



TECHNICAL STANDARD AND NETWORK INTEGRITY (TSNI) SERVICE CHARTER

INTRODUCTION

The Technical Standard and Network Integrity Department is structured into three units namely;

1. Quality of Service/Interconnect Network Monitoring (QoS/INM)
2. Fixed Network and Converged Services (FNCS)
3. Wireless Network (WN)

The Key function of the Department is to provide technical regulation of the communications industry in Nigeria.

LOCATION

5th Floor,

Nigerian Communication Commission

Plot 423 Agunyi Ironsi Street,

Maitama,

Abuja.

HEAD OF DEPARTMENT

Haru al-Hassan

09-4617285

Email: haru@ncc.gov.ng

MISSION STATEMENT

To Develop and review Technical Standards and monitor Network Integrity for the Communication Industry.

VISION STATEMENT

Our shared **Vision** is to be a responsive, world class Communications regulatory organization. *To facilitate the Development of telecommunications industry, provide regulatory excellence, ICT Penetration and Strategic Partnering.*

DETAILS OF STAKEHOLDERS

- Federal Ministry of Communication Technology
- International Telecommunications Union (ITU)
- GSM service providers
- CDMA service providers
- Interconnect Clearing House Licensees
- Internet Service Providers
- Telecommunication equipment Manufacturers

SERVICOM

1. Improve Stakeholder Satisfaction
2. Promote Universal Access
3. Improve Competition
4. Improve Quality of Service
5. Improve Resource Management

6. Increase Funding
7. Improve Operational Efficiency
8. Improve Regulatory Framework
9. Improve Stakeholder Relationships and Collaboration
10. Improve Organizational Culture
11. Improve Staffing and Deployment
12. Enhance Working Tools
13. Improve Research and Development

SERVICE PROVISION

- The Department is responsible for technical regulation of the communications industry in Nigeria.
- Organize Seminars and Workshops on Technical Standards
- Publish Technical Standards
- Review and Development of new regulations and update of existing Standards in line with international best practice.
- Design and perform biannual Communication Service Assessment
- Conduct QoS drive test.
- Produce Point of Interconnect (POI) data capture and Analysis Report
- Produce Network Operating Center (NOC) QoS Data Capture and Analysis Report
- ISP Compliance monitoring based on agreed SLA
- Develop National Short Code Plan

- Develop/Update existing National Numbering Plan (NNP) and Pricing
- Carry out study on NNP utilization
- Identify Competency levels, Training Needs, Performance Measures and Targets for each job within the Unit/Department
- Radio Frequency (RF) Conformance Testing.
- Radiated Spurious Emission and Electromagnetic Compatibility (EMC) Testing for Wireless devices.

SERVICE DELIVERY

In discharging the above services the department promptly attends to operator's complaints and staff needs and public enquiries within five to ten working days depending on the nature of complaint.

The department ensures at all times that services are discharged in consonance with the Commission's core values of integrity, excellence, professionalism responsiveness and innovation.

MONITORING AND PUBLISHING

The Department monitors operator's performance through monthly collection of Telecommunications Quality of Service Key Performance Indicators (KPI) raw data from all GSM and CDMA service providers' Network Operating Centers and their Points of Interconnection. The data is analyzed and results are published monthly in the Commission website.

GRIEVANCE REDRESS MECHANISM

Stakeholders are enjoined to seek redress by calling or preferably writing to the Nodal Officer whose details is listed below.

Abdullahi Auwalu Kwalli

Interconnect and Network Monitoring Unit Room 520

Department of Technical Standard and Network Integrity

Nigerian Communication Commission

Plot 432 Agunyi Ironsi Street

Maitama, