

DRAFT TEMPLATE FOR THE UPLOAD OF COMMISSION'S POLICIES ON THE WEBSITE

Our Policies

On this page you can find information about the Commission's policies.

- ✓ Advertisement and Promotion Policy
- ✓ Individual Consumer Code of Practice Review Policy
- ✓ NCC Complaint Management Procedures and Resolution Policy
- ✓ Engagement of Consumer Advocacy Groups Policy
- ✓ Customer Care Centre Establishment and Monitoring Policy.
- ✓ Frequency Management Policy
- ✓ Policy on the Use of GSM Boosters
- ✓ Proof of Concept Policy

✚ Advertisement and Promotion Policy

This Policy on advertisement and promotion clearly Guide the Procedure for Approval of Advert and Promo requests by MNO's, ISPs, VAS providers and other licensees in accordance with the provisions of the Guideline on Adverts and Promos (GAP) 2007.

The Policy also Guide the Operation and monitoring of all approved Adverts and promos.

. Read more about our [Advertisement and Promotion Policy](#)

✚ Individual Consumer Code of Practice Review Policy

This policy is developed as a guide to enable the approval or otherwise of **Individual Consumer Code of Practice** (ICCP) drafts submitted by the Commission's licensees in accordance with the provisions of Consumer Code of Practice Regulations (CCPR) 2007.

Read more about our [Individual Consumer Code of Practice Review Policy](#)

✚ NCC Complaint Management Procedures and Resolution Policy

One of the mandates of the Commission is to ensure the protection of the rights, privileges and interests of telecommunications consumers, including the physically challenged groups through adequate information dissemination programmes; as well as effective policies and strategies that promote effective telecoms service delivery.

Read more about our [Complaint Management Procedures and Resolution Policy](#)

Engagement of Consumer Advocacy Groups Policy

This policy is developed to provide a guide for those seeking to collaborate with the Commission on Consumers Advocacy Initiatives.

Read more about our [Engagement of Consumer Advocacy Groups Policy](#)

Customer Care Centre Establishment and Monitoring Policy.

This policy document is developed as a guide for establishment of Customer Care Centres (CCC) by Licensees and the monitoring modalities by the Commission in accordance with the provisions of section (51), sub-section (1) of the Consumer Code of Practice Regulation (CCPR) 2007.

This policy document on CCCE&M is focused on the strategic requirements for establishment of Customer Care Centres and Key Performance Indicators for monitoring purpose by the Commission.

Read more about our [Customer Care Centre Establishment and Monitoring \(CCCE&M\) Policy](#)

Frequency Management Policy

The Nigerian Communications Commission places a premium on the efficient management of frequency spectrum. Read more on our Policy on Frequency Management. [Frequency Management Policy](#)

NCC Policy on the Use of GSM Boosters

This Policy states the Commission's [6.0 Policy on Use of GSM Boosters](#)

NCC's Policy on Proof of Concept

Read about the Commission's Policy on [Proof of Concept](#)



ADVERTISEMENT AND PROMOTION POLICY

This policy is developed to;

1. Guide the Procedure for Approval of Advert and Promo requests MNO's, ISPs, VAS providers and other licensees in accordance within the provisions of the Guideline on Adverts and Promos (GAP) 2007.
2. Guide the Operation and monitoring of all approved Adverts and promos.

This policy document on Adverts and Promos approval requests is focused on the following strategic requirements for granting approvals by the Commission;

1. Eligibility of the Organization applying for Advert and Promo approval
2. Documentation Requirements
3. Financial Requirement
4. Duration of Promotions
5. Monitoring

The strategic requirements and policy proposition are presented below

<i>STRATEGIC REQUIREMENTS</i>	<i>POLICY PROPOSITION</i>
Eligibility of the Organization applying for Advert and Promo approval	<p>Organization applying for Advert and Promo must be a Licensee of the Commission with valid license and in compliance with all License conditions</p> <p>The policy should encourage and promote the use of indigenous content in the provision of adverts.</p> <p>The content of the advert or promotion shall not have anti-competitive tendencies</p>
Documentation Requirements	<ol style="list-style-type: none"> 1. Completed Application Form 2. Business rule of Advert and Promo 3. MoU with 3rd party (VAS Aggregator or MNO the promo will run on) 4. Evidence of statutory payment 5. QoS impact assessment of the Network that will host the promotion 6. Lottery Permit (for promos with lottery element) 7. Evidence of short code approval (for promos with short code)

	8. Evidence of none availability of indigenous expertise should be included in the application where foreigners are to be used
Financial Requirement	As contained in GAP 2007
Duration of Promotions	As contained in GAP 2007
Monitoring & Evaluation	<ol style="list-style-type: none"> 1. The Commission (CAB) will conduct a minimum of one (1) and a maximum of three (3) visits to the licensees with three (3) months and one (1) year approved promotion respectively for supervision of adherence to T&C 2. MNOs and VAS Operators are to submit periodic evaluation report to the Commission

Dated this ____ Day of October, 2021.

**Prof. Umar Garba Danbatta FNSE, FRAES, FAEng, FNIEEE
 Executive Vice-Chairman
 Nigerian Communications Commission
 Abuja – Nigeria**



1.0. INDIVIDUAL CONSUMER CODE OF PRACTICE REVIEW POLICY

This policy is developed as a guide to enable the approval or otherwise of **Individual Consumer Code of Practice (ICCP)** drafts submitted by the Commission's licensees in accordance with the provisions of Consumer Code of Practice Regulations (CCPR) 2007.

This policy document on **Individual Consumer Code of Practice** approval requests is focused on the following strategic requirements for reviewing submitted drafts and granting approvals by the Commission;

1. Eligibility of the Organization
2. Selection of ICCP Review Committee
3. Formation of Quorum
4. Critical areas that must be covered in the document
5. Conveyance of approval
6. Publication of approved document
7. Stakeholder engagement

The strategic requirements and policy proposition are presented below

<i>STRATEGIC REQUIREMENTS</i>	<i>POLICY PROPOSITION</i>
Eligibility of the Organization	Organization must be a Licensee of the Commission
Selection of ICCP Review Committee	<ol style="list-style-type: none"> 1. The Committee is domiciled in Consumer Affairs Bureau (CAB) 2. Membership is drawn from relevant departments of the Commission (CAB, LRS) and can be expanded
Scheduling of the Committee meetings	Meetings are held minimum of two times in a month
Formation of Quorum	51% percent of the Committee members in which the representative from Legal & Regulatory Services (LRS) department must be present
Critical areas that must be covered in the document	As contained in the checklist drawn from CCPR 2007
Conveyance of approval to the Licensees	Formal letter signed by the appropriate authorities
Publication of approved document	As contained in the CCP 2007

Stakeholder Engagement	The Commission (CAB) in conjunction with Zonal Offices staff will organise quarterly ICCP Stakeholder Engagement fora for the licensees across the 6 geopolitical zones respectively.
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Dated this ____ Day of October, 2021.

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2.0. CUSTOMER CARE CENTRE ESTABLISHMENT AND MONITORING (CCCE&M) POLICY

This policy document is developed as a guide for establishment of Customer Care Centres (CCC) by Licensees and the monitoring modalities by the Commission in accordance with the provisions of section (51), sub-section (1) of the Consumer Code of Practice Regulation (CCPR) 2007.

This policy document on CCCE&M is focused on the following strategic requirements for establishment of Customer Care Centres and Key Performance Indicators for monitoring purpose by the Commission;

1. Establishment of Customer Care Centres (CCC) by Licensees
2. Structure/Address of CCC
3. Accessibility
4. Operational Requirements
5. Monitoring Frequency

The strategic requirements and policy proposition are presented below

<i>STRATEGIC REQUIREMENTS</i>	<i>POLICY PROPOSITION</i>
Establishment of Customer Care Centres (CCC) by Licensees	Every licensee is expected to establish at least one physical Customer Care Centre in the state capital of its coverage area
Structure/Address of CCC	All structure of CCC should be permanent with verifiable addresses
Accessibility	Any building used for the CCC must have a ramp and be compatible for use by Differently Abled People.
Operational Requirements	<ol style="list-style-type: none">1. Experienced staff or agents of the licensee must be available and easily identifiable with a name tag.2. Automated Queue Machines (AQM) must be available in high traffic centres to ensure “First-Come, First-Served” policy3. Flyers of the Licensees products must be displayed for easy accessibility by consumers4. Approved ICCP must be legible and displayed in a conspicuous location in the CCC5. Ramp must be provided for Differently Abled People (DAB).6. There must evidence of special preference to the Aged, Nursing Mothers, Differently Abled People (DAP)7. The Centre must be conducive with chairs, A/Cs/Fans and well lighted-up
Monitoring & Evaluation Frequency	The Commission (CAB & Zonal Offices staff) is expected to monitor adherence of each CCC more than once yearly to allow for follow-up visits when the need arises

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3.0. NCC COMPLAINT MANAGEMENT PROCEDURES AND RESOLUTIONS POLICY

One of the mandates of the Commission is to ensure the protection of the rights, privileges and interests of telecommunications consumers, including the physically challenged groups through adequate information dissemination programmes; as well as effective policies and strategies that promote effective telecoms service delivery.

