[Document(page\_content='What is the Mandate of Consumer Affairs Bureau (CAB)?\nAnswer: The mandate of the Consumer Affairs Bureau is to protect, Inform and educate the telecom consumer. CAB disseminate information via various channels on the rights and obligations of telecom Consumers with a view to and empowering Consumers and other stakeholders in the industry. Other functions include; Empower Consumers through awareness creation programs such as the following Outreach events to educate Consumers of their rights, privileges, obligations and other consumer centric initiatives of the NCC aimed protecting the Telecom Consumer.\n\nWhat are the platforms for the Commission’s Telecom Outreach programs?\nAnswer: The platforms for consumer outreach programs include the following\nTelecom Market Conversations\nVillage Square Dialogue\nNYSC Camp Sensitization\nThe Campus Conversations\nTelecom Town Hall on Radio\nTrade fairs, Conferences and Exhibitions\nThe Professional Dialogue\nThe Consumer Portal\n\nWhat is Telecom Consumer Parliament?\nAnswer: The Telecom Consumer Parliament is the Commission’s high level interaction amongst the Telecom Regulator, Service Providers, Consumer Advocacy Groups and other relevant stakeholders in the Telecom industry to brainstorm on burning industry Consumer issues and proffer solutions towards resolving the identified\xa0issues.\n\nCan I know what Mobile Number Portability (MNP) is?\nAnswer: Yes, Mobile Number Portability is a service which allows a Telecom Consumer to keep his/her mobile phone number when changing or migrating from one Network Operator to another without changing his/her existing phone number.\n\nWhat are the procedure for porting from one Network to the other?\nAnswer: Visit the customer care centre of the service provider you want to migrate to and express your interest to port. \n\nWhat are the factors that can affect the rate at which mobile data is used up or consumed by a subscriber?\nStreaming Activities: Video and music streaming apps like Netflix, YouTube, and Spotify use large amounts of data.\nSocial Media: High resolution images and videos on platforms like Instagram, Facebook (Meta) and Twitter (X) can quickly use up data.\nApp Updates: Apps consuming data in the background without active use can use significant amounts of data.\nAutomatic Updates: Updates for apps and operating systems that occur automatically can spike data usage.\nLocation Services: Continuous use of GPS and navigation apps can lead to increased data usage.\nHotspot Usage: Sharing your phone’s data connection with other devices or users can quickly use up your data allowance.\n\nHow do I manage my mobile data? \nThe following actions can help you to manage data usage on your phone: \nMonitor Data Usage: Regularly check data usage using built-in trackers or third-party apps.\nUse Wi-Fi: Connect to Wi-Fi whenever possible to conserve cellular data.\nTurn off Automatic Updates: Disable automatic updates for apps and software; update manually when on Wi-Fi.\nRestrict Background Data: Limit background data usage for specific apps.\nDownload Content for Offline Use: Download media and content while on Wi-Fi for offline use.\nData Caching: Store frequently accessed data locally (offline) to reduce the need for repeated downloads.\nDisable Location Services: Turn off GPS and location services for specific apps or altogether.\nData-saving Modes: Go to settings and turn on the data-saving mode on your phone to reduce consumption.\nData Rollover: Transfer unused data to the next billing cycle or month\n\tBy following these tips, you can reduce the amount of data you use and prevent unnecessary data usage on your\xa0devices. Find out more about smart data management on consumer.ncc.gov.ng\n\nAm I entitle to any right as a Telecom Consumer? What are they?\n Answer: Yes, you are entitled to the following rights as a consumer telecom.\nRight to be heard\nRight to Quality Service\nRight to Fair Complaint Process; \nRight to Timely and Responsive Customer Service\nRight to Accurate, Clearly Worded and itemized Bills; \nRight to Choose\nRight to safety; \nRight to be informed\nRight to Privacy\n\nAs a telecom Consumer, what are my obligation?\nAnswer: Here are some of the obligations of a consumer of telecom service.\nConsumers must be bound by operator’s terms of services on return of the signed service agreement or on clearly accepting the service terms.\nConsumers must grant the operator or its authorized representatives without charge, access to premises, equipment or facilities as reasonably required for any provisioning or maintenance of the services, equipment or facilities.\nConsumers must not use any equipment or related facilities provided by an operator for reasons other than those related to normal service and must not do anything that interferes with the functioning of such equipment.\nEquipment owned by the operator and connected to a telecommunications network must not be moved to a location or address other than specified by the operator. \nConsumers should not sell and buy pre-registered SIM Cards in order to prevent criminal activities conducted using mobile phones.\n\nWhat are Telecom Infrastructure?\nAnswer: Telecom infrastructure are the physical equipment/ mediums used by Telecom Service Providers to provide Telecom Services. This includes telephone wires, cables (including submarine cables), satellites, Base Transceiver station (BTS), Base Station Controller (BSC), Antennas etc.\n\nWill the destruction of these infrastructure affect my Mobile network? \nAnswer: Yes, when these medium are destroyed by the consumers, the Quality of Service and Experience are affected.\n\nWhat is my Role in the Protection of these infrastructure?\nAnswer: Shun theft of cables and vandalism of telecom facilities, Do not encourage the sealing up of base stations in your area, Do not damage telecom infrastructure to extort money from service providers, Allow installation of equipment and maintenance/repairs on sites by technical staff, Report cases of telecom infrastructure vandalism to nearest law enforcement agency.\n\nHow do I get more information on the Telecom Consumer Related activities of the Commission?\nAnswer: kindly visit consumer.ncc.gov.ng for more information.\n\nDoes telecom consumers have the right to complain to their Service Providers (SPs)?\nAnswer: Yes, telecom consumers have the right to complain and seek redress from their SPs.\nHow can I lodge complaint to my Service Provider?\nAnswer: A consumer can lodge complaint to a SP by using the dedicated channels provided by the SP such as email address, social media handles or customer care line. The harmonized dedicated customer care help line for the MTN, Airtel, Glo and 9Mobile is 300.\nHow long will it take to resolve my complaint?\nAnswer: The resolution time of complaints varies depending on the complexity of complaint and the timeline specified by the Commission.\nWhat should I do when my complaint is not resolved by the SP?\nAnswer: Report the unresolved or unsatisfactorily resolved complaints to the NCC.\nHow do I report a complaint that is not resolved or unsatisfactorily resolved by a SP to the NCC.\nAnswer: You can report a complaint to the NCC through the following channels:\nCall the 622 Toll Free line.\nX Handle, @consumersncc.\nNCC Consumer Portal @ Consumer.ncc.gov.ng\nWritten Complaints.\n\nWhich information is it required by NCC from an aggrieved consumer?\nAnswer: Aggrieved consumers are expected to obtain a ticket number from their service providers along with details of the complaint before complaining to NCC.\n\nWhat happens when a complaint is received by the NCC?\nAnswer: The NCC investigates the complaint and escalate it to the relevant SP for further investigation and subsequent resolution.\n\n\n\nWhich categories of Complaints is managed by the NCC?\nAnswer: The NCC being a telecom regulator in Nigeria is responsible for managing only telecom related complaints.\n\nWhat is the Role of NCC in Complaint Management?\nAnswer: The NCC arbitrates between the consumer and SP to ensure the resolution of complaints.\n\nCan Consumers provide Feedback on their complaint to the NCC?\nAnswer: Yes, the NCC always welcomes consumer’s feedback on our management procedures.\nDoes NCC maintain confidentiality of complainant’s personal information?\nAnswer: Yes, complainant’s information are kept in strict confidentiality with the NCC in accordance with the Data Protection Act 2023. However, the information is shared only with the service providers to facilitate resolution of complaints.\n\nHow can I track the status of my Complaints?\nAnswer: Consumers can track the status of their complaint by following up through the same channel the complaint was lodged and providing the ticket number issued at the time of lodging the complaint.\n\nCan I lodge a complaint on behalf of someone else?\nAnswer: Yes, but you must obtained the consent of the affected person.\n\n What is the Do Not Disturb (DND) service? \nThe Do Not Disturb (DND) service, is an initiative of the Nigerian Communications Commission (NCC) that allows telecom subscribers to opt-out of receiving unsolicited promotional messages from telecom providers.\nWhy was the DND service introduced?\nThe DND service was introduced due to stop subscribers from receiving unwanted messages or calls from telecom providers. Commission directed all telecom providers to implement the service from July 1, 2016, to give subscribers control over the messages or calls they receive.\nWhat are the types of DND services?\nThere are two types of DND services:\nFull DND: Blocks all promotional messages. To activate, send "STOP" to 2442.\nPartial DND: Allows subscribers to block specific categories of messages while receiving others. Subscribers can select from different sector segments such as Banking, Health, Sports, etc.\n\nHow do I activate Full DND?\nTo activate Full DND; simply text "STOP" to 2442. This will prevent all promotional messages from being delivered to your phone.\nHow do I activate Partial DND?\nTo activate Partial DND; send a corresponding digit to 2442 based on the category of messages you want to receive:\n- Text ‘’1’’ for Banking/Insurance/Financial Products\n- Text ‘’2’’ for Real Estate\n- Text ‘’3’’ for Education\n- Text ‘’4’’ for Health\n- Text ‘’5’’ for Consumer Goods and Automobiles\n- Text ‘’6’’ for Communication Broadcasting/Entertainment/IT\n- Text ‘’7’’ for Tourism and Leisure\n- Text ‘’8’’ for Sports\n- Text ‘’9’’ for Religion\n- Text ‘’10’’ for New Products/Services from the service provider\n- Text ‘’11’’ for News Alerts\n32. How can I check my DND status?\nTo check your current DND status; send "STATUS" to 2442.\nCan I change my DND settings after activating it? \nYes, you can deactivate or change your DND preferences at any time by using the same short code (2442) to adjust your settings.\nWhat are the benefits of using the DND service? \nThe DND service provides subscribers with control over the promotional messages they receive, reducing the chances of receiving spam, fraudulent, or unwanted messages, this creates a more personalized and less intrusive mobile experience for users.\nAre there any charges for activating the DND service? \nNo, the DND service is free of charge for all telecom subscribers in Nigeria.\nWhat prompted telecom providers to implement DND?\nThe implementation of the DND service was mandated by the NCC to ensure that telecom subscribers have the freedom to choose what promotional messages they wish to receive. This was part of NCC’s broader effort to protect consumers from unsolicited and fraudulent messages.\n\n\n\n --- \n\n\nCOMPLIANCE MONITORING AND ENFORCEMENT:\nHas the government made any special arrangements for Nigerians living in the diaspora with regard to the NIN registration and subsequent deadline?\nANSWER: In 2019, the National Identity Management Commission commenced the diaspora enrolment exercise at designated centres located in Nigeria’s High Commissions abroad. This is aimed at capturing Nigerians living outside the country into the National Identity Database.\nHow does the Commission intend to rid the streets permanently of pre-registered SIM cards?\nANSWER: The Commission carries out periodic enforcement and audit exercises to check the prevalence of pre-registered SIM cards. It also collaborates with the Mobile Network Operators (MNOs) and security agencies to apprehend and prosecute offenders.\nIn cases of fraud carried out during illegal SIM swap, who bears the liability? The network operator or the financial institution (Bank)?\nANSWER: This issue is largely still in contention. Although, since it is a criminal offence, it is referred to the Police for investigation. The negligent party would be made to bear liability.\nAre children also required to link their MSISDNs to the NIN?\nANSWER: Yes, although there are additional requirements for the registration of children which include the provision of the Parents/Guardian’s NIN slip along with supporting documents in proof of the relationship.\nIn the event that customers are unable to link all their SIM Cards to the NIN and those SIM Cards get blocked, the Mobile Network Operators lose a sizable number of their customer base. Wouldn’t this lead to disastrous economic consequences?\nANSWER: The Federal Government has further extended the deadline for Nigerians to link their National Identification Numbers (NIN) to their SIM cards till June 30, 2021.\nHow do I file a complaint of a Consumer’s non-compliance to the Commission?\nANSWER: Submit a detailed letter regarding the issue to the Commission, attentioned to the EVC.\nHow do I file a complaint against an MNO for poor Quality of Service?\nANSWER: Submit a complaint regarding the issue to the Commission, attentioned to the EVC and by social media handles i.e. Facebook, Twitter, Instagram etc.\nWhere can I learn more about Enforcement activities?\n ANSWER: On the NCC website, ncc.gov.ng. Click on the Licensing & Regulation tab, then Regulatory Functions tab, then Enforcement Activities tab.\nWhere can I get a list of type approved telecoms equipment?\nANSWER: On the NCC website, ncc.gov.ng. Click on the Technology Regulation tab, then Technical Standards tab, then Type approval tab. All type approved equipment are listed there.\nDo Enforcement teams require warrants to enter private property?\nANSWER: Yes. The Commission is legally obligated to get warrants from a High Court judge, in order to access private property.\nWhat is the most common Enforcement action that is carried out?\nANSWER: Enforcement against fully activated SIM Cards.\nWhat are the issues that may lead to Enforcement action being carried out on the Consumer?\nANSWER: Issues that leads to enforcement action on a Consumer are the use of fraudulently Registered SIM cards.\n\n\n\n\n --- \n\n\nCUSTOMER AFFAIRS BUREAU: \nWhat is the first thing a dissatisfied consumer of telecom services do in order to get his/her problem resolved?\nANSWER: A dissatisfied consumer should first of all contact his/her Service Provider who will resolve the problem, please note that your Service Provider is to issue you a Complaint Ticket Number. Where the consumer is still dissatisfied, He /She may lodge a complaint with the Nigeria Communications Commission (NCC) Contact Centre for redress.\nWhat information must be provided in the written complaint?\nANSWER: The written complaint must state the following:\nName\nAddress\nAffected phone number(s)\nEmail of the dissatisfied consumer,\nComplaint description\nOther relevant information include:\nThe date you first contacted your Service Provider\nCopies of any relevant supporting document such as Service agreement, bills, promotional leaflet, etc. which would assist in our investigation.\nHow can I get information about the Commission?\nANSWER: For enquiries about the Commission, kindly log onto www.ncc.gov.ng or call the NCC Toll free line NCC (622).\nWhat information must be provided in the Online Complaint Form?\nANSWER: The Complaint Form must have a valid Ticket Number, Name, Address, phone number(s), e-mail of the dissatisfied Consumer and a brief description of the Complaint.\nWhat is a Toll-Free Number and how does it work?\nANSWER: Toll-Free numbers are numbers that allow callers to reach businesses without being charged for the call. The charge for using a Toll-Free is paid by the called party (the Toll-free subscriber) instead of the calling party. Toll-free Numbers have proven successful for businesses particularly in the areas of customer service. The following are examples of toll-free numbers of telecom companies in Nigeria:\n180 – MTN Customer Care Line\n111 – Airtel Customer Care Line\n121 – Globacom Customer Care Line\n200 – 9mobile Customer Care line\n400 – Ntel Customer Care Line\nWhat happens when a consumer complaint is received by NCC Consumer Affairs Bureau?\nANSWER: The Consumer Affairs Bureau analyses the complaint and starts investigations immediately. Where the Bureau is satisfied that the Service provider has breached terms of its contract with the consumer or contravened the provisions of the Nigeria Communication Act 2003 and the Consumer Code of Practice regulation etc., the Bureau will contact service provider and report findings to the NCC on the outcome. The Bureau will mediate as appropriate to resolve the issues.\nWill NCC Consumer Affairs Bureau get back to the consumer who lodged a complaint?\nANSWER: Yes, in the case where investigation are conclude in less than 48 hours, the dissatisfied consumer will be reached by phone or e-mail otherwise he/she will be communicated in writing, on the outcome of the investigation.\nDo I have to pay for the services of the Consumer Affairs Bureau?\nANSWER: No, the services of the CAB are rendered FREE OF CHARGE.\nCan an aggrieved consumer sue the Service Provider in a court of law over a breach of contract?\nANSWER: Yes. However, in line with the provision of the Nigerian Communications Act (NCA), 2003, an aggrieved consumer should first seek redress with the Service Provider and if unresolved seek redress with the NCC. A court action may be considered as a last option.\nWhat are the rights of Telecom Consumers in Nigeria?\nANSWER: The rights of the Telecom Consumer in Nigeria include: the right to be informed, the right to safety, the right to choice and the right to be heard. The right to good quality of service, etc. However, note that consumers also have some obligations.\nHow can NCC protect my right as a Telecoms user?\nANSWER:\nBy mediating between the consumer and the Operators\nProtecting consumers against fraudulent and unscrupulous dealings.\nBy educating consumers through the dissemination of relevant information. .\nWhat avenues for redress are available within NCC?\nANSWER: The NCC has two distinct redress processes available to a displeased consumer:\nConsumer Complaints Resolution.\nArbitration Process.\nWhat issues can consumers complain to NCC about?\nANSWER: Consumers can lodge complaints on the following issues amongst others: doubtful billings, arbitrary disconnection of lines, nonchalant attitude towards genuine complaints, poor services delivery, inappropriate deceptive advertisements, unauthorized increase in price and supply of sub-standard equipment, exploitation and invasion of privacy.\nIs NCC a Governmental Agency?\nANSWER: Yes, NCC is a full-fledged government agency with independent status to effectively regulate the activities of the operators, suppliers and consumers in the Telecommunications Industry.\nWhat is Telecom Consumer Parliament?\nANSWER: The Telecoms Consumer Parliament serves as a Platform for consumer education and protection, as well as an avenue for telecom consumers to present their issues and problems directly to the Operators for resolution. It is a Forum convened by NCC, the industry regulator which draws participants from operating companies, consumers and officials of the Commission. The proceedings are usually televised in National Media. It features Civil Society groups, consumer rights groups and members of the Mass Media.\nAre all issues raised at the Telecom Consumer Parliament resolved on the spot?\nANSWER: Some of the issues raised are resolved depending on their nature. Others are resolved after the programme. To ensure that such issues are resolved, NCC formally communicates those concerns to the Operators for resolution with definite time frames. The Commission follows up to ensure amicable resolutions.\nWhere and when is it held?\nANSWER: The Telecoms Consumer Parliament is held at a designated City or Town within a geo-political zone in Nigeria once every Quarter,in a year. There are six geo-political zones in the country. Detailed programme of event is usually announced through the print and electronic media ahead of time to galvanise stakeholders’ attendance.\nIs Admission to the Telecoms Consumer Parliament free to every citizen?\nANSWER: Yes, it is free. Consumer information and education publications are also distributed at the forum free of charge to inform and educate consumers on salient consumer issues in the telecommunication industry.\nWhen will the Telecom Consumer Parliament be held in my location so that I can have the opportunity to present my complaint?\nANSWER: The Telecoms Consumer Parliament rotates among the six geo-political zones. However you do not have to wait for the Telecoms Consumer Parliament to lodge a complaint. You can always lodge your complaint via the NCC Toll Free number (622), e-mail or in person at the Consumer Affairs Bureau of the Nigerian Communications Commission or walk into any of our zonal offices around the country.\nWhat is GSM?\nANSWER: GSM (Global System for Mobile Communication). It is a second generation mobile telephony system that is currently the international standard for wireless technology. GSM allows users to utilize one phone and one number in many countries throughout the world.\nWhat is a SIM card?\nANSWER: The SIM (Subscriber Identity Module) is the smart card inserted inside all GSM Phones containing the telephone number of the subscriber, encoded network identification details, the PIN and many other user data such as the phone book. Unless restrictions are placed on the individual handsets by Network Operators, a GSM user’s SIM card can be moved from phone to phone as it contains all the key information required to activate the phone.\nIs it true that the use of GSM (cell) phones is harmful to human beings?\nANSWER: There is no scientific evidence to support the contention that the use of mobile phone is harmful to human beings. The global scientific community is of the opinion that the low powered radio signal produced by mobile phones does not have sufficient intrinsic energy, and therefore, cannot pose health hazard to any kind of man.\nHow do I protect my SIM against any unauthorized use?\nANSWER: Each SIM has a Personal Identification Number (PIN) which is a 4-digit code to protect it against any unauthorized use. The user has the ability to change the PIN, or set protocols for its use. If the phone is set to request for a PIN code, the phone cannot be used unless the correct PIN is entered.\nWhat is PUK?\nANSWER: PUK is the acronym for PIN Unblock Key. This is a code used to unblock a blocked SIM card, which is obtained from the Network or Service Provider. Keying in an incorrect PUK ten times in a row will result in the SIM card becoming permanently blocked.\nWhat is base station?\nANSWER: A base station is the primary sending and receiving site in a telecommunications facility network.\nIs it safe to site telecoms mast in residential areas?\nANSWER: Yes it is safe. Except where antennas are placed directly towards nearby residential apartments instead of being on top of masts or high on a building, base stations do not pose any safety or health hazards when sited at residential areas.\xa0 However, if the source of electricity to the cell is a generator, it should be positioned in such a way that fumes are not directed towards living rooms.\nAre there places where the use of cell phones is prohibited?\nANSWER: For security and safety reasons, the use of cell phones is not allowed in an aircraft which is airborne, in hospitals, petrol stations, military zones, while driving a vehicle, and around nuclear plants.\nHow can I enjoy GPRS service offered by Telecom Operators?\nANSWER: The GPRS (General Packet Radio Service) is a GSM data transmission technique that does not set up a continuous channel from a portable terminal for the transmission and reception of data but transmits and receives data in packets.'), Document(page\_content="To enjoy the GPRS service, consumers have to make sure that their phone sets are GPRS compatible. Also, they have to activate the GPRS settings sent to them by the Operator.\nWhat is 3G?\nANSWER: 3G, also referred to the UMTS (Universal Mobile Telecommunications System) is the third generation mobile cellular network that provide enhancements over its predecessors, like high-speed transmission, global roaming, advanced multimedia access, etc. Unlike its predecessors, 3G wireless technology is more of a data-centered network that offers support for web-based services, mobile data services, VoIP (Voice over IP – i.e. making calls over data) and other OTT (over-the-top) services like WhatsApp, Facebook, Skype, etc.\nWhat is 4G?\nANSWER: 4G (fourth generation) also called the Long Term Evolution (LTE) is an advancement of the 3G that provides mobile service users with bandwidth higher than 100Mbps. 4G offers IP based solution, where multimedia services can be delivered to the users anytime and anywhere with high data rate, and good Quality of Service. Unlike the 3G, the 4G made the data experience of users much smoother, due to its high speed internet connection.\nWhat is 5G?\nANSWER: 5G is the fifth generation cellular technology promises an immense improvement in terms of data speed and accessibility, and is expected to unleash a massive IoT (Internet-of-Things) ecosystem where networks can serve billions of interconnected devices, with high speeds, low latency (real-time interactivity) and cost. This development would lead to autonomic vehicles, interconnected and automated household devices, high support for Artificial Intelligence, big data, etc.\nHow useful is IMEI to the consumer?\nANSWER: The IMEI (International Mobile Equipment Identity) is a unique electronic serial number of GSM handsets which can be used by mobile carriers to block calls to and from stolen handsets. This may help in curbing the theft of mobile phones.\nHow do I handle fraudulent text messages sent to my phone?\nANSWER: Consumers have been advised to disregard text messages asking them to send money for prizes won from “promotions” or “games” that they never registered for. If in doubt, such persons can call their Service Provider for clarification or in the alternative report such to the Nigerian Communications Commission. Please note that Operators call winners on their phone and not through text messages.\nI have been having problems using my phone. I loaded a certain amount but haven't been credited.\nANSWER: Thank you for bringing this to our notice; have you contacted your Service provider? If yes, could you please give us your details – phone number, ticket number, your name and location? Your Service Provider would be contacted to investigate and resolve the issue.\nI was barred while trying to load an MTN N750 recharge card?\nANSWER: Kindly dial 180 on your phone and listen to the language menu then select your desired language and follow the voice prompt on how to unbar your line. Please revert to us if you have difficulties in correcting the anomaly.\nWhat is NCC doing to curb the theft of cell phones?\nANSWER: NCC has licensed a company Net visa to carry out the registration of stolen phone which will be connected to the local register of all Service Providers. Subscribers are expected to register their phone IMEI with their respective Service Providers to enable them block the phone from unauthorized use in case of theft.\nNCC is also trying to make handsets very cheap and readily available by encouraging manufacturers here in Nigeria so as to discourage theft.\nWhat should I do when am being charged for undelivered text messages, ring-tones, screensavers etc?\nANSWER: First complain to your Service Provider and get back to us if the situation is not remedied.\nI bought a pre-paid call card and could not use it, what do I do?\nANSWER: You should first complain to your Service Provider and if unresolved, get in touch with NCC with relevant information such as your name, Phone number, Ticket number, Service Provider, their contact phone number and addresses.\nHow can I get information on the total number of telecom subscribers in Nigeria as today?\nANSWER: Visit the NCC website on www.ncc.gov.ng or the websites of the Service Providers.\n\n\n\n\n --- \n\n\nLEGAL & REGULATORY SERVICES:\nWhat authorization is required to undertake communications business in Nigeria?\nANSWER: No person can operate a communications system or facility nor provide a communications service in Nigeria unless authorized to do so under a licence issued by NCC or exempted under regulations made by the NCC.\n(Section 31 (1), NCA)\nHow can an aggrieved person challenge the decision of the Commission?\nANSWER:\nA person who is aggrieved or whose interest is-adversely affected by any decision of the Commission may request in writing to the Commission for a statement of the reasons for the decision.\nThe Commission shall, upon such written request provide a copy of a statement of reasons for the decision and any relevant information taken into account in making the decision;\nAn aggrieved person may not later than 30 days of receipt of the Commission’s statement of reasons request the Commission in writing for a review of the Commission’s decision and specify therein the reasons and basis for his request.\nUpon receipt of the aggrieved person’s written submissions the Commission shall meet to review its decision taking into consideration the submissions of the aggrieved person.\nThe Commission shall not later than 60 days from the date of receipt of the aggrieved person’s written submissions, conclude its review of the decision and inform the aggrieved person in writing of its final decision thereon and the reasons therefor.\nAn aggrieved person may thereafter appeal to the Court for a judicial review of the Commission’s decision or other action.\nThe decision or direction of the Commission that is the subject matter of an application for judicial review shall subsist and remain binding and valid until it is expressly reversed in a final judgment or order of the Court.\nA person shall not apply to the Court for a judicial review unless that person has first exhausted all other remedies provided under this Act.\nSection 86 – 88, NCA\nHow does NCC coordinate with the Federal Competition & Consumer Protection Commission to resolve consumer complaints?\nANSWER: Both agencies play vital roles regarding consumer protection towards the development of an efficient telecoms market.\nTowards ensuring synergy, an MoU between both agencies was signed to address consumer issues and ensure that there is prompt redress.\nIn essence both agencies strive to protect the interest of consumers against unfair practices that might occur in the telecoms industry.\nIn view of the ongoing pandemic, can a consumer complaint be completely resolved virtually, without a physical engagement?\nANSWER: Yes, the NCC in compliance with the protocol for mitigating the COVID-19 pandemic encourages virtual meetings including consumer related engagements.\nA holistic virtual platform for handling such complaints is already being developed.\nWhat is the applicable procedure and relevant law where an illegal SIM swap is carried out leading to financial loss from a consumer’s bank account?\nANSWER: The Commission addresses the issue of the fraudulent SIM swap by engaging the Operators and ensuring that the SIM card is re-registered on behalf of the Complainant, where is established that it was illegally carried out or unauthorised.\nOn the other hand, the Central Bank of Nigeria (CBN) regulates the aspect of financial fraud. The CBN developed the\xa0Regulatory Framework for the Use of Unstructured Supplementary Service Data in Nigerian Financial System (USSD framework)\xa0in order to enhance the security of electronic payment system in Nigeria. In line with the provisions of Clause 7.0 of the\xa0USSD framework\xa0issued by the CBN, financial institutions are required to set up mechanisms and resolve disputes relating to fraudulent transfer of funds within a specified timeline. Consumers are therefore, advised to immediately make formal complaint to their respective banks, with specific reference to the above provision in such situations.\nAre Base Transceiver Stations (BTS) adverse to health and constitute a threat to human lives?\nANSWER: The World Health Organization (WHO) and International Telecommunication Union (ITU) position on EMF, to the effect that signals from Base Transceiver Stations (BTS) with its weak radio frequency emissions are not known to cause adverse health effects. Consumers may wish to refer to the following online links: www.who.int/emf and www.itu.int/en/ITU.T/emf for more information concerning the global position on EMF and their health effect.\nBTSs that meet the standards set by the International Commission for Non-Ironizing Radiation Protection (ICNIRP) which guides deployment of BTSs in Nigeria are not likely to pose hazard to human health and safety.\nIssues relating to agreement entered between a consumer and a licensee of the Commission regarding the siting of a Mast.\nANSWER: Issues relating to lease/commercial agreement between consumers and operators regarding installation of a BTS is outside the regulatory purview of the Commission. Consequently, the Commission is unable to intervene in such circumstances.\nWhich laws govern the Mobile Number Portability (MNP) scheme in Nigeria?\nANSWER: The Nigerian Communications Act 2003 (or as may be amended from time to time), The Mobile Number Portability Regulations 2014 (or as may be amended from time to time) and the Nigeria Mobile Number Portability (MNP) Business Rules & Port Order Processes 2015 (or as may be amended from time to time), all of which can be accessed from the Commission’s website.\nAre all telecommunications subscribers eligible to port their mobile numbers?\nANSWER: Yes, but subject to the restrictions contained under the MNP Regulations and MNP Business Rules. Currently, the following port restrictions are applicable:\nA port request will be rejected where the number has been previously ported within the last forty-five (45) day period.\nA subscriber is not permitted to port a number within seven (7) days of carrying out a SIM replacement on that number.\nAn unregistered SIM Card is not eligible to port.\nA mobile number that is blocked or subject to restricted service provisions by the current mobile service provider (Donor Operator) at the time the porting request is submitted is ineligible to port.\nA port request will be rejected where there is pending request for change of ownership of the mobile number.\nA port request will be rejected where the relevant mobile number has been prohibited by a Court of law from porting.\nAdditional eligibility criteria may be included in the Business Rules from time to time.\nHow can a subscriber port his/her mobile number?\nANSWER: Where a subscriber is eligible to port his/her mobile number, such subscriber is expected to visit the nearest office/shop of the Recipient Operator (the network he/she intends to port to), complete a Porting Request Form and send a corresponding Port Request SMS using the number he/she intends to port. The Porting Request SMS to be sent is “PORT” to 3232. Additional means of port validation may be included in the Business Rules from time to time.\nIf the validation SMS (or any other means of port validation) and the Porting Request Form are not received by the Number Portability Clearinghouse within 48 hours (two calender days), the port request will be rejected.\nIs there a timeframe within which a port transaction must be completed?\nANSWER: Yes. For Post-paid single account subscribers and Pre-paid customers, once the port process has been initiated and is not subject to any port restriction(s), such numbers shall be ported within 48 hours (two calendar days). However, where the port request involves multiple Post-paid account customers, such numbers shall be ported within five (5) calendar days.\nWill a subscriber lose his/her number after porting?\nANSWER: No. The same number the subscriber ported from a Donor Operator (the network the subscriber is leaving) to a Recipient Operator will be retained.\nWhat happens to a subscriber’s existing SIM Card after porting?\nANSWER: Once a port request is successful, the Donor Operator will deactivate the subscriber from its network and the new SIM Card given to the subscriber by the Recipient Operator shall become active on the Recipient Operator’s network.\nIs there a limit to the number of mobile operators a subscriber can port to?\nANSWER: No. A subscriber can port to any network provider of his/her choice as many times are possible, provided the eligibility criteria are met.\nCan a port transaction be carried out by proxy?\nANSWER: No.\nWhich laws govern the registration of telephone subscribers in Nigeria?\nANSWER: The Nigerian Communications Act 2003 (or as may be amended from time to time) and The Registration of Telephone Subscribers Regulations 2011 (or as may be amended from time to time), all of which can be accessed from the Commission’s website.\nWho is required to register a SIM Card?\nANSWER: Every subscriber to a mobile telephone service utilising a subscription medium such as SIM Card, e-sim etc within Nigeria. In addition, a subscriber to a foreign mobile network who is roaming on the network of an operator in Nigeria must register such SIM (within 48 hours), unless the SIM has been registered in the foreign jurisdiction of the network operator and there is an existing arrangement between the Commission and the relevant telecommunications regulator of the foreign operator to access such subscriber information.\nCan a subscriber view and update his/her registration information?\nANSWER: Yes.\nDoes the subscriber pay for registration?\nANSWER: No. The registration of a telephone subscriber is absolutely free.\nCan a subscription medium be registered by proxy?\nANSWER: There shall be no proxy registration for any subscription medium.\nIs there a limit to the number of subscription mediums a subscriber can register?\nANSWER: No. A subscriber may register any number of subscription mediums with any operator(s).\nWho is liable for any activity carried out on a subscription medium?\nANSWER: A subscriber shall be liable for activities carried out using a subscription medium registered with that subscriber’s personal information.\n\n\n\n\n ---"), Document(page\_content='--- \n\n\nLICENSING:\nWhat is a License?\nANSWER: A license is legal document that grants you the authority to engage in a telecom business or to provide a telecom Service.\nWhat are the categories of licenses you offer?\nANSWER: There are two categories of licenses namely: class license and individual license.\nWhat is a Unified License?\nANSWER: A Unified License is an authorization that allows the licensee to provide a basket of services under a single license. For example, under a Unified License, the licensee may be allowed to provide Mobile and Fixed telephony services, National Long Distance, Gateway services under one license.\nWhat is the procedure for obtaining a license?\nANSWER: Licensing Application Process\nThe following describes the procedure and requirements toward applying for a license in both the Class and Individual categories from the Nigerian Communications Commission.\nAn\xa0Individual Licence\xa0is a type of authorization in which the terms, conditions and obligations, scope and limitations are specific to the service being provided. Process of licensing can take the form of Auction, "First Come First Served", "Beauty Contest" or a standard administrative procedure, etc.\nA\xa0Class Licence\xa0is a type of general authorization in which the terms and conditions/obligations are common to all license holders. Requires only registration with the Commission for applicants to commence operation.\nHow to make payment: \nANSWER: All payments can be made;\n1. At any branch of any reputable Bank nationwide\n2. With debit/credit card (MasterCard, Verve, Visa)\n3. Using your internet Banking site\n4. By Digital Wallet/ Mobile Money\n5. Using your REMITA profile (for registered REMITA users).\nThe payment platform can be accessed through the NCC website (www.ncc.gov.ng) or the REMITA website (www.remita.net)\nFrom the NCC website (www.ncc.gov.ng)\nFollow the REMITA payment option logo to access the NCC payment page.\nSelect the Service Type that you are paying for.\nFor some services, the system displays the applicable fees, otherwise enter the amount payable.\nSubmit to generate a Remita Retrieval Reference (RRR) – a unique payment reference for your transaction. This should be presented at any payment channel.\nSelect your preferred payment channel to make payment.\nFrom the Remita website (www.remita.net)\nClick “Pay FGN and State TSA” link.\nSelect "Federal Government of Nigeria"\nType the name of MDA "Nigerian Communications Commission".\nSelect the Service Type you are paying for.\nBased on enquires/ confirmation from the Commission, the payment platform displays the applicable fees, otherwise enter the amount payable.\nSubmit to generate a Remital Retrieval Reference (RRR) - a unique payment reference for your transaction. This should be presented at any payment channel.\nSelect your preferred payment channel to make payment.\nWhat is a Class License:\nANSWER: A Class license is a type of general authorization. The terms and conditions/obligations are common to all the holders. Requires only registration with the Commission for applicants to commence operation.\nWhat are the Steps and requirement to acquire the class license from the commission?\nANSWER: Class License Application Requirements\nSign up on\xa0eservices.ncc.gov.ng\xa0and click on Licensing Application Management System to apply.\nFill the form and upload the relevant documents listed below :\nCertificate of Incorporation or Registered Business Name.\nTax Clearance Certificate.\nCertified true copy of Articles & Memorandum of Association to include telecommunication as an object clause that allows the Company to provide telecommunication service in Nigeria\nCAC Status Report\nSoft Copy of Passport photographs of authorized representative.\nCertificate of qualified technical staff\nDetails of proposed service\nSoft Copy of Passport photographs of Directors of the Company/Sole Proprietorship.\nApplications should be submitted when all documents above have been uploaded.\nOn submission of the application, a License fee of Ten Thousand Naira (₦10,000.00) only, is payable via the Licensing Application Management System.\nWhat is an INDIVIDUAL LICENSE:\nANSWER: Individual license is a type of authorization whose terms, conditions and obligations; scope and limitations are specific service provision.\nWhat are the Steps and requirement to acquire the Individual license from the commission?\nANSWER: Individual License Application Requirements\nSign up on\xa0eservices.ncc.gov.ng\xa0and click on Licensing Application Management System to apply\nFill the form and upload the relevant documents listed below:\nCertificate of Incorporation.\nTax Clearance Certificate.\nCertified True Copy (CTC) of Articles & Memorandum of Association.\nFeasibility report of proposed service.\nSoft Copy of Passport photographs of authorized representative.\nCertificates of qualified technical staff (where applicable).\nCertified True Copy (CTC) of Form CO7 (List of Company Directors).\nSoft Copy of Passport photographs of Directors of the company.\nCertified True Copy (CTC) of Company\'s Registered Address.\nUtility bill of the official address of the Company.\nEvidence of funding for the project.\nThe amount budgeted for the project i.e. estimated funding for the deployment of the proposed service.\nApplications should be submitted when all documents above have been uploaded.\nOn submission of the application, a non-refundable administrative charge, which is 5% of the relevant license fee would be paid via the Licensing Application Management System.\nLicense fee is payable on approval of application.\nAll Automated Vehicle Tracking Service (AVTS) applicants henceforth must obtain a security clearance from the State Security Service (SSS) for the proposed service before applying for the license, as a condition precedent for the grant of license by the Commission. The Personal History Statement Form (PHS) for the company and its Directors will be provided by the Commission for completion by applicants.\nAll VAS (Content Service using Short Code ) applicant (s) must present :\nEvidence of an Agreement or a Memorandum of Understanding (MOU) entered between the company and any of the VAS Aggregators.\nAlternatively, the company should provide a copy of License duly issued to it by the Central Bank of Nigeria (CBN) for Mobile Money Services or from the National Lottery Regulatory Commission (NLRC) for lottery services.\nAll Automated Vehicle Tracking Service (AVTS) applicants henceforth must obtain a security clearance from the State Security Service (SSS) for the proposed service before applying for the license, as a condition precedent for the grant of license by the Commission. The Personal History Statement Form (PHS) for the company and its Directors will be provided by the Commission for completion by applicants.\xa0\nAll VAS (Content Service using Short Code ) applicant (s) must present :\nEvidence of an Agreement or a Memorandum of Understanding (MOU) entered between the company and any of the VAS Aggregators.\nAlternatively, the company should provide a copy of License duly issued to it by the Central Bank of Nigeria (CBN) for Mobile Money Services or from the National Lottery Regulatory Commission (NLRC) for lottery services.\nWhat are the Additional License & Renewal Application Requirements\nANSWER: Existing licensees wishing to apply for additional license(s) or renew their current licenses must be up to date on their existing licensing obligations. These obligations include but are not limited to the following;\nPayment of Annual Operating Levy (AOL): the company is required to submit Audited Accounts (Management Accounts are to be submitted if Audited Accounts are not yet available) for assessment of the AOL payable to the Commission. Note that Non-Operational Licensees are also required to pay AOL.\nSubmission of Year End Questionnaire/Information\nSubmission of Individual Consumer Code of Practice\nType approval of equipment in use on network\nPayment of Spectrum and National Numbering Plan (NNP) fees (where applicable)\nObtaining prior approval from the Commission before change in shareholdings above 10%.\nNotification on change of address, business name etc.\nObtaining approval before license transfer\nRequirement to roll-out service / commence operation etc.\nSubmission of Annual Ownership Report not later than 31\* March every year (Corporate Affairs Documents).\nCurrent Tax Clearance Certificate\nLicensees seeking renewal must make their applications at least six (6) months before expiration.\nVisit the\xa0https://ncc.gov.ng/licensing-regulation/licensing/licensing-procedures#additional-licenses-renewals\xa0page on the NCC Website.\nHow much does it cost to obtain an individual license?\nThe license fees payable varies according to the services.\nIndividual license fees & pricing: \nSales & Installation of Terminal Equipment (S & I):\nIncluding Satellite Telecommunications Terminal Equipment\t5 Years\t₦500,000\nIncluding Switching equipment of more than 600-line capacity & major network\t5 Years\t₦2,000,000\n\tValue Added Services: \nPrepaid Calling Card (PPCC)\t5 Years\t₦1,000,000\nCall Directory Services\t5 Years\t₦500,000\nSpecial Numbering Services\t5 Years\t₦3,000,000\nCall Centre Services\t5 Years\t₦500,000\n \tContent Services using Short Code \t5 Years\t₦500,000\n\tAggregator\t5 Years\t10,000,000\n3. Automated Vehicle Tracking Services (AVTS)\t5 Years\t₦500,000\n4.\tInternet Services (ISP)\t5 Years\t₦500,000\n5.\tPaging \t5 Years\t₦500,000\n6.\tCommercial Basic Radio Communications Network Services\t10 Years\t₦250,000\n7.\tTrunk Radio Networks\t10 Years\t₦3,000,000\n8.\tCollocation/Infrastructure Sharing Services\t10 Years\t₦2,000,000\n9.\tInternet Exchange Services\t10 Years\t₦1,000,000\n10.\tInterconnect Exchange Services\t 10 Years\t₦1,000,000\n11.\tPrivate Network Links (PNL) Local Exchange Operator (Cable Only):\n \tUrban:\n\t\tTier 1\t10 Years\t₦2,000,000\n \t\tTier 2\t10 Years\t₦1,200,000\n \t\tTier 3\t10 Years\t₦1,000,000\n \t\tTier 4\t10 Years\t₦857,000\n \t\tTier 5\t10 Years\t₦571,000\n \tSemi-Urban:\n\t\tTier 1\t10 Years\t₦1,000,000\n \t\tTier 2\t10 Years\t₦600,000\n \t\tTier 3\t10 Years\t₦500,000\n \t\tTier 4\t10 Years\t₦428,500\n \t\tTier 5\t10 Years\t₦285,500\n \tRural:\n\t\tTier 1\t10 Years\t₦300,000\n \t\tTier 2\t10 Years\t₦180,000\n \t\tTier 3\t10 Years\t₦150,000\n \t\tTier 4\t10 Years\t₦128,500\n \t\tTier 5\t10 Years\t₦85,650\n12.\tPNL Regional:\n \tNational\t10 Years \t₦44,600,000\n \tTier 1\t10 Years\t₦2,800,000\n \tTier 2\t10 Years\t₦1,680,000\n \tTier 3\t10 Years\t₦1,400,000\n \tTier 4\t10 Years\t₦1,200,000\n \tTier 5\t10 Years\t₦800,000\n13.\tGlobal Mobile Personal Communications by Satellite (GMPCS)\n \tService Provider\t10 Years\t₦5,000,000\n \tLand Earth Station Operator\t\t10 Years\t₦10,000,000\n \tGroup License\t10 Years\tNot Yet Specified\n14.\tMetropolitan Fibre Cable Network (MFCN)\t\t20 Years\t₦1,000,000 \n15.\tFull Gateway Services (FGS)\t10 Years\t₦50,000,000\n16.\tNational Long Distance Operator (NLDO)\t20 Years\t₦20,000,000\n17.\tOpen Access Fibre Infrastructure\t20 Years\t₦2,500,000\n18.\tUnified Access Service (UASL: Fixed Telephony National/Regional, DML, RLDO, NLDO, IDA, FGS):\n \tNational\t20 Years\tThe fee would depend on the services within the Unified Access Service License category that the applicant is interested.\n \tTier 1\t20 Years\n \tTier 2\t20 Years\n \tTier 3\t20 Years\n \tTier 4\t20 Years\n \tTier 5\t20 Years\n19.\tNon-Commercial/Closed User Radio Networks for Non-Telecoms Companies\n \t2-Way Radio System\t\t5 Years\t₦125,000\n \t3 - 30 Fixed and/or Mobile (HF/VHF/UHF) Stations\t5 Years\t₦500,000\n \t31 - 50 Fixed and/or Mobile (HF/VHF/UHF) Stations\t5 Years\t₦1,250,000\n \tMore than 50 Fixed and/or Mobile Stations including Microwave & VSAT Networks\t5 Years\t₦2,500,000\n \tFixed and/or mobile stations including microwave & VSAT networks for Embassies\t5 Years\t-\n20.\tInternational Cable Infrastructure & Landing Station License\t20 Years\t$210,000 \n21.\tMobile Number Portability\t5 Years\t₦1,000,000\nNOTE:\n[1]\xa0Plus N500,000,00 for each approved location of service.\n[2]\xa0The total fee would be the sum of the license fees for all the individual licensable services that the applicant is willing to provide.\n[3]\xa0Conversion based on Current Central Bank of Nigeria (CBN) rate\nVisit the https://ncc.gov.ng/licensing-regulation/licensing/fees-pricing#individual-license \xa0page on the NCC Website for more information.\n\nHow much does it cost to obtain a class license?\n\nCLASS LICENSE fees & pricing:\n1. Sales & Installation of Terminal Equipment:\nThis License shall be for the sales and installation of Mobile Phone, Fixed Telephone handsets, Modem, Cordless phones, Fax machines, PABX and sale of airtime\nOne-Off\t₦10,000\n2.\tRepairs & Maintenance of Telecom Facilities:\nThis License shall be for the provision/operation of individual technician repairing mobile cellular phones, telephone sets, modem, cordless phones, fax machines, and PABX\nOne-Off\t₦10,000\n3.\tCabling:\nInternal Cabling\nOne-Off\t₦10,000\n4.\tCyber Café:\nThis License shall be for the provision/operation of Cybercafés\nOne-Off\t₦10,000\n5.\tTele-Centre:\nThis License shall be for the provision and operation of commercial telephone call centre only\nOne-Off\t₦10,000\n6.\tPublic Payphone:\nThis License shall be for the provision and operation of public payphones\nOne-Off\t₦10,000\n\nVisit the\xa0https://ncc.gov.ng/licensing-regulation/licensing/fees-pricing#class-license \xa0page on the NCC Website for more information.\nHow long does it take to obtain a license?\nANSWER:\nAccording to the provision of the Nigerian Communication Act 2003, an applicant must receive a response with respect to license application within 90 days of the submission of the application. However for Class Licence, once your application is complete, you get your offer letter immediately.\nFor individual licence, depending on the service and completeness of required information and availability of resources such as spectrum, the conclusion of the process takes between 4 to 8 weeks.\nDo I need authorization from NCC to run a cybercafé?\n ANSWER: You require a Class license to run a cybercafé.\nHow can we obtain the list of existing licensees in a particular category?\n ANSWER: Visit the\xa0https://ncc.gov.ng/licensing-regulation/licensing/licensees-list#list-of-class-category-licensees\xa0page on the NCC Website.\nWhat is Value Added or Content Service?\nANSWER:\nValue Added telecommunication services are non-core telecommunication services which are beyond standard voice calls. These services include Internet, Call Directory Service, Voice Mail and Prepaid Calling Card service. The service providers do not require owning their own networks to provide the service and may ride on existing networks.\nContent Service are Premium Charged services which are supplied either in-house by the mobile network themselves or by a third-party (Content Provider). These services include MMS, Ring Tones, Weather Reports, Flight information schedule, sports, entertainment et cetera.\nSome people are operating telecom services without licence. What is NCC doing to ensure that licensed operators recoup their investments?\n ANSWER: The Commission has a surveillance programme aimed at identifying illegal operators and appropriate sanctions/enforcement action against any defaulter who fails to regularize operations. The Commission would be pleased to receive information from the public on suspected illegal operators.\nIs there any guideline on VoIP Services?\nANSWER: The Commission does not license VoIP services but regards it as technology. Please see the Legal and Regulatory links of the NCC website.\nCan we visit any of your Zonal Offices to process and obtain a license?\nANSWER: The Zonal Offices are set up to assist in processing licenses for applicants’ resident in their locations or contiguous states.\nCan we have the addresses to your Zonal Offices?\nANSWER: Visit the\xa0https://ncc.gov.ng/contactncc page on the NCC Website.\nCan I process my application directly with the Commission without a third party?\nANSWER: You can process your licence directly with the Commission. It is advisable and will not cost you anything more than the required licence fee. NCC has not appointed any agent for the purpose of obtaining a license.\nWhat is the minimum share capital required by a Company applying for a licence?\nANSWER: NCC has not set any minimum share capital. However, the Commission is particular about the financial capability of an applicant to deploy service in the license category chosen.\nCan a foreign company apply for a license?\nANSWER: All Companies applying for a license must be registered in Nigeria by the Corporate Affairs Commission (CAC).\nDoes NCC grant License for establishment of an FM Radio Station?\nANSWER: The Nigerian Broadcasting Commission is the Government Agency responsible for the granting of license for the establishment of an FM Radio Station.\nIs Renewal of Expired Licence Automatic?\nANSWER: No, expired Licences are not renewed automatically. Licensees, desiring to renew their Licence, are required to apply for renewal, six months before the expiration of the Licence.\nWhat happens, if a Licensee does not wish to renew its Expired Licence?\nANSWER: A licensee that is no longer interested in providing telecommunication business in the scope of its Licence, would be required to submit a notification of ‘Intention not to renew the Licence’ or ‘Surrender of Licence’ (as the case may be). Such applications would be approved when such firm has been absolved of all obligations to the Commission.\nWhen should a licensee apply for the renewal of its Licence?\nANSWER: The Licensee, desiring to renew its Licence is required to apply for the renewal, six months, before the expiration of the Licence.\nWhat is the processing time for the Renewal of Expired Licence?\nANSWER: The processing of expired license is immediate, upon the fulfillment of all license obligations, as contained in respective Licence document.\nWhat is the cost of renewing a Licence?\nANSWER: The cost of the renewal of an expired Licence, is equivalent to the cost of the initial Licence fee.\nHow long does it take to produce Licence document?\nANSWER: Approximately ten (10) days, from the date, the company’s evidence of payment is received by the department.\nWhat are the obligations of a Licensee to the Commission?\nANSWER: All Licence obligations are stated in the Licence document issued to the licensee. Licensees are obligated to read and study licensing obligations.\nWhen is the expected Roll out Obligation /Commencement of Service?\nANSWER: A licensee is obligated to commence operation, six (6) months, after it has been issued an operating Licence. Where the licensee is unable to meet up with the obligation, the Licensee is expected to revert to the Commission on its inhibition to commencement.\nWhat are the requirements for obtaining Class and Individual Licences?\nANSWER: The requirements for obtaining Class and Individual Licenses are available on the Commission’s website; www.ncc.gov.ng\nCan an individual obtain a permit from the Commission for the Sale of recharge card and repair of mobile phones?\nANSWER: No, authorization for provision of telecommunication services are granted only to a registered Business Name or a Limited Liability Company.\nWhat is the process of obtaining shortcodes and the cost?\nANSWER: The operator is required to submit an application to the Commission for the attention of Technical Standard and Network Integrity (TSNI) Department.\nWhat is the process of equipment type approval?\nANSWER: Type Approval of equipment Form AP.03 is available on the Commission’s website: www.ncc.gov.ng\n\n\n\n\n --- \n\n\nNATIONAL NUMBERING:\nHow do I apply for allocation of National Numbering?\nAnswer: Download copy of the Short Code Application form from the Commission\'s website under Technical Standards webpage. Submit the duly completed application form attaching the requested supporting documents along with a covering letter addressed to the Executive Vice Chairman, Nigerian Communications Commission at the NCC Head office in Abuja or any of its Zonal offices.\nHow much do numbers cost?\nAnswer: This is available at the Nigerian Communications Commission website at the following URL;\nhttps://ncc.gov.ng/technical-regulation/standards/numbering#new-pricing-regime-for-national-numbering-short-codes\nHow long is a numbering assignment valid for?\nAnswer: Numbering assignments are valid for one year.\nAre assigned numbers renewable annually?\nAnswer: Yes, numbers are renewable annually and annual renewal fee applies.\nHow long does it take to process a numbering application?\nAnswer: The Commission Process applications as soon as it is received but sometimes it may deem it necessary to invite a company for meeting/presentation to provide clarification on some issues pertaining to the applicant\'s submissions or it might request additional information in writing from the applicant which may impact the processing time.\nHow much does it cost to renew numbers?\nAnswer: Presently the Commission computes numbering for both fixed and mobile numbers at ₦20 per line for any number of lines.\n\n\n\n\n ---'), Document(page\_content='--- \n\n\nNATIONAL NUMBERING:\nHow do I apply for allocation of National Numbering?\nAnswer: Download copy of the Short Code Application form from the Commission\'s website under Technical Standards webpage. Submit the duly completed application form attaching the requested supporting documents along with a covering letter addressed to the Executive Vice Chairman, Nigerian Communications Commission at the NCC Head office in Abuja or any of its Zonal offices.\nHow much do numbers cost?\nAnswer: This is available at the Nigerian Communications Commission website at the following URL;\nhttps://ncc.gov.ng/technical-regulation/standards/numbering#new-pricing-regime-for-national-numbering-short-codes\nHow long is a numbering assignment valid for?\nAnswer: Numbering assignments are valid for one year.\nAre assigned numbers renewable annually?\nAnswer: Yes, numbers are renewable annually and annual renewal fee applies.\nHow long does it take to process a numbering application?\nAnswer: The Commission Process applications as soon as it is received but sometimes it may deem it necessary to invite a company for meeting/presentation to provide clarification on some issues pertaining to the applicant\'s submissions or it might request additional information in writing from the applicant which may impact the processing time.\nHow much does it cost to renew numbers?\nAnswer: Presently the Commission computes numbering for both fixed and mobile numbers at ₦20 per line for any number of lines.\n\n\n\n\n --- \n\n\nNEW MEDIA & INFORMATION:\nWhat can people do to increase the chance of recovering a mobile phone?\nANSWER: Record your phone’s IMEI number and keep it in a safe place in case your phone is lost or stolen. It will be easier to identify and locate your phone if you can provide the IMEI number to police and your service provider.\nUse the security features on your phone. The PIN number and code locks the mobile phone making it more likely to be recovered.\nRecord your handset serial number and keep it in a safe place.\nEngraving your initials on your phone (If possible).\nIf your phone is stolen notify the police and your service provider immediately.\nWhat is an IMEI number?\nANSWER: The International Mobile Equipment Identity (IMEI) number is an international identity number used to uniquely identify a mobile phone. The 15-digit IMEI number is an electronic fingerprint transmitted every time a phone is used, which reveals the identity of the mobile handset. They are independent of phone numbers and are usually stamped beneath the battery on the back of the handset.\nHow can I find out my IMEI number?\nANSWER: IMEI numbers are independent of the phone number and are usually written underneath the battery or on the back of the handset. Mobile phone users can also check their 15 digit IMEI number by dialling \*#06# on their mobile handset. Mobile phone owners should make a note of their IMEI number and keep the details in a safe place.\nWhen can I expect updates for my phone?\nANSWER: When a software update is available for you to download, a notice will appear on your phone, telling you of the software download availability.\nWhat do you mean by Mobile Device Security?\nANSWER: "Mobile Device Security" refers to enabling a set of basic security settings to protect data residing on a smartphone or tablet in the event that the device is lost or stolen.\nHow can I modify my phones security settings?\nANSWER: Other than setting a password, do not alter security settings for convenience. Tampering with your phone’s factory settings, jailbreaking, or rooting your phone undermines the built-in security features offered by your wireless service and smartphone, while making it more susceptible to an attack\nCan I jailbreak my mobile device?\nANSWER: It is advisable not too. Devices that are "jailbroken" or "rooted" will not be allowed to access secure data from the device manufacturer and operating system provider since these devices become highly insecure.\nHow do I prevent unauthorized access to my phone?\nANSWER: To prevent unauthorized access to your phone, set a password or Personal Identification Number (PIN) on your phone’s home screen as a first line of defence in case your phone is lost or stolen. When possible, use a different password for each of your important log-ins (email, banking, personal sites, etc.). You should configure your phone to automatically lock after five minutes or less when your phone is idle, as well as use the SIM password capability available on most smartphones. If you own an iPhone, you can also use the Touch ID feature to securely and conveniently unlock your iPhone.\nShould I backup my data? If so how do I do that?\nANSWER: You should backup all of the data stored on your phone – such as your contacts, documents, and photos. These files can also be stored on your computer, on a removal storage card, or in the cloud. This will allow you to conveniently restore the information to your phone should it be lost, stolen, or otherwise erased.\nAre Free Wi-Fi networks secure?\nANSWER: When you access a Wi-Fi network that is open to the public, your phone can be an easy target of cybercriminals. You should limit your use of public hotspots and instead use protected Wi-Fi from a network operator you trust or mobile wireless connection to reduce your risk of exposure, especially when accessing personal or sensitive information. Always be aware when clicking web links and be particularly cautious if you are asked to enter account or log-in information.\nWhat is ADAPTI?\nANSWER: ADAPTI means Advanced Digital Appreciation Programme for Tertiary Institution (ADAPTI), sponsored by Nigerian Communications Commission (NCC) and coordinated by the Digital Bridge Institute (DBI). It is a ‘train-the-trainer programme which aims at bridging the ICT gaps in Nigerian Tertiary institutions.\nHow can my school benefit from the ADAPTI programme?\nANSWER: The Digital Bridge Institute (DBI) writes letters to all tertiary institutions in Nigeria requesting them to indicate interest for the training of their staff on the programme every January of the succeeding year. Furthermore, same information is disseminated through regulatory bodies of the various institutions. Your school should therefore lookout for the advert and indicate interest.\nHow can I protect my phone from cybercrime?\nANSWER: Avoid downloading unnecessary attachments from websites, e-mail etc. Do not click on suspicious links sent through social media on your phone. Install and update anti-virus from known vendors.\nIf I am scammed through my mobile line, how will I report the fraud?\nANSWER: Report the fraud via https://www.cert.gov.ng/report-an-incident by filling the complaint form, send email to\xa0incident@cert.gov.ng, or a message to +234 (0) 7044642378. Also you can report to the nearest police station, call your mobile provider for assistance or report to NCC via its Toll Free Number: 622.\nI have received this scam messages severally that my BVN needs to be re-activated; I should call a particular number what do I do?\nANSWER: Never respond to messages about BVN. Instead walk in to your bank and confirm if uncertain, because your bank would not ask you to activate BVN.\n\n\n\n --- \n\n\nSECTION A: ABOUT THE NIN:\nWhat is NIN?\nNIN which stands for National Identity Number is the 11-digit number that uniquely identifies you either as a citizen of Nigeria, or as a foreigner legally resident in Nigeria. The NIN is issued upon enrolment by the National Identity Management Commission (NIMC). NIMC is the government agency responsible for identity management in Nigeria.\nWhat is the purpose of the NIN?\nThe NIN is a digital identity unique to the holder. It is used to match the individual with his or her biometrics (fingerprint and facial) data and other details in the National Identity Database. It is the most authentic way by which a citizen’s identity can be verified and/or authentic\nHow do I obtain my NIN?\nTo get your NIN, you will need to register in any NIMC enrolment centre close to you. Please visit NIMC website www.nimc.gov.ng for a list of all enrolment centres.\nIs it possible to register NIN online without visiting the registration centre?\nNIMC has made arrangements for you to commence the enrolment process by first filling the enrolment form online. However, to complete the NIN registration process, you must visit an approved registration centre. This is because in addition to the capture of demographic information (e.g. your names, address, etc.), registration requires the physical capture of biometric data (your face and fingerprint). You therefore have to visit accredited enrolment centres for the capture of your full biometric data.\nCan I obtain or update NIN for my Spouse, Relative, Friend or Boss?\nNo, you cannot. Everyone is to enrol for his or her NIN individually. It is a personal identity number which bears the biometrics of an individual, so no one can do the enrolment for another.\nWhat should people who have not obtained their NIN do? How long can the process of obtaining a NIN take?\nIndividuals who do not have a NIN are to proceed to the nearest accredited NIN enrolment centres to enrol/register for NIN. NIMC has assured that it will generate the NIN within one to five working days after data capture is completed and all details verified – see more details of the process on the NIMC website at https://nimc.gov.ng/how-to-enrol-adults/ .\nIf I have enrolled before, how do I confirm my NIN?\nYou can confirm your NIN in two easy steps:\nCheck the slip issued to you by NIMC when you enrolled. Your NIN is the 11-digit number on the top left-hand corner of the slip; or\nDial \*346# on your phone and press 1 to retrieve your NIN. Please note that you can only retrieve your NIN on the same phone number you registered with NIMC.\nCan the NIN only be obtained at NIMC’s Offices?\nOther government institutions, state governments and private companies have been approved by NIMC as Enrolment Centres to enrol citizens for the NIN. Mobile operators have also been licensed and will soon be carrying out the enrolment of their subscribers and other eligible citizens.\nAre banks among the accredited establishments for issuance of NIN?\nYES. Some banks have been licensed to carry out NIN enrolment; however, please note that only NIMC issues NIN although through accredited enrolment partners.\nIs NIN automatically allocated to all BVN holders or must I register for and obtain NIN separately even though I already have a BVN?\nBVN is being harmonized with NIMC, therefore some BVN holders have been automatically allocated NIN. BVN holders are advised to dial \*346# with the mobile number linked to their BVN to confirm if they have been allocated a NIN. However, NINs generated via BVN must be verified and validated by NIMC.\nIs the list of accredited registration agents circulating online genuine?\nThe Nigerian government recently licensed 173 Private Sector Agents and thirty (30) State Governments/Public Sector Institutions to conduct enrolment of all persons, including legal residents into the National Identity Database (NIDB) on behalf of NIMC. The authentic list is published on the NIMC website at;\n\xa0\xa0\xa0https://nimc.gov.ng/public-notice-approved-data-capturing-agents-digital-identity-ecosystem/\xa0\xa0\nAny list that does not emanate from NIMC is to be disregarded.\nWhich is the right organization to issue NIN?\nNIMC is the Identity Regulator of Nigeria and has sole authority and responsibility to issue NIN. However, NIMC has accredited other entities (such as those mentioned in Q11 above) as enrolment agents to facilitate the issuance of NIN to all eligible citizens in quick time.\nHow possible is it to carry out the NIN registration without breaching COVID-19 Protocols?\nAppropriate measures are being put in place by NIMC in accredited enrolment centres, to ensure that COVID-19 protocols are strictly complied with to avoid further spread of the virus.\nOne of such measures is the licensing of over 200 entities to carry out the enrolment of citizens so that NIMC offices are not besieged by too many people.\nIn all circumstances, persons are strongly advised to take personal responsibility by strictly observing the COVID-19 Protocols (wearing face mask, keeping appropriate social distance, hand sanitizing etc).\nSECTION B: Linking Your NIN With Your Mobile Number\nWhy am I being asked to submit my NIN to my Network provider?\nBy submitting your NIN to your mobile network provider your mobile number will be linked to your NIN, thereby providing a means of verifying your identity and safeguarding both your identity and mobile line.\nWhat is the step by step approach for linking a SIM to NIN?\nConfirm your NIN (by either checking your NIN enrolment slip issued by NIMC or dialling \*346# as explained in Q.10 above.\nSubmit your NIN to your network provider(s) via the online, USSD or other channels provided.\nYour Mobile Network provider will then validate the submitted NIN on NIMC database and link the SIM to NIN if validation is successful.\nIs there a way people can find out their NIN without a slip, especially if the slip is lost or damaged?\nYES. Individuals who have done their NIN registration but have lost their slip, or are without a slip, can retrieve their NIN from NIMC by dialling USSD code \*346# with the phone number that was provided to NIMC during their national identity registration.\nDoes \*346# work on all networks?\nYES, the USSD code works for all networks. However, if you have registered for a NIN and you keep getting an error message, please dial your service provider’s help line. If you are yet to register for NIN please visit any NIMC Enrolment Centres (ERC) close to you to enrol or visit www.nimc.gov.ng for the list of all enrolment centres nationwide.\nIs there an alternate USSD code for submitting NIN or linking SIM to NIN other than \*346#?\nYes, you can use \*996# and follow the steps to link NIN; or use \*996\*NIN# to submit NIN for linkage with SIM. The 996 code works across all networks.\nCan the NIN be linked to SIM without the physical presence of the subscriber?\nYES. Subscribers can link their NIN to their SIM through the online and USSD channels provided by their Network Provider(s). The process for doing this is explained in Q10 and Q.19.\nIf I have more than one phone number, is one NIN appropriate and how do I link them?\nAn individual’s NIN is his/her unique identity number. Persons with multiple lines are required to update their SIM records by submitting their NIN to their different Network Providers.\nThe different Networks have provided simple solutions, which include short codes to help you link your NIN to your different SIMS.\nFor\xa0MTN, dial\xa0\*785#\xa0using the phone number you wish to link, enter your NIN and submit or dial \*785\*Your NIN# from the phone number you wish to link.\nFor\xa0Airtel, dial\xa0\*121\*1#\xa0on the Airtel line you wish to link, type 1 for NIN Capture and press send, enter your NIN and wait for the message confirming submission.\nFor\xa0Globacom, simply send “UPDATENIN NIN FirstName and LastName” to 109. For example, send “UPDATENIN 12345678912 Tony Umoh” to 109\nFor\xa09Mobile, simply visit the online self-service NIN update portal at\xa0www.9mobile.com.ng/NIN\xa0\nWhat happens after I provide my NIN to the mobile network provider?\nThe Network provider will work with the NCC and NIMC to verify the NIN you submitted. You will be notified in due course whether your SIM has been successfully linked to your NIN or whether you need to provide any further details.\nIf I don’t have a NIN or fail to submit to my Network Provider, will my line be blocked after the deadline?\nThe Ministerial Task Force on the NIN and SIM registration has extended the deadline for subscribers who have NIN to three (3) weeks from December 30, 2020 to January 19, 2021.\nFor subscribers without NIN, the enrolment deadline has been extended by six (6) weeks from December 30, 2020 to February 9, 2021.\nSubscribers are strongly advised to use this period to ensure they enrol for their NIN and link same with their SIM as SIMs not linked may be blocked from the network after the deadline.\nHow authentic are the links circulating online for SIM update? E.g. is the code \*346# genuine for retrieval of NIN and others?\nYES. The \*346# USSD code provided by NIMC is genuine for retrieval of NIN. Please note that only links and channels communicated by Mobile Network Providers, NIMC or NCC are authentic.\nWhy is the exercise (of linking the SIM to NIN) not free of charge for people? – Why the N20.00 charge?\nThe linkage of SIM to NIN is free. NIMC has waived the N20.00 (Twenty Naira) NIN retrieval charge and other verification costs for the duration of the SIM update exercise.\nWhy did the NCC direct a halt to registration of new SIMs (even welcome back) and what does the NCC want to achieve with it?\nThe directive to halt the registration of new SIMs is to ensure compliance with set quality standards and requirements as well as address national security concerns surrounding the use of SIMs.\nHowever, the directive does not apply to SIM replacements (welcome back). Mobile Network Providers may perform SIM replacement for subscribers already registered and active on the network, provided that the subscriber presents a NIN and follows the prescribed procedures.\nIs the directive for reasons of security, harmonization of data, or for revenue as people are speculating due to the N20.00 charge by network operators for the use of \*346# code?\nThe directive to link SIM to NIN is primarily to address national security concerns surrounding the use of SIMs. It is also for harmonization of data of all Nigerian residents so as to create an authentic national citizens database which government can use to improve serves to the citizenry and address security concerns. There is no revenue objective attached to the exercise, and to prove this, the Government has waived the N20 charge during the period of the registration.\nWill my bank account be blocked if my line is not linked to NIN?\nOnly SIM cards/phone lines that are not registered with the National Identity Numbers (NIN) will be blocked at the end of this exercise. Government may however introduce other measures it deems necessary in the best interest of all Nigerians in future.\nSECTION C: Nigerians In The Diaspora\nHow about Nigerians who live abroad? Will they be able to register for NIN and integrate their NIN with their SIMs?\nYES, NIMC has licensed foreign enrolment partners to register Nigerians in the diaspora and issue them the NIN. Please click\nhttps://www3.nimc.gov.ng/diaspora/\xa0for details of diaspora enrolment.\nChannels for integration of SIM to NIN have also been put in place for Nigerians in the Diaspora. This include using the mobile applications provided by the respective operators and the application recently launched by NIMC. This can be downloaded from the Apple and Google App Stores.\nSECTION D: Foreigners Living In Nigeria Or Visiting From Abroad\nAre foreigners living in Nigeria and using Nigerian mobile networks also affected by the directive?\nYes. All persons in Nigeria who use mobile networks are required to register their SIM cards and link them with the NIN database.\nAre foreigners required to obtain a NIN? And does having a NIN confer citizenship on a non-Nigerian?\nAll legally resident foreigners (i.e. non-Nigerians living and working in Nigeria) are to obtain a NIN just like Nigerian citizens. They can do this by submitting valid resident/work permits at NIMC enrolment centres. However, foreigners on tourist or visiting visa are to tender their international passports to acquire a SIM. But where such a visiting foreigner or tourist’s immigration status changes to residency or work permit, he/she will be required to obtain NIN and link the registered SIM.\nNIN does not confer citizenship on foreigners but only serves to identify a person (citizens and legal residents).\nSECTION E: Other Relevant Questions\nWhose job is it to update the SIM Registration Records with NIN? Is it the Network Providers, NIMC or NCC?\nWith regards to the directive by NCC (the regulator of the communications sector in Nigeria), on behalf of the Federal Government, Mobile Network Providers (MNOs) are to update SIM registration records with NIN. This will be done in collaboration with NIMC and the MNOs. More so other government institutions, state governments and private companies have been approved as enrolment agents to MNOs subscribers.\nWe have NIN, SIM, BVN etc. all have biometric information – which is a unique identifier, and all can be linked without disruption, and without most people even knowing that such linking/integration is taking place. If for example, the biometrics match (but the other details don’t), then you call the affected person in for a data cleaning exercise. There is really no rationale for this wholesale reinvention of the wheel – as is the case, presently. So why is NCC not adopting this approach?\nThe process described above is currently underway. The Federal Government recently announced that all agencies which collect biometric data should harmonise them with NIMC so that citizens do not have to provide the same information multiple times. Implementation of this is ongoing. For instance, the BVN is already being harmonized with NIN, the Nigerian Immigration Service now use NIMC data for verifying personal data, and the Federal Road Safety Commission recently announced ongoing harmonisation with the NIMC database.