



WEST AFRICA MEDIA EXCELLENCE CONFERENCE & AWARDS (WAMECA) 2019

Impacting Lives through Media Excellence

Conference

17th - 18th October, 2019  **9:00** am

Awards Night

19th October, 2019  **6:30** pm

 **Swiss Spirit Alisa Hotel
Accra, Ghana**

Supporters





The West Africa Media Excellence Conference & Awards (WAMECA)

In the last 22 years, the Media Foundation for West Africa (MFWA) has led efforts to promote media freedom and provided capacity building to hundreds of media organisations and journalists across all countries in West Africa. Through its work, the MFWA has helped to position the media as key actors and supporters of democratic consolidation and national development in the sub-region.

With the emergence of new trends in freedom of expression and media development coupled with the constant advancement in technology, the media landscape in the sub-region continues to witness rapid changes with significant implications.

To help reflect on the developments within the media landscape on regular basis the MFWA convenes an annual event called the West Africa Media Excellence Conference and Awards (WAMECA), which features conference sessions and awards for journalists in the region.

The conference brings together over 200 key personalities and organisations from across the region, continent and the globe. Participants include media practitioners, academics, activists, civil society organisations, government officials, policy makers, intergovernmental organisations, development partners and donors to reflect on the changing trends and challenges in the areas of free expression (online & offline) media development

and access to information, and to develop strategies for tackling these challenges.

The Awards on the other hand is meant to reward and inspire media excellence in West Africa as well as honour West African journalists who have produced works that are impacting lives and societies positively.





Sulemana Braimah
Executive Director
Media Foundation for West Africa

Welcome Address

Dear Esteemed Guests,

It is my greatest honour and privilege to welcome all of you to this year's edition of the West Africa Media Excellence Conference and Awards (WAMECA 2019). Your enthusiastic response to our invitation, especially those of you who have travelled from across Africa and beyond, is testimony of your commitment to advancing media excellence in West Africa.

Over the last three years, WAMECA has become West Africa's biggest convening that deliberates on the critical challenges confronting media development and freedom of expression in the region. The annual Journalism Awards at WAMECA has also become the most credible, coveted and respected regional journalism awards on the continent of Africa.

The last two decades have witnessed significant growth in the media industry in West Africa, thanks to the transition to democratic governance and the ever increasing access to the internet. The growth in the media industry obviously presents a great opportunity for the consolidation of the region's relatively nascent democracy.

Over the last three years, however, there have been massive crackdown on the gradual gains made towards the freedom much needed for independent journalism to thrive. Physical attacks, arbitrary arrests and detention, and other forms of harassment and violations against journalists have become rampant and normal across the region. In the last two years, for example, there

have been close to 300 different incidents of violations against journalists, media organisations and activists.

Another major emerging development that has the greatest potential of eroding media credibility and fueling further attacks on media and other rights activists is the phenomenon of "fake news."

Across the continent, journalists, particularly those working with online media, and social media activists, continue to face various forms of attacks from authorities who accuse them of peddling false or fake news. Such acts of violations have included complete or partial shutdown of networks, news website takedowns, blocking of social media platforms, arrests and detentions, among others. These violations become more prevalent during important national events such as elections.

While the deliberate deployment of fake news for electoral or other purposes pose a threat to electoral credibility and peace, the solution to the phenomenon, cannot and should not be a crackdown on online and journalistic expression. The solution can only come from dialogue, sharing of ideas and best practices, and the application of rights-based and other forms of legally acceptable practices. This explains why we have chosen to focus this year's WAMECA deliberations on the theme: **Social Media, Fake News & Elections in Africa.**

While creating this platform to discuss this critical issue, WAMECA also recognises journalistic excellence and this is what the awards component of WAMECA does, honouring the journalistic stars of West Africa. It is our hope that the WAMECA awards will continue to motivate winners to do more and inspire others to want to even do better.

