



**AWARENESS CAMPAIGN ON VARIOUS NCC
CONSUMER-CENTRIC INITIATIVES - INFORMATION
AND EDUCATION: KEY TO CONSUMER PROTECTION**

**PRESENTATION TO
MEMBERS OF THE NIGERIAN INSTITUTE OF
ELECTRICAL AND ELECTRONIC ENGINEERS (NIEEE)**

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WHO WE ARE

- ▶ The Nigerian Communications Commission is an independent National Regulatory Authority for the telecommunications industry in Nigeria. The Commission is responsible for creating an enabling environment for competition among operators in the industry as well as ensuring delivery of telecommunications service throughout the country.
- ▶ The Commission's Head Office is in Abuja, Federal Capital Territory (FCT) with five Zonal Offices in Lagos, Ibadan, Enugu, Port Harcourt and Kano.
- ▶ Our mission is to support a market driven communication industry and promote universal access
- ▶ Our shared Vision is “a dynamic regulatory environment that ensures universal access to affordable and equitable service and support the nation's economic growth.
- ▶ Our Vision is based on five (5) Strategic pillars namely:
 - ▶ Regulatory Excellency
 - ▶ Universal Broadband Access

WHO WE ARE (CONTD)

- ▶ Promote Development Of Digital Economy
- ▶ Market Development
- ▶ Strategic Partnering
- ▶ The Commission is aware that its success will be defined by the level of satisfaction of stakeholders and higher quality of experience of communications services consumers enjoy.
- ▶ To ensure our stakeholders are satisfied, NCC will promote broadband deployment and facilitate improvement in market performance through provision of fair and competitive environment that guarantees consistent high quality of services that is accessible to all.

WHO WE ARE (CONTD)

- ▶ To drive the issues above, the Commission places great importance on consumer-related issues by embarking on various initiatives aimed at enlightening and protecting the consumers to ensure good quality services, right treatment by the service providers and value for money spent on telecom services, be it voice or data.
- ▶ To effectively discharge the above responsibilities in a well-coordinated manner and in line with relevant sections of the Nigerian Communications Act, (NCA), 2003, the Commission in 2001 established the Consumer Affairs Bureau (CAB), as a distinct department within the Commission with the mandate to address all consumer-related matters in relations to services they receive from Service Providers.

INITIATIVES

1. Platforms for Consumer Education

- ▶ The following are the various consumer-focused initiatives of the Commission in line with its Mandate to Protect, Inform and Educate telecom consumers (what we call the PIE Mandate):
- ▶ **Consumer Education Outreach Programmes:** The Commission developed a robust consumer education programme through which consumers are being educated and enlightened on continuous basis. The programmes include the Telecom Consumer Parliament (TCP), Telecom Town Halls on Radio (TTR), Telecom Consumer Conservation (TCC), and Professionals' Dialogue.



2. CONSUMER AWARENESS FACTSHEET

- ▶ Phone Etiquette,
- ▶ Tips on How to protect Your Child Online
- ▶ Understand Broadband, Electromagnetic Field (EMF) printed in English, Pidgin, Yoruba, Igbo and Hausa)
- ▶ Mobile Number Portability (MNP)
- ▶ Obligations of Service Providers to Nigerian Consumers of Telecoms Services
- ▶ The Role of NCC in Consumer Protection,
- ▶ Procedure for Lodging a Consumer Complaint,
- ▶ Consumer Bill of Rights,
- ▶ Information on Consumer Affairs Bureau; and

**The factsheets can be accessed on the NCC Web Portal :
<https://consumer.ncc.gov.ng/>**

3A. COMPLAINTS CHANNELS

Consumer Complaints Management

(CCM): The Commission created various channels of lodging complaints, which includes;

- ▶ NCC Toll free 622 Contact Centre which is available between 8:00 a.m. to 8:00 p.m. daily except on Sundays and public holidays.
- ▶ Consumer web portal <http://consumer.ncc.gov.ng>
- ▶ E-mail :Consumer can send mail to (consumerportal@ncc.gov.ng)
- ▶ Consumer Twitter account @Consumersncc



3B. COMPLAINTS CHANNELS - CONTD

It is worthy to note that the Commission created the 622 Toll-Free Line as a second-level complaint resolution mechanism for aggrieved telecom consumers.

However, Consumers should note that they must, first report any complaint they have to their Service Providers and obtain a ticket number.

If their complaints are not resolved or not satisfactorily resolved by the concerned Service Provider, then, consumers may call the NCC Toll-Free 622 Number to escalate the issue for resolution.

4. DO-NOT-DISTURB SHORT CODE 2442

- ▶ **Development of the Do-Not-Disturb (DND) 2442 Short Code:** The Do-Not-Disturb (DND) 2442 Short Code was established in 2016 for telecoms consumers to stop unsolicited text messages received as Value-Added Services (VAS) and nuisance calls as well as against Internet-generated/distributed spam text messages that are fraudulently used to deduct consumer's airtime.
- ▶ The DND code can be activated fully by sending "STOP" as a text message to 2442, thereby blocking all unsolicited text messages or partially by sending "HELP" as a text message to 2442 to choose from a list of categories of optional messages which the consumer still wants to be receiving.