\nThe number of Nigerians enrolled in all of the databases mentioned above is relatively small in comparison to the number of mobile phone subscribers in the country. Also, there is a huge disconnect between the details provided by many Nigerians when registering their SIMs compared to what was provided for other databases. This is why the harmonisation cannot be carried out solely at the “back-end”.\nPlease note that the NCC is doing everything possible to minimise the inconveniences arising from this critical exercise. This is why alternate channels (such as USSD and SMS) are being used for the verification so that people who have registered for the NIN and who provided accurate information to both NIMC and mobile operators can simply link from the comfort of their mobile handsets.\nWhat other things should people know about SIM registration and update with NIN?\nFurther developments regarding the SIM update exercise will be communicated to the public as they unfold.\nInterested members of the public are advised to monitor developments at the website of the\nFederal Ministry Communications and Digital Economy at\xa0https://www.commtech.gov.ng/\nNIMC at\xa0https://nimc.gov.ng/\xa0 and the\nNCC at\xa0https://www.ncc.gov.ng/\n\n\n\n\n ---'), Document(page\_content="--- \n\n\n\nPOLICY COMPETITION & ECONOMIC ANALYSIS:\nTelecom services especially data prices are too high. What is the Commission doing to bring down the prices of data?\nANSWER: The Commission does not regulate prices but puts in place policies that regulates the industry and ensures prices charged by operators are cost based, competitive and in line with international best practice.\nWhat does Fair Usage Policy (FUP) mean and how does it affect data services?\nANSWER: FUP is a policy utilized internationally by broadband providers of all types of mobile and fixed internet to ensure that every subscriber uses data in moderation. It is to ensure fair and equitable distribution of access to as many subscribers on the particular network.\nWhy can I not get End of Usage Notification for data services just as I get for voice services?\nANSWER: The directive on End of Data Notification has been concluded and is at a review stage. Consumers would be notified of data consumed per day as well as their data balances.\nHow can I verify that I am being charged the right price for data services by my service provider?\nANSWER: Presently, the only way to verify what each service provider is charging is by checking the data balance before and after usage, and comparing the difference representing the data consumed with the product’s business rules as stated in the product offering. The Commission is soon to issue directives on End-of-Use notifications to be indicated by service providers after each use.\nWhy do some operators deny access to unlimited plans when they have reached their fair usage policies and why is subscribed data depleted quickly before the validity period?\nANSWER: Based on the FUP, operators are only allowed to throttle down speed but not to deny access. In a situation when this happens, Subscribers are expected to report to their respective provider’s customer Care Personnel. Where this is not resolved, subscribers can then escalate the issue to the Commission.\nUnlimited data plans usually have fair usage policies which means that the subscriber has unlimited access within the duration of the plan but not unlimited data. When the subscriber consumes the given data allowance, the speed throttles down while the consumer can still enjoy data service on the network.\nWhy are bonus plans considered to be more expensive compared to non-bonus plan?\nANSWER: Bonuses are traditionally free add-ons to products on offer and tend to deplete faster than non-bonus plans. This can only be explained by the fact that it’s a bonus i.e. an additional gift in a way.\nWhy is subscribed data depleted quickly before the validity period?\nANSWER: The depletion of data is according to the subscriber’s usage.\nCan subscribers be reimbursed for any unauthorized data depletion?\nANSWER: Yes, provided the complaint is made first to the operator. If this is not resolved, it is escalated to the Commission and compensation is adequately made as soon as the claim is confirmed to be true\nCan unused data be rolled over?\nANSWER: Yes, unused data should be rolled over if the subscriber renews his data within the stipulated time. There is a direction issued by the Commission to this effect.\nWhat is the price floor for voice?\nANSWER: N6.40\nWhat is the price floor for Data?\nANSWER: None\nWhat is the current International Termination rate?\nANSWER: The Commission put in place an interim rate of N24.40. A cost study is currently being carried out by the Commission.\nWhat is the time frame allowed for the processing of tariff request?\nANSWER: 45 working days as stipulated in the guidelines for processing tariff.\nWho is eligible to apply for Tariff approval?\nANSWER: All licensees of the Commission\nWhat is the price floor and cap for SMS\nANSWER: The price floor for SMS is N1.02 and N4.00 respectively.\nDoes NCC Regulate Fintechs?\nANSWER: NCC does not regulate Fintechs in Nigeria. Fintechs are regulated by the Central Bank of Nigeria (CBN)\nWhat role does NCC play in the Nigerian Financial Inclusion Strategy?\nANSWER: NCC’s role is an enabler providing the infrastructure upon which the Fintech/ Mobile Money Operators and other solution providers ride on to extend services to end users\nWho issues License to Mobile Money Operators, Super Agents & Payment Service Bank (PSB)\nANSWER: CBN issues License to Mobile Money Operators, Super Agents & PSBs.\nDoes NCC charge Mobile Money Operators for short code allocation?\nANSWER: NCC does not charge Mobile Money Operators for issuance of short code. However, there is plan to start charging soon.\nCan NCC Licensees apply for CBN license?\nANSWER: NCC licensees can apply for CBN Money Mobile/Super Agents/Payment Service Bank license only after creating a Special Purpose Vehicle for the said business.\nWhat is Broadband Penetration?\nANSWER: Broadband penetration is defined as the total number of subscriptions to 3G & 4G divided by the population of the country. It measures the extent of access to broadband communications within the population of a particular Country.\nThe ratio is multiplied by 100 to represent broadband penetration per 100 inhabitants. The estimated Nigerian population is 190,886,311\nWhat does Fixed telephone subscriptions mean?\nANSWER: Fixed-telephone subscriptions refers to the sum of active number of fixed telephone lines, Voice-Over-IP (VoIP) subscriptions, Fixed Wireless Local Loop (WLL) subscriptions, Integrated Services Digital Network (ISDN) voice channel equivalents and fixed public payphones.\nWhat is Mobile-cellular telephone subscriptions?\nANSWER: Mobile-cellular telephone subscriptions refer to the number of active subscriptions to a public mobile-telephone service that provide access to the PSTN using mobile cellular technology\nWhat is Teledensity?\nANSWER: Telephone density, or tele-density, is the number of telephone connections calculated at the ratio of one line to 100 of population as prescribed by the International Telecommunication Union (ITU), an international body that prescribes standards for telecommunication services.\nWhat is a Leased Line?\nANSWER: A leased line is a dedicated fixed-bandwidth used for symmetric data or voice services.\nWhat is LTE?\nANSWER: LTE simply means Long Term Evolution. It is a standard for 4G wireless broadband technology that offers increased network capacity and speed to mobile device users. LTE offers higher peak data transfer rates -- up to 100 Mbps downstream and 30 Mbps upstream. It also provides reduced latency, scalable bandwidth capacity and backward-compatibility with existing GSM and UMTS technology.\nWhat are Fixed Telephone Lines?\nANSWER: A fixed telephone line is an active line connecting the subscriber's terminal equipment to the public switched telephone network (PSTN) using copper, fiber or wireless local loop.\nHow can Competition in the Nigerian Telecoms Industry affect Consumers Behaviour?\nANSWER: Competition brings about market efficiency which leads to lower prices, increase in number of services and improved quality of service provided to consumers which in turn increases consumer choices. This means that when the telecoms market is fairly competitive consumers have power to select best service provider and service that suits their needs\nWhat is Anti-competitive behaviour and how does it affect Consumer Choices?\nANSWER: Anti-competitive behaviour is any action conducted by one or more service providers to make it difficult for any other service provider to compete fairly. This behaviour include actions that can hinder effective competition which may lead to lower or higher prices, reduce quality of service or discourage innovation. Anticompetitive behaviour limits consumers’ choice there by preventing them from getting a fair deal.\nWhat is the Nigerian Communications Commission doing to check anticompetitive behaviors?\nANSWER: The Commission has in place a Competition Practices Regulations (2007) which provides rules for promotion of competition in the telecoms industry, protection against misuse of market power and anti-competitive practices. The Commission makes determination whether a Service Provider or more are in a dominant position or have significant market power; and impose dominance obligations on them to prevent them from misusing their market power or exploiting the consumers. The Commission also fines and sanctions Service Providers who violate the Competition Practices Regulations 2007.\nWhat does it mean, when a Service Provider has a dominant position or significant market power?\nANSWER: A Service Provider is assumed to be in a dominant position when it has highest or significant proportion of market share, revenue, output, sales and capacity. In addition, one or more Service Providers can jointly or collectively be in a dominant position.\nWhat does Abuse of Dominant Position mean and how can it affect Telecoms Consumers?\nANSWER: A Service Provider can abuse it dominant position when it uses its market strength or advantage to prevent fair competition within the industry. Also, when a dominant Service Provider engages in anti-competitive behavior such as offering services at a lower price, compelling a consumer to use only its service thereby preventing another competing Service Provider from providing similar service, it is said that Service Provider is abusing its dominant position.\n\n\n\n\n --- \n\n\nQUALITY OF SERVICE (QOS):\nWhat are the guiding documents on Quality of Service?\nAnswer: The following are the principal guiding documents for Quality of Service regulation;\nQoS Regulation 2012. This regulation can be accessed via the link below: http://www.ncc.gov.ng/licensing-regulatory/legal/regulations\nThe Nigerian Communications Act 2003. The Act can be accessed via the link below: http://www.ncc.gov.ng/documents/128-nigerian-communications- act-2003/file\nWhat is Quality of Service\nAnswer: Quality of service (QoS) is the collective effect of service performance which determines the degree of satisfaction of a user of the service indicating the performance of a network and of the degree to which the network conforms to the stipulated norms.\nWhy are QoS standards important?\nAnswer: The QoS standards ensure that consumers continue to have access to high quality telecommunications service by setting basic minimum quality levels for all operators. These standards define the lower and upper bounds of acceptability of such issues as Call Setup Success Rate, Call Drop Rate, Handover Success Rate, call completion rates, etc. and commercial consumer issues such as access to customer care centres, billing integrity and other characteristics that can be measured and improved.\nWhy does QoS matters?\nAnswer: Quality of service is a major factor in ensuring optimum consumer/provider relations because by demanding a certain ‘quality of service ‘the consumer is empowered to:\nSelect the service provider that best satisfies their specific needs\nObtain optimum value for money\nJudge the level of service with which they are provided\nEvaluate service level Agreements correctly\nMake informed decisions.\nWhat levels of service should the consumer expect?\nAnswer: The consumer is entitled to expect the following levels of service or quality of service provision:\nValue for money\nEase of use of the service or product\nProfessionalism, on the part of the service provider, in the provision of the service.\nFlexibility in the use of the service on the part of the consumer for instance, the ease with which the consumer is able to switch from one operator to another, from one resource to another, etc.\nThe product or service should perform according to expectations and as specified.\nThe consumers are well informed and make an informed choice\nWhat are the QoS metrics being used by NCC to assess the performance of operators?\nAnswer: NCC currently uses 13 QoS metrics and are clearly defined in the NCC website.\nThe technical parameters for 2G are enumerated below:\nCall Setup Success Rate (Number of the unblocked call attempts divided by the total number of call attempts. Or (1 - Blocking Probability) x 100%.\nDrop Call Rate (The Dropped Call Rate (sometimes called Call Drop Rate) is the number of dropped calls divided by the total number of call attempts. Or (1 - Call Completion Ratio) x 100%)\nTraffic Channel Congestion Rate (This is the percentage congestion of the TCH measured at the busy hour)\nStand-Alone Dedicated Channel Congestion (Dropped SDCCH Connections of the Total Number of SDCCH Connections without TCH Congestion)\nHandover Success Rate (This is the ratio of the number of successfully completed handovers to the total number of initiated handovers. This ratio can be expressed as a percentage)\nCall Completion Rate (The ratio of successfully completed calls to the total number of attempted calls (ITU-T E600/2.13). That is, the ratio of the number of completed call attempts to the total number of call attempts, at a given point of a network)\nRoute Congestion (This is the percentage congestion of the Circuits measured at busy hour).\nRoute Availability (Amount of time the routes were in/out of service during a given period excluding planned outage\nCell Availability (Amount of time cells were in/out of service during a given period excluding planned outage)\nCall Setup Time (Time interval between the end of dialing by the user and the reception by him of the appropriate ring back tone or recorded announcement, or the abandonment of the call without a tone.\nMean Opinion Score (is the speech quality perceived by Caller or Called party in accordance with ITU-T P.862.\nAnswer Seizure Ratio (ASR) (is the ratio of the number of successful calls over the total number of outgoing calls from a carrier’s network (i.e. On a route or a Destination Point Code (DPC) basis, and during a specified time interval, the ratio of the number of seizures that result in an answer signal to the total number of seizures: ITU-T E600/2.14).\nPost Dialing Delay (In GSM network, is the average time between pressing send button (after pressing correct digits) and getting a ring back tone. This is also called “Call Setup Time” or time to connect a call)\nThe technical parameters for 3G are enumerated below:\nCall Setup Success Rate (PS)\nCall Setup Success Rate (CS)\nRRC connection establishment success rate (PS)\nRRC connection establishment success rate (CS)\nRAB Establishment Success Rate\nHSUPA Setup Success Ratio [%] for Streaming(S), Interactive(I) and Background(B) Services\nHSDPA Setup Success Ratio [%] for Streaming(S), Interactive(I) and Background(B)\nIub Congestion ix. RRC Congestion\nCircuit Switched RAB Congestion\nPaging Success Rate\nCS RAB Abnormal Release Rate\nPS RAB Abnormal Release Rate\nSoft Handover Success Rate\nInter RAT Handover Success Rate for CS Domain\nCell Availability (or Node-B Accumulated downtime (not available for service)\nAverage Downlink Throughput per User\nCS Call setup time (CST) for on-net calls\nHow do NCC measure the performance of operators?\nAnswer: The following are the methods used by the NCC to measure the performance of operators.\nMonthly visitation to operators Network Operating Centers (NOC) to collect raw data of the Key performance Indicators for the purpose of analysis.