We are sincerely grateful to all our esteemed WAMECA supporters, particularly, the Embassy of the United States in Ghana, Facebook, Access Now, Hewlett Foundation, DW Akademie, MTN-Ghana, Stanbic Bank Ghana, & Alisa Hotel.

We are equally grateful to our other funders and partners including the Open Society Foundation, the Open Society Initiative for West Africa, IFEX, Global Partners Digital, and EU through ActionAid-DK.

Our immense gratitude also goes to the over 50 media organisations from across 13 countries in our region who are partnering us for WAMECA 2019.

Thank you



Pansy Tlakula

Advocate Pansy Tlakula is a former Special Rapporteur on Freedom of Expression and Access to Information and former Chairperson of the Working Group on Specific Issues related to the work of the African Commission. For 10 years, since 2005, she worked as member of the African Commission on Human and Peoples' Rights (ACHPR). In 2015, she was appointed Chairperson of the ACHPR, a mandate she held until 2017. Advocate Tlakula also formerly served as the Chairperson of the Electoral Commission of South Africa.

Currently, Advocate Pansy Tlakula is the Chairperson of the Information Regulator of South Africa. She holds a B. Proc degree from the University of the North (now University of Limpopo), an LL.B

degree from the University of the Witwatersrand, and an LL.M degree from Harvard University. In 2006, she was awarded an Honourary Doctorate in Legal Studies by the Vaal University of Technology.

Advocate Tlakula has held other high-profile positions in academia, public and private sectors including Chancellor of the Vaal University of Technology, Chairperson of the Board of the National Credit Regulator, Chairperson of the Council of North West University, National Director of the Black Lawyers Association, Senior Law Lecturer at the then University of Bophuthatswana (now North West University), and one of the founding Commissioners of the South Africa Human Rights Commission.

The Media Foundation for West Africa

The MFWA is a regional independent non-governmental organisation. It is the biggest and most influential media development and freedom of expression advocacy organisation in West Africa with national partner organisations in all countries in the region. The MFWA is also the Secretariat of the continental network of the most prominent free expression and media development organisations in Africa, known as the Africa Freedom of Expression Exchange (AFEX).

In the last 22 years, the MFWA and its partners have actively promoted freedom of expression rights, media professionalism, and media-led advocacy for good governance across West Africa.

Below is our Mission and Vision, our Strategic Objectives and a brief note about our three programmes.

Our Mission

To promote and defend the right to freedom of expression of all persons particularly the media and human rights defenders in West Africa.

Our Vision

A West Africa in which all persons enjoy the right to freedom of expression without fear or threat by any actors.

Our Strategic Objectives

1. Noticeable improvement in respecting and protecting the right to freedom of expression by state and non-state actors in West Africa.
2. The public's right to access information is guaranteed by regional and national laws and respected in practice.
3. The media in West Africa are more independent and professional, and contribute to democracy and development in the respective countries in the region.



4. The MFWA has efficient systems, adequate funding from diversified sources, broader network of national partners as well as competent and highly motivated staff.

Our Programmes

Freedom of Expression Programme

This programme focuses on the following:

- Safety of journalists and anti-impunity campaigns
- Freedom of expression rights monitoring and campaigns
- Digital rights and policy advocacy

Media and Good Governance

This programme focuses on the following:

- Media capacity enhancement
- Journalism for Change (J4C)/ Accountability Journalism
- Empowering citizens' voices for accountability (through media)

Institutional Development

This programme focuses on the following:

- Strengthening systems, governance and learning
- Communications and fundraising
- Strengthening national partner organisations and increasing collaborations with regional and international bodies
- Staff capacity development

Our National Partner Organisations



Benin

L'Observatoire de la Déontologie et de l'Éthique dans les Médias (ODEM)



Liberia

Centre for Media Studies and Peace Building (CEMESP)



Burkina Faso

Centre National de Presse - Norbert Zongo (CNP-NZ)



Mali

Maison de la Presse du Mali (MP)



Cote d'Ivoire

l'Observatoire de la Liberté de la Presse, de l'Éthique et de la Déontologie (OLPED)



