



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 (MNO's) 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 am a/an

- NCC Licensed Mobile Network Operator
- 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) from NCC?

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

Q3. How satisfied are you overall with the current short code numbering plan?

- Very satisfied
- Satisfied
- Dissatisfied

SECTION B

Q4. From the proposed listed short code harmonization criteria, rank these in your preferred order of importance. If others, please specify.

- 1. License age (date of first issuance)
- 2. Traffic frequency statistics (Short code usage per annum)
- 3. Network spread
- 4. Date of first activation

Others.....

Q5. Subsequent to Q4 above, outline the impact of harmonization on your business/organization.

Q6. Suggest the best time frame for migration (cut-over) to the new harmonized short code plan.

- 3 months 6 months 9 months 12 months

Q7. Should there be a limit to the number of short codes allocated to each VAS licensee per application.

- Yes
 No

Q8. If yes to Q7 above, suggest the maximum number of short codes to be allocated to each VAS licensee per application.

SECTION C

Q9. 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

Q10. Using the format below, list all your existing short codes, their dates of issuance, date of activation and service.

S/N	SHORT CODE	DATE OF ISSUANCE	DATE OF ACTIVATION	*NAME OF CODE USER	SERVICE
1	122	20/3/2017	5/4/2017	XYZ Nigeria Limited	Bible quote, Education, Weather info, News

* - The name of the organization currently utilizing the short code. If the code is a third-party code under an MNO and VAS provider arrangement, the name of the third-party organization currently utilizing the code should be specified.

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