\nDrive test in some major cities.\nAutomatic collation of QoS data from operators systems and automatic Subscriber perceived QoS measurements.\nWhy is it that some subscribers experience unacceptable QoS in some locations in a month, but the QoS performance result published on the NCC website shows that the operators met their QoS KPI targets for the month?\nAnswer: The QoS KPI performance report is reported as an average at the national and state levels respectively. Hence an area may be having a challenge with QoS but when the QoS performance in the area is averaged with other areas in the state or at the national level, the averaged result is usually better than unacceptable QoS experienced in any one of the component locations. However, NCC engages operators to ensure the QoS performance challenges in any of the identified locations are resolved.\nWhat are In-Building Solutions (IBS)?\nAnswer: IBS are a system of distributed antennas and base station equipment meant to provide telecommunications coverage in enclosed locations like high rise buildings, large buildings, hotels, shopping malls, offices etc. IBS are needed in these buildings as the telecommunications signal from external sites deployed by operators are absorbed by the building walls and fading degradation of the signal with increasing distance from the telecommunications site.\nWhy is it that sometimes when calls are made to people whose lines are switched on, a message saying the subscriber is unavailable is received?\nAnswer: This is due to any or a combination of the following reasons:\nThe subscriber is in an area with minimal network coverage due to:\nThe called subscriber being in an location with little or no network coverage like high rise or large buildings or shopping malls without In-building solutions\nThe called subscriber may be on the highway with no network coverage\nThe called subscriber may be at the outskirt of town with no network coverage\nThe shutdown of the operator site serving the area by a landlord, site shutdown due to theft of operator site generator, theft of batteries, theft of diesel, security issues in accessing the site, or community issues preventing an operator from servicing the impacted site, or site shutdown by agencies of government, etc.\nCut in the fibre optic cable that conveys all the calls made in a group of sites across the country due to construction activities, vandalisation, etc.\nThe subscriber handset may be of sub-standard\nPlanning and optimization errors from operators\nWhy does a subscriber experience dropped calls?\nAnswer: The following are some of the reasons subscribers experience dropped calls.\nInability of operator to deploy required new sites due to difficulties in acquiring new site locations to deploy their equipment\nSub-optimal definition of neighboring cells by operators\nInability of operator to cover the site operational expenses for a site to be deployed in the location\nInadequate network capacity\n\n\n\n\n --- \n\n\nRESEARCH & DEVELOPMENT:\nWhat is the Procedure for the Award of Research Grants (Telecommunications-based Research Innovations Project)?\nANSWER: The Commission publishes Adverts in National Dailies and on her website, requesting Academics in Nigerian Tertiary Institutions to submit Proposals every year. The Adverts include the criteria for Grants. The criteria for the evaluation of the Research submissions include the following:\nThe area must fall within the specified areas of research as stated in the Advertorial\nNovelty of research proposal (comprehensive literature review to bring out clearly the novelty of the research).\nClear statement and explanation of the problem.\nProposed solution to the problem.\nProposed approach and methodology.\nEach project including prototype development must be concluded within 2 years.\nThe project cost should not exceed a maximum of Grant amount. (The Commission reserves the right to review this maximum amount).\nAny Academic with a yet to be completed Research project with the Commission SHOULD NOT apply.\nTotal cost (including all costs) of the project must be clearly stated and broken down in details, for which there can be no variation.\nProof of concept (feasibility of idea with diagram, algorithm etc.).\nClear relevance to the telecommunications industry.\nEvidence of local realization up to prototype.\nCost reasonableness (cost of actualizing the idea including hardware and software requirements but excluding purchase of vehicles, Furniture or Internet data, foreign trips and allowances).\nSchedule of project organization.\nCoherent presentation/packaging of concept. Integration of research with education (capacity building of students via the implementation of the project in the institution).\nAllowance for researchers should not exceed 20% of cost of actually doing the Research.\nEvidence of competence of team in executing the project (include past work and CVs of team members).\nWhat are the Requirements for Grant Application?\nANSWER: Interested Researchers are required to submit their proposals which must:\nCome from teaching Academics in Nigeria’s tertiary institutions; and\nHave an Executive summary of the Research Proposal to include relevance of the research to the telecommunications industry, deliverables, novelty of concept, methodology, team experience, project timeline and detailed cost schedule.\nWhat is the period required to complete the development of Prototypes based on Research Grant?\nANSWER: Two (2) years from the date of Award.\nWhat are the Penalties for failure to comply with Grant Award Terms & Conditions?\nANSWER: Research Grant is awarded to the lead Researcher’s institution for ease of management. Non fulfilment of the terms of Award could warrant a refund of all sums paid by the Commission. Additionally, the Researcher’s Institution will be disqualified from any future Grants, as Researchers from the Institution would not be considered in future Request for Proposals.\nWhat areas of research are acceptable for Telecommunications-based Research Innovation from Academics in Tertiary Institutions?\nANSWER: The Areas of Research will be stated clearly in the Advertorial each year. The Industry is continuously evolving and Research areas are designed to meet current challenges in the sector necessitating the Commission to define the areas of research each year.\nHow does the Commission intend to facilitate collaborations between Industry and Academia?\nANSWER: The Commission is vested with the mandate via the Research & Development Department to create interactive platforms to engage Industry experts and the Academia on productive discourse around Emerging Technologies. These interactive sessions/Foras include;\nResearch and Prototype Exposition - which is a platform to provide interactions between Academia-developed prototypes and funders for commercialization.\nRegional Roundtable with Academia, Industry and other Stakeholders’ Meetings across Six (6) Geopolitical Regions - which is a platform to discuss issues to enhance collaborations between the Academia and Industry.\nResearch Fellowship Programme – a platform for a one-year residence programme, providing opportunities to Academics to work full-time in the Industry (Commission) on sabbatical while assisting in critical research activities to enhance our regulatory functions and gaining some “field” experience and also Industry Experts to teach in the Tertiary Institutions.\nWhat does the Commission do to encourage Commercialization of prototypes from the Academia?\nANSWER: Strategies the Commission will undertake include;\nProtection of Intellectual Property (IP) rights: The Commission is collaborating with various Government agencies and extensively educating Researchers that benefitted from Telecoms-based Research Grants about intellectual property and copyright laws. However, the Government agency in charge of granting Trademarks, Patents and Designs Registry, is the Federal Ministry of Industry, Trade and Investment.\nCreation of Multi- Sectorial Investment Platform: Creation of a Multi-Stakeholder Platform dedicated to showcasing and promoting already awarded Grants on pre-prototype stage and developed prototypes from the Academia. The Research and Prototype Exposition programme organized by the Commission provides a platform for the academia and other developers to pitch their ideas and prototypes to venture capitalists and other investors, commercialization experts, relevant government agencies, operators and vendors in the Communications Industry, to elicit interests.\nPublication of Research Outcomes: The Commission will publish and showcase finished Research Grant projects of the Telecoms Based Research Innovation from Academics in Nigeria Tertiary Institutions in the National Dailies.\nI am a Techpreneur. Is there a License for Internet of Things (IOT)?\nANSWER: No, the Commission does not currently licence IOT.\nDoes the Commission provide funding support for Tech Hubs, if so, how?\nANSWER: No, the Commission as a Government Agency can only provide funding support to public Institutions, and not to private entities. Tech Hub is a private business.\nIs there provision for free bandwidth and computing hardware for Tech Hubs?\nANSWER: No, there is no provision for free bandwidth and computing hardware for Tech Hubs. The Commission as a Government Agency can only provide funding support to public Institutions, and not to private entities. A Tech Hub is a private business.\nDoes NCC have provisions put in place for obtaining legal protection and registration of intellectual property for novel innovations?\nANSWER: No, the Commission doesn’t have any provisions in place for obtaining legal protection and registration of intellectual property for novel innovations. The Commission recommends you contact National Office for Technology Acquisition and Promotion (NOTAP), Nigerian Copyrights Commission (NCC) or National Board For Technology Incubation (NBTI).\nHow does the Commission intend to facilitate collaboration between Industry and Tech Hubs/Start Ups?\nANSWER: The Commission does this by holding fora, Hackathons, Innovation Fairs and Competitions which help bring these Stakeholders together, where Industry either participate to give Industry experience; as Panelists; as potential Venture Capitalist/Investors to Innovations from Start Ups, or as Judges during Hackathons.\nIn the past the Commission has organized innovation Competitions and awarded prizes for Indigenous novel innovations to answer local needs. What are the requirements to enter into any other competitions in the future?\nANSWER: The exact requirements for each specific Competition will be spelt out clearly in the Advertorial detailing. However, the Commission will usually expect any Solutions/Innovations which you wish to showcase, to be an original idea, to be commercially viable and which can proffer solutions to business and societal challenges in Nigeria that the Innovators are resident in Nigeria, and ideally it should be from a Nigerian Start Up.\nDoes the Commission encourage private sector involvement in the development of Tech entrepreneurship?\nANSWER: Yes. In accordance with the Triple Helix model of Innovations which requires the full and active participation of the Regulator, the Industry and the Academia to achieve sustainable innovations, the Commission actively encourages all private Sector Stakeholders in the Telecoms Sector to actively participate and support the development of Tech entrepreneurship in Nigeria.\nHow does the Commission encourage Indigenous Content development in the ICT sector?\nANSWER: The Commission encourages Indigenous Content development by hosting Competitions, Hackathons and ICT Innovations Fairs which showcase the best of Innovative solutions in Nigeria, whilst also encouraging private Sector involvement in the uptake and commercialization of such Solutions.\nHow does the Commission promote Techpreneurship?\nANSWER: The Commission promotes National Techpreneurship by organizing Competitions and Hackathons to encourage local development of indigenous solutions to national needs.\nWhat is the process of procuring Research Consultancy Services?\nANSWER: The process involves responding to the publish Advertorial posted by the Commission on national dailies. Ensure your submission meets the minimum requirements and expression of interest listed. The process undergoes a thorough procurement process in line the Federal Government Procurement Act.\n\n\n\n\n ---"), Document(page\_content='--- \n\n\nSHORT CODES:\nHow can I apply for Short Code or USSD Code?\nANSWER: Download copy of the Short Code Application form from the Commission’s website under Technical Standards webpage. Submit the duly completed application form attaching the requested supporting documents along with a covering letter addressed to the Executive Vice Chairman, Nigerian Communications Commission at the NCC Head office in Abuja or any of its Zonal offices. The following documents are to be submitted along with this Application Form;\nPhotocopy of the applicant’s Value Added Service (VAS) license/Offer Letter with evidence of payment (NCC issued receipt) of the license fees. In the case of CBN licensed Mobile Money Operators, attach evidence of grant of license by CBN.\nComprehensive list of all Telecommunication Equipment associated with the service (Name, Make, Model, Manufacturer, etc.) including evidence of Type Approval obtained from the Commission.\nNetwork Architecture (showing how you intend to Connect with the\nNetwork Operators).\nUtilization plan of previously allocated short code range if any (Any service provider applying for short code range expansion must supply this information)\nEvidence of payment of N 1,000 for Application form and N 10,000 processing fee payable in Bank Draft in favor of the Nigerian Communications Commission\nAny other Additional Documents (MOU, etc.)\nHow can I obtain a Value Added Service License?\nANSWER: The NCC website provides guidance on how to obtain license for different categories licensees including for the provision of VAS services. Applicants are therefore advised to visit the Licensing web page of the Commission’s website.\nHow long does it take to obtain a Short Code?\nANSWER: The Commission Process applications as soon as it is received but sometimes it may deem it necessary to invite a company for meeting/presentation to provide clarification on some issues pertaining to the applicant’s submissions or it might request additional information in writing from the applicant which may impact the processing time.\nAre the operators obliged to connect a company when issued a short code?\nANSWER: Yes, Operators are under obligation to connect Licensees of the Commission and VAS Operators allocated short code by the Commission. However, VAS Operators are required to have MOU duly signed with operators has a condition for grant of VAS license.\nHow much does short code cost?\nANSWER: For now Short Code/USSD are allocated free of charge to applicants on duly completion and submission of the application form and who meets the eligibility criteria. However, the application form is One Thousand Naira (N1,000.00) and the processing fee is Ten Thousand Naira (N10, 000.00). All payments should be made through the Federal Government remita platform (www.remita.net) and receipts obtained from the Commission’s Finance Cash Office.\nWhat is the validity period of short code assignment?\nANSWER: All short codes/USSD have a validity period of one (1) year effective from the date of assignment and renewable on expiration.\nCan I obtain a short code without Value Added Service (VAS) License?\nANSWER: Value Added Service (VAS) License is a prerequisite for short code(s) allocation. However, Mobile Money Operators duly licensed by the CBN are exempted due to the MOU that exist between the Commission and CBN to encourage the growth of mobile money in the country.\nIs there any guideline that guides the use of short code?\nANSWER: Yes, "THE GUIDELINES ON SHORT CODE OPERATION IN NIGERIA" can be downloaded from the NCC website\xa0www.ncc.gov.ng\xa0under Regulatory Functions and Guidelines web page.\n\n\n\n\n --- \n\n\nSIM-NIN LINKAGE:\nWhat is NIN?\nANSWER: The National Identity Number (NIN) is a unique digital identifier for Nigerians that serves as the foundational database for the country. Nigerian citizens and legal residents are expected to have the NIN. The National Identity Management Commission (NIMC) is the government agency responsible for the issuance and management of the National Identity Number (NIN).