Niger

Observatoire Nigérien Indépendant des Médias pour l'Éthique et de la Déontologie (ONIMED)



The Gambia

Gambia Press Union (GPU)



Nigeria

International Press Centre (IPC)



Guinea

L'Association Guinéenne des Éditeurs de la Presse Indépendante (AGEPI)



Sierra Leone

Media Reform Coordinating Group-Sierra Leone



Guinea Bissau

Sindicato de Jornalistas e Tecnicos de Comunicacao Social Guinea Bissau (SINJOTECS)



Mauritania

Regroupement de la Presse Mauritanienne (RPM)



Togo

Union des Journalistes Indépendants du Togo (UJIT)



Cape Verde

Associação dos Jornalistas de Cabo Verde (AJOC)





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Pansy Tlakula
Chairperson, Information
Regulator of South Africa
and immediate past
Chairperson of the African
Commission on Human
and Peoples Rights



**Hon. Kojo Opong
Nkrumah**
Minister of Information,
Ghana



Dapo Olorunyomi
Publisher/CEO, Premium
Times, Nigeria



Dr. Khabele Matlosa
Director of Political Affairs,
African Union



Jean Mensah
Chairperson of the Electoral
Commission of Ghana



Edetaen Ojo
MFWA Board Chariman and
Executive Director of Media
Rights Agenda, Nigeria



Ahmed Newton Barry
Chairperson of the
Electoral Commission of
Burkina Faso



Sophie Ly Sow
MFWA Board Member,
Director of Nexus Groupe,
Senegal



George Sarpong
Executive Secretary,
National Media
Commission, Ghana



Ken Ashigbey
Chief Executive Officer,
Ghana Chamber of
Telecommunications



ACP David Eklun
Director-General, Public
Affairs Directorate, Ghana
Police Service



Supt. Gassimou Soumah,
Dep. Public Relations
Officer, Guinea National
Police



Rodney Sieh,
Editor, Frontpage Africa,
Liberia



Hawa Ba
Open Society Initiative for
West Africa

CONFERENCE AGENDA

Thursday, October 17, 2019

Opening Ceremony

| TIME | ITEM |
|---------------|--|
| 8:30 – 9:00 | Arrival and Registration of Participants |
| 9:00 – 9:20 | Introductions <i>Sulemana Braimah, Executive Director, MFWA</i> |
| 9:20 – 9:35 | Welcome Statement <i>Edetaen Ojo, Board Chairman, MFWA</i> |
| 9:35 – 10:00 | Brief Remarks <ul style="list-style-type: none"> • <i>Roberto Quiroz II, Public Affairs Officer, United States Embassy in Ghana</i> • <i>Edward Pitman, Open Society Foundation, Programme on Independent Journalism</i> • <i>Selorm Adedevoh, CEO, MTN Ghana</i> • <i>Akua K. Gyekeye, Public Policy Manager, Africa and MENA Elections, Facebook</i> • <i>Hawa Ba, Open Society Initiative for West Africa</i> |
| 10:00 – 10:15 | A Message from Ghana’s Minister of Information <i>Hon. Kojo Oppong Nkrumah (MP)</i> |
| 10:15 – 10:45 | Keynote Address: Social Media, Fake News & Elections in Africa and Official Opening of Conference <i>Advocate Pansy Tlakula, Chairperson, Information Regulator of South Africa and immediate past Chairperson of the African Commission on Human and Peoples Rights</i> |
| 10:45 – 11:15 | Group Photograph/Snack Break |
| 11:15 – 12:30 | Presentation and Discussion: Protecting Election Integrity on Facebook <i>Akua K. Gyekeye, Public Policy Manager, Africa and MENA Elections, Facebook</i> <i>Questions and Answers</i> |
| 12:30 – 13:30 | Lunch |