1. Procedures For Lodging Consumer Complaints
2. Channels for Lodging Complaints
3. The NCC 622 Toll free Number
4. The NCC Consumer Portal
5. The NCC Consumer Portal
6. Social Media/electronic Channels
7. Written Complaints
8. Second Level Complaint Management Procedure

The strategic requirements and policy proposition are presented below

STRATEGIC REQUIREMENTS	POLICY PROPOSITION
<i>Procedures For Lodging Consumer Complaints</i>	In order to protect the interest of Consumers, the following are on complaints procedure and the summary of which is stated below: <ul style="list-style-type: none"> • The first step is for the Consumer to contact the relevant Service Provider (SP) to lodge his/her complaint. • If the complaint is satisfactorily resolved, the case is closed. • Where the consumer is dissatisfied with the resolution of the complaint, the Commission as a Second Level Support is the next channel for intervention.
<i>Complaint Response Time</i>	Time for complaint resolution is as contained in the SLA 2019 as amended.

<i>Channels for Lodging Complaints</i>	<ol style="list-style-type: none"> 1. The NCC 622 Toll free Number 2. The NCC Consumer Portal 3. Social Media/electronic Channels 4. Written Complaints
<i>The NCC 622 Toll free Number</i>	The Toll-free Number operates from 8am-8pm (Mondays to Saturdays) except on Sundays and National Public holidays. To access the 622 Toll free Number, Consumers must have complaint ticket number from Service Provider
<i>The NCC Consumer Portal</i>	The portal is an alternative online channel for lodging complaints, making enquiries and for information dissemination. The portal is available 24 hours and can be accessed via www.ncc.gov.ng/consumer and Email: consumerportal@ncc.gov.ng
<i>Social Media/electronic Channels</i>	Complaints are also received via the Commissions Social Media accounts on Twitter (@Consumersncc), Facebook (Facebook.com/Nigeria.Communications.commission) and Email: ncc@nnc.gov.ng .
<i>Written Complaints</i>	Written complaints are received at all NCC offices across the Country
<i>Second Level Complaint Management Procedure</i>	Upon receipt of any complaint from the telecom consumer, such complaint is forwarded to the respective Service Providers. In doing this, the Commission and the Consumer are updated on the progress of investigation or otherwise for the purpose of investigation and resolution of the same.

Dated this ____ Day of October, 2021.

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4.0. ENGAGEMENT OF CONSUMER ADVOCACY GROUPS POLICY

This policy is developed to provide a guide for those seeking to collaborate with the Commission on Consumers Advocacy Initiatives.

1. Objectives Of Engaging Advocacy Groups
2. Scope Of Work
3. Criteria For Consumer Advocacy Groups

The strategic requirements and policy proposition are presented below

STRATEGIC REQUIREMENTS	POLICY PROPOSITION
<i>Objectives Of Engaging Advocacy Groups</i>	<p>The objective is to have a pool of genuine Advocates that are passionate about consumer protection and are willing to:</p> <ul style="list-style-type: none"> • Collaborate with the Commission to sensitize Telecom Consumers. • Protect consumers from abuses, exploitation and deceit. • Collaborate with the Commission to sensitize Telecom Consumers on their rights and obligations • Obtain useful feedback needed from Consumers to improve telecom service delivery
<i>Scope Of Work</i>	<p>The scope for engagement shall include:</p> <ol style="list-style-type: none"> 1. Collaborate with the Commission in creating consumer awareness and education; 2. Sensitize telecom consumers and bridge information gaps on relevant consumer issues; 3. Collaborate with the Commission enlightening some target consumers such as market women, artisans, the unskilled and the grassroots at various programmes and regulatory interventions by the Commission that benefits the consumers;

	<ol style="list-style-type: none"> 4. Provide platforms for the Commission to execute consumer centric programmes that will cover the six (6) Geopolitical zones and impact telecom consumers in the nook and crannies of Nigeria. 5. Collaborate with the Commission in reaching out to special groups like the “Differently Abled People” to ensure all-inclusive participation in the Nigerian telecom space.
<p><i>Criteria For Consumer Advocacy Groups</i></p>	<p>Telecom Consumer Advocacy Groups are encouraged to serve as Consumer Protection Advocates within their communities and should be able to meet the needs of the diverse population. This is to ensure that Telecom consumers across the country are well informed irrespective of their geopolitical zones or inability to attend formal consumer-centric programs. Below are the criteria;</p> <ol style="list-style-type: none"> 1. Must be a corporate entity duly registered by the Corporate Affairs Commission and should have verifiable Board of Trustees. 2. Must have a verifiable physical address/location; 3. Must have a good knowledge of the Commission and Telecoms industry 4. Should be able to demonstrate a good knowledge of various consumer issues and should be passionate about consumer awareness creation to telecom consumers 5. Should be able to demonstrate /provide evidence of previous or ongoing consumer advocacy work carried out. 6. Should have capacity to deliver consumer advocacy programmes in English and three major Nigerian Languages 7. Relevant credentials of the Principal Officers of the Consumer Advocacy Group should be forwarded to the Commission.