\nWhy do I need to enroll for NIN?\nANSWER: The enrollment for NIN is a Federal Government Policy. The NIN is used to connect all the records about an individual\'s identity into the National Identity Database. It is also used as a valid means of establishing or verifying an individual\'s identity.\nHow do I enroll for NIN?\nANSWER: To register for NIN, visit the nearest NIMC enrolment center\xa0https://nimc.gov.ng/nimc-enrolment-centres\xa0You can also go to NIMC approved enrolment centres, and your Service Providers to enrol for NIN. Q4. What are the requirements for obtaining NIN? Ans. You need a valid Government issued ID card and BVN if you have one to enrol for NIN. Please visit: https://nimc.gov.ng/how-to-enrol-adults/\nWhat are the requirements for obtaining NIN?\nANSWER: You need a valid Government issued ID card and BVN if you have one to enrol for NIN. Please visit:\xa0https://nimc.gov.ng/how-to-enrol-adults/\nIs there a deadline for NIN enrollment?\nANSWER: No.\nWhat is NIN-SIM Linkage?\nANSWER: It is a process of attaching your NIN to your phone number to validate the person who registered the SIM Card. Please note that your phone number will NOT be linked to your NIN if the KYC information in your SIM Registration doesn’t match with the details of the NIN you submitted to your Service Provider.\nWhat is the Step-by-Step approach for NIN-SIM Linkage?\nANSWER:\nConfirm your NIN (by either checking your NIN enrolment slip issued by NIMC or dialing \*346#.\nGenerate and submit your Virtual NIN (VNIN) to your network provider(s) via the online, USSD or other channels provided.\nYour Mobile Network provider will then validate the submitted NIN on NIMC database and link the SIM to NIN if validation is successful.\nWhat is Virtual NIN (VNIN)?\nANSWER: Virtual NIN is an encrypted, coded representation (“disguised”) version of an individual’s actual NIN, which another party verifying the number cannot retain and use in a way that puts the individual’s data privacy at risk.\nHow is Virtual NIN (VNIN) generated?\nANSWER: You can generate your Virtual NIN via USSD or through the NIMC MWS Mobile ID App following the steps below:\nTo generate a Virtual NIN via USSD, dial \*346\*3\*Your NIN\*AgentCode#\nAn SMS message will be sent back to you containing the Virtual NIN generated for you.\nTo generate a Virtual NIN via the NIMC MWS Mobile ID App, launch the MWS Mobile ID app installed on your device (Android or iOS). Make sure you have the current version of the app installed or updated on your mobile device.\nEnter your PIN on the lock screen to continue.\nSelect the “GET VIRTUAL NIN” button on the “Home” screen.\n\xa0\nIs there a limit to the number of SIMs a subscriber can have and link to their NIN?\nANSWER: Yes, you can register a maximum of 4 SIM cards per network operator. This is inclusive of SIMs that you may wish to use in your wifi or IOT devices.\nAre SIMs used for IoT services restricted to only the provision of the IoT Service?\nANSWER: Yes, they are restricted to the specific IoT service for which they were purchased for.\nIs there any limit to the number of SIMs a Corporate Entity can have and link to their NIN?\nANSWER: No. A Corporate Entity can register any number of SIMs on the condition that all the SIMs are linked to the company representative’s NIN (Telecom Master) and linked to a secondary NIN (i.e. the NIN of the person assigned the SIM by the Corporate.) This SIM also counts towards the maximum of 4 SIMs that a person can have on a network. Corporate IOT SIMs are only required to be linked to a Telecom Master’s NIN as they are restricted to only communicating with the Server or URL required for the Corporate to provide a service e.g. Car Tracking.\nWhat should I do if I did not register the SIM Card I am currently using?\nANSWER: You are to immediately go to your operators shop with your NIN, proof of ownership & usage (frequently dialed numbers, last recharge, frequent browsing websites etc.) of the SIM Card, then re-register.\nWhy should I link my NIN to my SIM?\nANSWERS:\nTo mitigate identity fraud and other online crimes.\nTo improve and enhance national security, as well as accelerating economic planning and development.\nTo establish customer identity that will be useful for Know Your Customers (KYC) initiatives.\nTo validate SIM card registration records and allow it to be used as a digital identity.\nHow do i verify my NIN?\nANSWER: To verify your NIN, visit NIMC website\xa0https://nimc.gov.ng/\nCan a NIN-SIM Linkage be done by proxy?\nANSWER: NO, there is no proxy NIN/SIM Linkage for individuals (except for Corporate Organization).\nHow do I link my SIM to NIN if I have more than one number?\nANSWER: You can send your NIN to your service provider using \*996# from each number. You can also contact your Service Provider for more information on how to link more than one number.\nHow do I know that my SIM has been linked to my NIN?\nANSWER: Dial \*996# or you will receive an SMS confirmation from your operator when your NIN has successfully been linked to your SIM Card.\nWill I be charged for using the \*996# code?\nANSWER: No.\nI have registered and submitted my SIM for linking to my NIN, but I still got a message that my number has been barred. Why?\nANSWER: If you did not receive a message from your service provider that your submitted NIN has been received, then your NIN submitted was not received by your service provider.\nHow can my relatives abroad get NIN?\nANSWER: Please visit www.nimc.gov.ng/diaspora for details on diaspora enrollment centers.\nAs a foreigner, I have a work permit and a SIM, but I don’t have NIN, what do I do?\nANSWER: Foreign nationals who are legal residents in Nigeria can enroll for NIN at any NIMC enrollment center at\xa0https://nimc.gov.ng/nimc-enrolment-centres/\nWill my line be blocked if I don’t submit my SIM for linking to my NIN?\nANSWER: Yes.\nWill my line be barred if the KYC details of my SIM registration does not match my NIN details?\nANSWER: Yes, your line will be barred.\nWill I be informed if the verification of my NIN details with my SIM registration KYC details fails?\nANSWER: Yes, your service provider will inform you.\nWhat should I do if I receive a message that my NIN verification failed?\nANSWER: You should visit one of the outlets of your service provider to rectify it.\n\n\n\n --- \n\n\nSPECTRUM ADMINISTRATION:\nExperiencing problem of signal instability while making calls.\nANSWER: This may be due to network connectivity issues in your locality. You may wish to reach out to your service provider.\nWhy consumers are not allowed to use GSM busters in their houses, work place or business environments?\nANSWER: In most cases GSM busters installed by a consumers are not properly configured to operate within the frequency range, hence causing interference which limits the signal strength of the adjacent networks.\nWhy is it that I often receive international calls with local number?\nANSWER: This might be as a result of SIM-box to perpetrate fraud on the operator’s network. The use of SIM-box is strongly discouraged by NCC and the Commission is doing its best to see that this practice is completely eradicated.\nCan I put my current SIM into 5G phone?\nANSWER: Yes most 5G phones are backward compatible and can be able to receive 4G/3G/2G coverage.\nIs there any anti – theft system to restrain the theft of mobile device?\nANSWER: No, this is not yet introduced.\nWill there be any health or environmental issues using 5G technology in Nigeria?\nANSWER: So far, there have been no scientifically proven evidence that 5G technology will have serious effect on health and environment.\nHow does a consumer benefit from 5G technology when it is fully in place?\nANSWER: Stimulates consumers to enjoy a smarter, more connected world, better mobile services, safer business environment, enhanced health services, etc.\nWhat causes mobile data to deplete so quickly?\nANSWER: By downloading and watching videos, playing on – line games, using remote cameras, sending mails with large attachments e.t.c. Some applications, not properly shut down may also be running at the background thereby consuming your data without your knowledge. You may, however, lay a complaint to your service provider if you feel cheated.\nIs National identification number (NIN) mandatory for new SIM registration?\nANSWER: Yes, NIN is now a compulsory requirement for SIM card registration within the country for Nigerians.\nWhat is the acceptable USSD charges per transaction?\nANSWER: A flat rate of N6.98 is charged for USSD services.\nCan we deploy services in the unlicensed bands without seeking permission from the Commission?\nANSWER: No, you cannot deploy services on the unlicensed band except with the permission from the Commission even though you are not required to pay any fee for the unlicensed band.\n\n\n\n\n --- \n\n\nTYPES APPROVALS:\nWhat are the guiding documents on Device authorization/Type Approval?\nAnswer: The following documents provide guidance for type approval in the Federal Republic of Nigeria.\nNCC Type Approval Regulation http://www.ncc.gov.ng/licensing-regulatory/legal/regulations\nNCC Type Approval Guidelines http://www.ncc.gov.ng/licensing-regulatory/legal/guidelines\nThe Nigerian Communications Act 2003 http://www.ncc.gov.ng/documents/128-nigerian-communications- act-2003/file\nWho can apply for equipment authorization in Nigeria?\nAnswer: Any corporate bodies such as NCC Licensees, Original Equipment Manufacturers (OEM), Vendors, Test Laboratories, Registered Companies etc. can apply for equipment Type Approval\nHow can the Type Approval forms be obtained?\nAnswer: From the NCC website simply click on the Header “Technology Regulation” and then under “Technical Standards” click “Application Forms” and download “Type Approval Application Forms” http://www.ncc.gov.ng/technology/standards/standards-applications\nDo we need the NCC type approval before importing to Nigeria?\nAnswer: Yes, for all equipment with communication capabilities and that can be connected to a communication network in Nigeria.\nWhere can one obtain the list of Type Approved Equipment?\nAnswer: From the NCC website simply click on the Header “Technology Regulation” and then under “Technical Standards” click “Type Approval”. Scroll down and click on either “Approved Mobile Handsets” and or “Approved Communications Equipment” http://www.ncc.gov.ng/technology/standards/type-approval\nCan a SONCAP Certificate be used as equipment authorization?\nAnswer: No, NCC Type approval is mandatory for all communications equipment to be imported for sale or deployment in Nigeria.\nWhat kind of devices must be subjected to the Type Approval Processes?\nAnswer: Any and all telecommunication based devices including both radiation emitting and non-emitting devices are subject to the Type approval process. Some categories of devices to be type approved are (but not limited to the following) :\nAll telecoms terminal equipment collectively known as Radio and Telecommunications Terminal Equipment(RTTE) i.e. intentional and non-intentional radiators\nMajor Network Equipment like ISP Switches/MSC, BSC, nodeB, eNodeB, microwave equipment\nShort Range Devices and Internet of Things (IOT) Products/Devices including Radio Equipment installed in vehicle, fridges, air conditioners etc.\nWhat is the current policy on labelling/e-labelling?\nAnswer: The Commission encourages e-labelling in addition to the traditional on-the-product labelling.\nWhat is the NCC Policy regarding radios operating on 5GHz Band?\nAnswer: There is a regulatory guideline for deployment of broadband services on the 5.2GHz – 5.9GHz. The guideline is found on the NCC website, please click the link below http://www.ncc.gov.ng/docman-main/legal-regulatory/guidelines/59- guidelines-for-deployment-of-broadband-services-on-the-5-2-5-9ghz- band/file Please note the following:\n5.3GHz Band : 5.25GHz-5.35GHz (License free)\n5.4GHz Band, 5.47GHz- 5.725GHz (Licensed Band, frequency license required for operation)\n5.8GHz Band: 5.725GHz- 5.857GHz ( License Free)\nAre tablets, and small computing devices operating on 5GHz Band permitted?\nAnswer: Yes, they are permitted. During the Type Approval process, a declaration of conformity to the guideline on 5GHz operating frequency is required for Access Points, Point-to-Point and Point-to-Multipoint Radios etc. Please note that 5.4GHz Band (5.47GHz-5.75GHz) is a licensed band\nWhat is the current policy on submission of samples?\nAnswer: As of now, the Commission only accepts portable terminal devices which includes but not limited to Mobile phones, Tablet PCs, Laptops, Cameras with Communication modules etc. in the Type approval process. Samples of other devices can be requested from applicants if and when necessary.\nHow best to package an application?\nAnswer: We recommend that an applicant include a soft copy of all their submission containing ALL the ETSI based Test-Reports in the following areas:\nHealth and Safety + SAR Test Report ( if applicable)\nElectromagnetic Compatibility (EMS and EMI)\nEffective Use of the Radio Spectrum\nand DoC along with a HARD COPY of the Application Form and covering letter addressed to:\nThe Executive Vice Chairman/CEO,\nNigerian Communications Commission,\nPlot 423, Aguiyi Ironsi Street,\nMaitama, Abuja, Nigeria.\nAttention: Director, Technical Standards and Network Integrity\nWhat is the policy on manuals?\nAnswer: A hard-copy manual as part of the packaging is always encouraged.\nWhat is the current policy on Short Range Devices?\nAnswer: The Commission is working on a guideline on the use of Short- Range Devices in Nigeria.\nIs use of In-country test laboratory mandatory?\nAnswer: No, use of In-Country Test laboratory is not mandatory. However, tests must be carried out in accredited laboratories.\nIs Local Representative mandatory for the certificate?\nAnswer: Local representative is not mandatory.\nWhat Test-Reports are accepted by the NCC?\nAnswer: the NCC Type Approval Regulation and Guideline hinge basically on the European Norms. However, few extract from other standards such as the American Code of the Federal Regulation (CFR) Title 47 Part 15 B and C - Just few items under the article. Also, IEEE.802.11 family of WLAN Standards and Specifications can also be considered.\nWhat is the life span of the certificate i.e. the validity?\nAnswer: NCC type approval certificate does not have an expiry date.\nIs NCC Identifier labelling of Type Approved Devices Mandatory?\nAnswer: Yes, it is mandatory. However, while enforcement is yet to commence, you are notified that this may change at a moment\'s notice.\nWhat is the cost of Type Approval (TA) Process?\nAnswer: Upon review of the application and device specifications, the equipment is characterized into certain billing classes which ultimately determines the statutory type approval fee.\nCan pre-payments be made in advance for Type Approval Applications?\nAnswer: No, invoice payment can only be made after the review and approval of an application for Type Approval.\nWhen is a Type Approval application complete?\nAnswer: An application can be checked for completeness by having the following:\nNCC Receipt of Payment of Application Form Fee\nDeclaration of Conformity\nA declaration showing conformity to the “Guidelines for Deployment of Broadband Services on the 5.2-5.9GHz Band”.\nDuly signed cover letter on company letter head\nCD Rom/USB flash containing the following:\nCompleted application form for type approval for connection of communications equipment (Form AP.03);\nTest reports from accredited laboratories ;\nA description of the intended use of the RTTE;\nA list of the ETSI specifications with which the RTTE is designed to comply;\nCopy of the RTTE user guide in English language;\nPhotographs of the external and internal feature\nCan we send application via email in order for you to start review immediately and ship softcopy CD via courier for your reference?\nAnswer: Type Approval application through email is not accepted. Our policy for now is to only review applications that comes through the office of Executive Vice Chairman.\nDoes NCC return Equipment samples after Type Approval application has been reviewed?\nAnswer: No, NCC does not return equipment samples.')]