| | |
|-----------------|---|
| 13:30 –15:00 | <p>Debate and Discussion: When It's Fake, It Can't be News; and When It's News, It Can't be Fake – Is Fake News Real or a Misnomer?</p> <p>Panellists:</p> <ul style="list-style-type: none"> • <i>Rodney Sieh, Editor, Frontpage Africa, Liberia</i> • <i>Ismail Akwei, Editor-In-Chief, GhanaWeb</i> • <i>Shuaibu Usman Leman, Executive Secretary, Nigerian Union of Journalists, Nigeria</i> • <i>Sandister Tei, Deputy Programmes Manager, Citi FM/TV, Ghana</i> <p><i>Moderator: George Sarpong, Executive Secretary, NMC</i></p> |
| 15:00 – 16:00 | <p>Panel Discussion: Spotting and Stopping the Fake from going viral</p> <p>Panelists:</p> <ul style="list-style-type: none"> • <i>Samba Badji, Africa-Check, Senegal</i> • <i>Dapo Olorunyomi, Publisher/CEO, Premium Times, Nigeria</i> • <i>Kinna Likimani, Odekro, Ghana</i> • <i>Nesmon De Laure, Blogger, Cote d'Ivoire</i> <p><i>Moderator: Sulemana Braimah, Executive Director, MFWA</i></p> |
| 16:00 – 16:30 | Wrapping up, Key Action Points/Takeaways |
| 16:30 – 17:00pm | Closing/ Snacks/ End of Day One |

DAY TWO

| Friday, October 18, 2019 | |
|---------------------------------|--|
| TIME | ITEM |
| 8:00 - 8:30 | Arrival and Registration of Participants |
| 8:30– 9:00 | Video – Fake News and Elections |
| 9:00– 10:45 | <p>Panel Discussion: Managing Elections in Africa - How can Social Media Help or Hurt Elections Management</p> <p>Panellists:</p> <ul style="list-style-type: none"> • <i>Jean Mensa, Chairperson, Electoral Commission of Ghana</i> • <i>Ahmed Newton Barry, Chairperson of the Electoral Commission of Burkina Faso</i> <p><i>Chair: Advocate Pansy Tlakula, Chairperson, Information Regulator of South Africa and immediate past Chairperson of the African Commission on Human and Peoples Rights</i></p> |

| | |
|---------------|--|
| 10:45 – 11:00 | Networking & Wellness |
| 11:00 – 12:00 | <p>Fake News and Elections Security</p> <p>Panellists:</p> <ul style="list-style-type: none"> • <i>ACP David Eklū, Director-General, Public Affairs Directorate, Ghana Police Service</i> • <i>ACP Frank Mba, Public Relations Director, Nigeria Police Force</i> • <i>Supt. Gassimou Soumah, Dep. Public Relations Officer, Guinea National Police, Guinea</i> • <i>Queeneth Tawo, Regional Coordinator, Women, Peace and Security, WANEP</i> <p><i>Moderator: Ms. Sophie Ly Sow, MFWA Board Member, Senegal</i></p> |
| 12:00 – 13:00 | <p>Presentation: Co-ordinated Media Response to Tackling Fake News during Elections - the Nigeria Example</p> <p><i>Dapo Olorunyomi, Publisher/CEO, Premium Times, Nigeria</i></p> |
| 13:00 – 14:00 | Lunch |
| 14:00 – 15:00 | <p>Panel Discussion: Keeping the Net On: Combating Network Shutdowns during Elections, the Experiences so far</p> <p>Panellists:</p> <ul style="list-style-type: none"> • <i>Emmanuel Vitus, Paradigm Initiative, Nigeria</i> • <i>Salim Azim Assani, Cofounder & Head of Communication WenakLabs, Chad</i> • <i>Simone Tiofack Toussi, Researcher on Digital Rights, Cameroon</i> • <i>Felicia Anthonio, Co-ordinator, Africa Freedom of Expression Exchange (AFEX)</i> <p><i>Moderator: Kenneth Ashigbey, CEO, Ghana Chamber of Telecommunications</i></p> |
| 15:00-16:00 | <p>Presentation and Discussion: Countering the Pushback on Digital Rights: Leveraging on the African Declaration on Internet Rights and Freedoms</p> <p><i>Edetaen Ojo, Executive Director, Media Rights Agenda</i></p> <p>Questions and Answers</p> |
| 16:00 – 16:30 | The Takeaways |
| 16:30 – 17:00 | Closing/ Snack/ Departure |