5A. HOW TO ACTIVATE DO-NOT-DISTURB (DND)

- ▶ To activate DND service, the following two steps should be taken;
- ▶ Full DND: Text “STOP” to 2442 to stop all unsolicited messages & calls. A Full DND does not allow the subscriber to receive any unsolicited messages.
- ▶ Partial DND: Customers can select the type of promotional/commercial communication messages they wish to receive, as follows;
 - ▶ Text 1 to 2442 to receive banking/insurance/
Financial Products.
 - ▶ Text 2 to 2442 to receive Real Estate.
 - ▶ Text 3 to 2442 to receive Education.
 - ▶ Text 4 to 2442 to receive Health

5B. HOW TO ACTIVATE DO-NOT-DISTURB (CONTD)

- ▶ Text 5 to 2442 to receive Consumer Goods & Automobiles.
- ▶ Text 6 to 2442 to receive Communication/ Broadcasting/ Entertainment/IT
- ▶ Text 7 to 2442 to receive Tourism and Leisure.
- ▶ Text 8 to 2442 to receive Sports News
- ▶ Text 9 to 2442 to receive Religion
- ▶ Text 10 to 2442 to receive Information on new products/services from the Service Provider
- ▶ Text 11 to 2442 to receive News Alerts
- ▶ Text STATUS to 2442 to check your DND status and others
- ▶ The subscriber is to allow 24 hours for your choice to become effective.

6. Monitoring of Customer Care Centres (CCC) of Service Providers

In order to ensure quality of service delivery to telecoms consumers, the Commission usually embarks on the monitoring of Customer Care Centres of service providers across different states on a continuous basis all in a bid to ensure that consumers are served better when they go into such Care centres to resolve any service-related issues.

7. Development of SIM replacement guidelines to curb SIM fraud

In recent times, the Commission has been inundated with reports of fraudulent activities done on people's bank accounts as a result of SIM swap and In a bid to address this issue, the Commission has reviewed the SIM Replacement Procedure (Regulations) and made SIM replacement requirements more stringent in order to curb cases of SIM swap frauds towards protecting the consumers.

8. Campaign on Sales & Buying of Pre-registered SIM cards

Also linked to the above is the issue of pre-registered SIM cards. A consumer should be aware that buying of pre-registered SIM cards is a criminal offence in the country. By regulations, all SIM cards must be registered in a 'controlled environment' with the Service providers or their agents. All SIM cards must be registered first before activated for use on any mobile network.

9. Efforts to eradicate Call masking/refiling

Call masking/refiling is when an international inbound call is terminated on your phone as local number. This is a criminal offence. It has negative impact on telecoms industry, as it not only promotes anti-competition but also constitutes a threat to national security. The Consumers, however, have a role to play here as they are encouraged to report details of cases of call masking they may experience to the Commission or their Service Providers for investigation and possible apprehension and prosecution of perpetrators.

10. DIRECTION ON ROLL-OVER OF DATA

- ▶ NCC Directive on Roll-over of unused data at the expiration of data bundle.
- ▶ Became effective 28th June, 2018

Data Plan/Validity Period	Applicable Renewable (Roll over period)
One (1) Day	One (1) Day
Above One (1) Day but less than Thirty (30) Days	Three (3) Days
Thirty (30) Days and above	Seven (7) Days

11. Partnering with Law Enforcement agents to protect Telecom Infrastructure

As part of their obligations, telecoms consumers are to protect telecoms infrastructure in their vicinity and to help report cases of infrastructure vandalism to law enforcement agents near them (i.e. the Police and National Security and Civil Defence Corps).

12. Enlightenment of Base Stations and Health Concerns

Today, there has been some negative public perception and conceptions about telecoms consumers on electromagnetic fields (EMF) or radiation from the telecoms equipment/facilities sited within their vicinity. This has generated public health concerns, as most people think and perceive the base stations erected in their community to receive telecoms services, as posing adverse health risks to them. Study conducted by the World Health Organisation (WHO) to determine whether or not electromagnetic radiations (EMR) emitted by telecommunication masts are injurious to human health and the environment has concluded that:

- i.** Considering the very low exposure level and research result collected today, there is no convincing scientific evidence that the weak radio frequency (RF) signals from base stations and wireless networks cause adverse health effects.”

- ii.** On our part as telecoms industry regulator, the NCC ensures that before those telecoms facilities are erected in your areas, they have been properly certified by ensuring that they meet the necessary international standards as set by the International Telecommunications Union (ITU).

13. Development of Mobile Number Portability (MNP)

The mobile number portability or simply “porting” was introduced by the Commission to ensure that telecoms consumers have wider options. MNP is the service that offers consumers the ability to switch from one network to another without changing their original Number.

14. ON GOING INITIATIVES

The Commission is currently working on the following issues:

- i. Resolving the incessant complaint on Data Depletion
- ii. Review of Fair Usage Policy on Unlimited Data Plan
- iii. Hidden Terms and Conditions that apply to services
- iv. Compensation policies of Service providers

Commendation and Appreciation from Consumers

The Commission received appreciations calls and emails through the Contact Centres and Consumer Portal as a result of various regulatory interventions processes put in place to ensure consumers complaints are promptly and satisfactorily resolved. These feedbacks are testament to the fact that consumers appreciate what we do at NCC and we are encouraged to do more towards protecting their interests and rights in the industry so that consumers are not shortchanged by their service providers.

GREAT JOB



THANK YOU

Efosa Idehen

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