



INSTRUCTIONS TO FILL FORM 01

1. Completed forms should be submitted **ONLY** in PDF format
2. Completed form should be inserted in a folder, with your **company name** as folder label.
3. The list requested in “**SECTION D**” of **FORM 01** should be in PDF format and inserted in folder as stated in **instruction 2**.
4. For enquires, see contact details
E-mail: sayyadi@ncc.gov.ng (Project Manager); aikemefuna@ncc.gov.ng
Mobile number: 08024211885 (Project Manager)

DISCLAIMER

The views, opinions, data and or information expressed and collected in this survey form are going to be used solely for the purpose of the harmonization of short codes. We value your response and assure you, all responses provided will be kept confidential.

STAKEHOLDERS (BANKING INDUSTRY) QUESTIONNAIRE ON HARMONIZATION OF SHORT CODE

Molcom Multi-Concepts Limited is an engineering servicing firm currently engaged by Nigerian Communications Commission (NCC) to harmonize short codes in use in the industry. The goal is to carry out a comprehensive review and harmonization of all existing and active short codes in use in Nigeria. This includes the categorization of codes into classes based on type of service; recommend common short codes to be used across networks for network services; develop a comprehensive short code plan and recommend a migration date. This may involve organizations relinquishing their current code(s) and migrating to a new harmonized short code(s). We seek to understand the challenges/limitations associated with the current process/operation whilst collating stakeholders' opinions for the new short code harmonization plan.

SECTION A

Q1. I was assigned current short code by

- Nigerian Communications Commission
- NCC Licensed Value-Added Service Provider
- Others

If other, please specify:

Q2. When last did your organization apply for and receive a short code number resource(s)

- 1 month ago
- 3 months ago
- 4 - 6 months ago
- Over 6 months ago

Q3. How long has your current code(s) been in use?

- 1 - 5 months ago
- 6 - 12 months ago

Over 12 months ago

SECTION B

Q4. Should a single common code be used across all banks?

Yes

No

Q5. Flowing from your response to Q4 above, state your reason(s) reflecting how it impacts on your business/organization

Q6. If YES to Q4 above, suggest the best time frame for migration (cut-over) to the new harmonized short code plan.

3 months

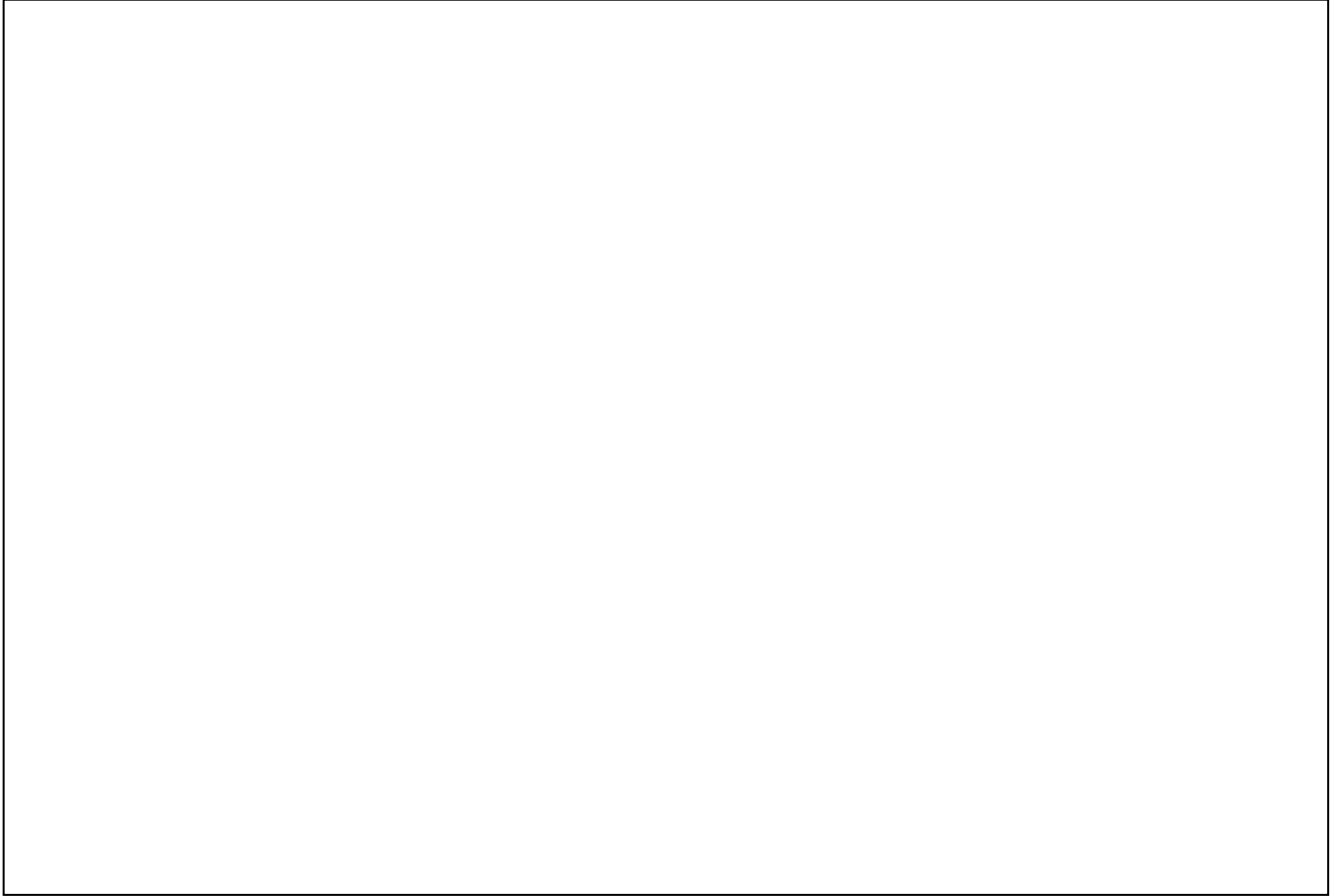
6 months

9 months

12 months

SECTION C

Q7. Suggestions/observations on harmonization of short code in the industry.

A large, empty rectangular box with a thin black border, intended for the respondent to provide their suggestions or observations on the harmonization of short codes in the industry.

SECTION D

Q8. Using the format below, list all your existing short codes, their dates of issuance, date of activation name of organization and service.

S/N	SHORT CODE	DATE OF ISSUANCE	DATE OF ACTIVATION	NAME OF ORGANIZATION	SERVICE
1	122	20/3/2017	5/4/2017	XYZ Bank PLC	Bible quote, Education, Weather info, News

NOTE:

1. Attach a PDF file detailing all information using the above format.
2. For internal/service/third-party codes, please indicate the specific type of service and the third-party name.

Name of Company	
Name of Company Representative	
Email	
Phone Number	

I **declare** that all information and data that I shall submit in relation to this survey are true and correct