AWARDS CEREMONY

| TIME | ITEM |
|-----------------|--|
| 6:30pm - 7:30pm | Music & Arrival of Guests <i>The Sensational Wulomei Band</i> |
| 7:30 – 7:40pm | Welcome and Introduction of Dignitaries <i>Sulemana Braimah, Executive Director, MFWA</i> |
| 7:40 – 8:00pm | Acknowledgements and Remarks by Event Supporters <ul style="list-style-type: none"> • <i>Embassy of the United States, Ghana</i> • <i>MTN-Ghana</i> • <i>Stanbic Bank Ghana</i> |
| 8:00- 8:10pm | Musical Interlude |
| 8:10 – 8:25pm | Remarks by Guest of Honour <i>Advocate Pansy Tlakula, Information Commissioner of South Africa and immediate past Chairperson of the African Commission on Human and Peoples Rights</i> |
| 8:25 – 8:40pm | Musical Interlude |
| 8:40 – 8:55pm | Remarks by WAMECA 2019 Judges <ul style="list-style-type: none"> • <i>Nana Kwasi Gyan-Apenteng, Ghana</i> |
| 8:55 – 9:25pm | Award Presentations: <ul style="list-style-type: none"> • <i>Remarks by Dr. Khabele Matlosa, Director, Political Affairs Department, AU Commission</i> • <i>Presentation of AU Charter Awards</i> |
| 9:25 – 9:35pm | Musical Interlude |
| 9:35 – 10:30pm | <i>Presentation of West Africa Media Excellence Awards</i> |
| 10:30 – 10:35pm | Vote of Thanks MFWA |
| 10:35pm | Music/Closing/Departure |

MCs: Mamavi Owusu-Aboagye & Rachad Bani Samari



The Africa We Want Project

Mobilising Civil Society Support for Implementation of the African Governance Architecture

The Africa We Want project is an initiative that seeks to promote the implementation of the African Charter on Democracy, Elections and Governance (ACDEG) in Africa. The project is being implemented by a consortium of 14 influential Civil Society Organisations (CSOs) that operate at sub-national, national, sub-regional and regional levels.

The 14-member Consortium is made up of ActionAid Country Offices in Denmark, Ghana, Mozambique, Nigeria, Sierra Leone, Tanzania, Uganda, Zambia, Zimbabwe, and five regional organisations - East African Civil Society Organizations' Forum (EACSOF), Mass Public Opinion

Institute (MPOI), Media Foundation for West Africa (MFWA), West African Civil Society Forum (WACSOF), and SADC Council of Non-Governmental Organisations (SADC - CNGO).

The African Union (AU) adopted the African Charter on Democracy, Elections and Governance (ACDEG) in 2007, during the 8th Ordinary Session of the Assembly of Heads of States and Governments. It is the AU's main normative instrument that sets standards for better governance across the continent.

The Africa We Want Project is funded by the European Union.



Remarks by “The Africa We Want Project” Team

The 14-member consortium working to advance the implementation of the African Charter on Democracy, Elections and Governance (ACDEG) instituted the Continental Journalism Awards on the AU Charter the Awards seek to recognise and honour African journalists who have been promoting the discourse on the ACDEG through excellent and high-quality journalistic works over the years.

The Awards scheme is our recognition of the role the media plays in championing democracy, transparent elections, human rights and the rule of law. Indeed, the Continental Journalism Awards on the AU Charter is a direct affirmation of our trust in the capabilities of the media to lead the path to a better Africa – “The Africa We Want”.

It is, therefore, our hope that the Awards will inspire more journalists on the continent to report profoundly on issues that advance good governance, democratic practices, and peaceful elections as espoused by the ACDEG.