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Frequency Management Policy

Radio frequency spectrum is one of Nigeria's key natural resources of great economic value as a result of its direct application in telecommunications, broadcasting, military operations, and scientific research in addition to a range of other socioeconomic activities such as social services, law enforcement, education, healthcare, transportation, etc. As a result, many industries depend heavily on the efficient utilization of radio frequency spectrum.

These crucial factors therefore, make it mandatory for the government to develop comprehensive and clear-cut policies that will ensure that spectrum resource is optimally utilised for the overall benefit of the nation. As an agency of Government, the NCC is charged with the responsibility to develop and adopt policies in accordance with the following policy objectives that will ensure that this scarce resource is well managed in its area of responsibility.

The NCC's Frequency Management Policy Objectives are as follows;

- To control and encourage the use of spectrum as an instrument for developing telecommunication (being) which is an essential infrastructure for stimulating the economic growth and social development of the nation.
- To promote competition in the assignment of frequency in order to ensure innovative and efficient use of the radio spectrum (as a scarce resource).
- To achieve optimum pricing of spectrum in order to discourage wastage or speculative acquisition of the scarce resource.
- To generate moderate revenue for government.
- To ensure equitable and fair allocation of spectrum to benefit the maximum number of users.

To achieve this goal, the NCC establishes policies in line with its mandate, which govern the following key frequency management functions;

- ***Spectrum Planning:*** Plan the spectrum under NCC's control in order to make adequate provision for various services based on their relative importance to Nigeria's socio-economic goals and also make forecast for future requirements.
- ***Frequency Assignment:*** Evolve fair, equitable and transparent procedures and conditions for the allocation and assignment of spectrum.
- ***Spectrum Farming:*** Continually and systematically phase out ageing technologies in order to free up new spectrum space for allocation to emerging technologies and new services.

- ***Licensing:*** Develop effective rules, operational procedures/guidelines for the purpose of regulating the use of spectrum in order to encourage sharing and ensure minimum interference with other users.
- ***Technical Specifications:*** Define technical utilization rules and specifications for radio frequency equipment and also administer equipment type approval and authorizations.

Signed

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EXECUTIVE VICE CHAIRMAN/ CEO

NIGERIAN COMMUNICATIONS COMMISSION



6.0 Policy on Use of GSM Boosters

The attention of the Nigerian Communications Commission has been drawn to the fact that GSM Boosters are being illegally used by individuals in Nigeria. Individuals desirous of using GSM Boosters should note that they can only do so in conjunction with licensed network operators.

For general information, GSM Boosters are devices that transmit and receive telecommunications signals and can therefore, interfere with other radio frequency equipment.

Members of the public should note that, willful interference with any wireless telegraphy is an offence under Section 16 of the Telegraphy Act, 2004. The Commission will not condone any flagrant breach on this law. Accordingly, monitoring mechanisms have been put in place and anyone caught using GSM Booster without obtaining approval of a duly licensed network operator will face arrest and prosecution.

Any member of the public with useful information regarding the illegal use of GSM Boosters should contact the Commission on 09-4617000/7351 or send an email to cme@ncc.gov.ng.

Signed

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EXECUTIVE VICE CHAIRMAN/ CEO

NIGERIAN COMMUNICATIONS COMMISSION



5.0. Proof of Concept (PoC) Trial License

The emergence of new technologies and services has resulted in the increased demand for different spectrum requirement.

The Nigerian Communications Commission therefore, in recent times has been inundated with request from the industry for trial frequencies in certain spectrum bands for the purpose of verifications of certain concepts and theories.

Consistence with international best practice and in the spirit of the Commission's Strategic Vision Plan of facilitating the provision of Infrastructure for a digital economy which foster national development with the objective of optimizing the usage of spectrum, the Commission hereby states as follows in respect of application for a Proof of Concept trial license:-

1. That Proof of Concept trial license shall only be granted to Original Equipment Manufacturers (OEM) Vendors, or Operators in conjunction with Original Equipment Manufacturers (OEM).
2. That Proof of Concept (PoC) trial shall not exceed three (3) months effective from the date of approval and on a non- commercial basis.
3. Equipment for Proof of Concept (PoC) must be Type Approved by the Commission.
4. Appropriate Spectrum fees must be paid in accordance with the Commission's Regulations.

The General Public and Communications Industry in particular should therefore note the above and be guided accordingly.

Dated 25th March 2021.

Signed

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