of SAR; Cotonou-Benin; July 2012</li> <li>• ITU-T Study Group 12 meeting; Geneva-Switzerland; June 2012</li> <li>• Speaker, ITU Workshop on Origination and Alternative Calling Procedures, Geneva-Switzerland; March 2012</li> </ul>
CONFERENCES 2006 to 2011	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> African Region Preparatory meeting for WCIT 2012 and WTSA 2012; Cairo-Egypt; November 2011</li> <li>• ITU-T Study Group 12 meeting; Geneva-Switzerland; November 2011</li> <li>• Speaker, 28<sup>th</sup> Quality of Service Development Group(QSDG) meeting; Kampala-Uganda; October 2011</li> <li>• Speaker, ITU Workshop on Taxation of Telecom Services and Products; Geneva-Switzerland; September 2011</li> <li>• Chair, ITU-T Study Group 12 Regional Group-Africa meeting; Gaborone-Botswana; July 2011</li> <li>• ITU Workshop on Practical Measurement of EMF; Gaborone-Botswana; July 2011</li> <li>• ITU Workshop on Interoperability and Conformity; Accra-Ghana; July 2011</li> <li>• ITU Forum on Compatibility of PLT Systems and Radio Communications; Geneva-Switzerland; May 2011</li> <li>• Speaker, ITU-T Study Group 3 Regional Group-Africa meeting; Gaborone-Botswana; May 2011</li> <li>• Mobile Network Virtual Network (MNVO) Summit 2011; Barcelona-Spain; May 2011</li> <li>• ITU-T Study Group 12 meeting; Geneva-Switzerland; January 2011</li> <li>• ITU-D 10<sup>th</sup> Global Symposium for Regulators; Dakar-Senegal; November 2010</li> <li>• ITU-T Study Group 12 Regional Group-Africa meeting; Nairobi-Kenya;</li> </ul>

	<p>July 2010</p> <ul style="list-style-type: none"> <li>• ITU-T Study Group 12 meeting; Geneva-Switzerland; November 2009</li> <li>• Africa Region Preparatory meeting for WTDC 2010, Kampala-Uganda, July 2009</li> <li>• Speaker, ITU-T SG12 Africa Regional Group meeting, Accra-Ghana, June 2009</li> <li>• World Mobile Congress, Barcelona-Spain, February 2009</li> <li>• Africa Forum for Utility Regulators (AFUR) Conference, Accra-Ghana, May 2008</li> <li>• AFUR Workshop on Guidelines for QoS Standards, Pretoria, March 2008</li> <li>• Africom Conference, Capetown-South Africa, November 2007</li> <li>• IIR Conference on Optimisation, Capetown-South Africa, February 2006</li> </ul>
<b>PROFESSIONAL MEMBERSHIPS</b>	<ul style="list-style-type: none"> <li>• IEEE Professional Member</li> <li>• IEEE Communications Society</li> <li>• IEEE Technology Management Council</li> <li>• Graduate Member, Ghana Institute of Engineers</li> </ul>
<b>SKILLS PROFILE</b>	<ul style="list-style-type: none"> <li>• Extensive experience in regulatory planning, monitoring and enforcement of technical obligations for communications services.</li> <li>• Skilled in creating result oriented strategic plans and developing operational budgets.</li> <li>• Strong leadership in Project Management and Operations Management.</li> <li>• Well-rounded background in planning, implementation and operations of telecommunication networks.</li> <li>• Experienced in writing and delivering presentations for executive meetings, press and international conferences</li> <li>• International Telecommunications Union (ITU) Expert and Trainer</li> </ul>
<b>PUBLICATIONS</b>	<ul style="list-style-type: none"> <li>• Study of Universal Access Telecom Project in Ghana, 2011</li> <li>• Study of Coverage of FM Broadcast stations in Accra and Kumasi, 1999</li> </ul>
<b>LANGUAGES</b>	<ul style="list-style-type: none"> <li>• Proficiency in English, Basic written and spoken French.</li> </ul>