It is also our hope that through the Awards, there will be improved media coverage on the ACDEG; more awareness raised among African citizens on the importance of the Charter; and citizens mobilised to raise their voices in holding their governments accountable to the principles and objectives of the Charter.

The project is grateful to the jury for the time and effort they expended in the analysis of articles leading to the determination of the finalists for the Awards. We are also very grateful to all the journalists who have written and published pieces on the Charter. We are also encouraging you all to continue publishing and disseminating the information for citizens to understand the Charter as well as play their role in holding governments to account.

Our appreciation also goes to the Media Foundation for West Africa (MFWA) for the commitment in organising this Awards event.

To the AU Charter Award finalists, we say CONGRATULATIONS!!! We reckon the analyses process was not easy for the jury as there were many great pieces submitted, but you emerged as the best among many, well done!

We hope this award ceremony will not be the end of your production of such great inspirational pieces on the ACDEG, but it’s just the beginning of a long journey towards pushing for improving democratic governance within the African Continent.





Continental Journalism Awards on AU Charter Finalists



Julius Barigaba
Uganda



Adie O. Vanessa
Nigeria



Wagdy Sawahel
Egypt



Destiny Onyemihia
Nigeria



Momar Niang
Sénégal



Afeez Hanafi
Nigeria



East African Civil Society Organizations' Forum
The Voice of Civil Society in East Africa



act:onaid



WAMECA 2019

AWARDS FINALISTS



Beryl E. Richter
Ghana



Joseph Haro
Burkina Faso



Cletus Umoh Ukpong
Nigeria



Mame Diomma Dramé
Sénégal



Timothy Ngenbe
Ghana



Seriba Kone
Côte d'Ivoire



Seth K. Boateng
Ghana



Odinaka Kennis Anudu
Nigeria



Emmanuel K. Dogbevi
Ghana



Sawadogo D. Clothilde
Burkina Faso



Justice Baidoo
Ghana



Bettie Johson-Mbayo
Liberia



Edward Adeti
Ghana



Tunde Ajaja
Nigeria



Tagnan R. Arnaud
Burkina Faso



Nabil A. Rufai
Ghana



Aneta F. Chineye
Nigeria



Emmanuel K. Debrah
Ghana



Sama T. H. Richard
Burkina Faso



Tobore Ovuorie
Nigeria



Kúnlé Adébájo
Nigeria

U.S. Embassy Goodwill Message



Roberto Quiroz II
Counselor for Public Affairs

Greetings! My name is Roberto Quiroz II, and I am the Counselor for Public Affairs at the U.S. Embassy in Accra, Ghana. The Embassy of the United States of America is proud to extend its greetings to all Ghanaian journalists, and to wish them success in their work as vanguards of this nation's democratic values and legacy, which has inspired the continent of Africa and beyond.

It is because we believe in this, and in the importance of your profession, that we are proud to be a part of the third edition of the Media Foundation for West Africa's Media Excellence Conference and Awards, also known as WAMECA. As sponsor since its inception three years ago, we continue to support WAMECA because of the positive impact it is making in the field of journalism in Ghana and across the region.

Together with you, the United States values freedom of the press as a key component of democratic governance. An independent media committed to responsible, facts-based journalism is essential to promote democratic governance, transparency, and a well-informed, active citizenry engaged in holding government and all sectors accountable.

The theme for this year's event, **"Social Me-**

dia, Fake News & Elections in Africa" is a very important and timely topic. With the advent of technologies that connect people across the world in nanoseconds and spread diverse news and messages, it is now more important than ever to be discerning consumers and producers of information.

This past summer, we hosted an American journalist for a 10-day program titled, "Media for Democracy: Electoral Journalism in Times of Disinformation." During the program, participants grappled with the dilemma of disinformation emanating from various social media platforms and how to separate fact from fiction when producing reports.

Promoting press freedoms is an awesome responsibility for governments, journalists, and citizens. Identifying, analyzing, and distilling misinformation is important for all of us.

We hope that you enjoy a successful conference driven by productive discussions that lead to concrete solutions for journalists in West Africa and beyond.

We salute your commitment to tell the story. As you go along on your professional journey, know that the United States of America stands with you.

Thank you!





MESSAGE BY MTN **GHANA - WAMECA 2019**

Good evening ladies and gentlemen, I bring you greetings from MTN Ghana. We are honoured to be part of an initiative that supports and celebrates media excellence.

MTN would like to congratulate the Media Foundation for West Africa for organising another successful conference to discuss a very important subject matter and for also recognising hardworking journalists who worked tirelessly to tell the African story. We congratulate all award finalists and winners and urge you to go the extra mile to showcase the opportunities on the continent.

As a leading telecommunications brand in Africa and the Middle East, MTN is very much interested in associating with events aimed at celebrating excellence and most especially one that seeks to positively use technology to transform lives and the society at large. In view of this, we are very excited about the theme for this year's WAMECA, "Social Media, Fake News & Elections in Africa". It is heart-warming to note that this theme is being discussed early enough so that the appropriate actions can be taken as we approach Ghana's election year. We are confident that the outcomes of the two-day conference will be able to influence policy decisions in this subject matter and ultimately result in the responsible use of technology for information dissemination.

Research indicates that there are growing news consumers online and most Ghanaians especially the youth and even traditional media rely on online content for their news production. It is, therefore, imperative that we ensure only credible, factual and authenticated information are published at all times.

It is an undebatable fact that social media has made our lives more convenient, easier and much faster. People are generating revenue from the content they

post, others are marketing their products and services whilst some are acquiring knowledge on various subject areas.

As social media continues to gain grounds, so has its attendant consequences. I am sure we have many examples of fake news that we can all share.

Here in Ghana, we have had numerous fake stories and MTN has had to deal with this phenomenon on countless occasions. There has been occasions when our customers have been misinformed about our products and services with the most recent being the purported shutdown of MTN MoMo service which we all know is false. We have had to deal with various scams on customer promotions, recruitments, corporate social initiatives, etc. It is also interesting to note how the fabricators take all the time to make their stories look very real. From our experience, we have seen some of them mimicking the IVR of our call center, another used the front page design of the newspapers to promote their fake stories. The effects of fake news propagated through social media are enormous and besides the emotional trauma and personal losses people make, it could have unimaginable consequences.

In order to curb the spread of fake news via social media, we believe that people need to be news-literate and crosscheck facts before forwarding or sharing any information they receive on social media.

Corporate organizations need to be more vigilant and strengthen their communications to ensure that quick responses are given any time fake news items are published. Again, we should arm our customers with information and create more avenues for our customers to reach us. Customers should probe more when they receive any information before acting on them.

MTN remains committed to its vision to lead the delivery of a bold new digital world to our customers hence our continuous investments in the network and the development of product and services to ensure that our customers live a connected lifestyle. As we approach the end of the year, MTN will launch applications aimed at empowering the customer to perform some basic customer services at their convenience. MTN Ghana will continue to invest significantly in its network to remain a formidable partner in national development.

We wish Media Foundation for West Africa well in all its endeavours as we look forward to partnering them to enhance the practice of journalism and press freedom in the sub region. May the West Africa Media Excellence Conference and Award serve as an inspiration to all journalists across the region and globally.

Thank you

A Stellar Year so far

As the year gradually draws to a close, it is a good time to take stock and share the business outlook for the last quarter of 2019. Undoubtedly, the year has come with all one can expect as a business, the highs and the lows.

Having made significant investments in the business, MTN Ghana continues to entrench its leadership position in Ghana's telecommunication sector and more. With the declaration of the year 2019 as the Year of the Customer, MTN Ghana continues to delight Ghanaians at all touch points.

Data, Digital and Voice continue to be the key drivers of growth for the business.

#WeDey4U

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Niger



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Ghana



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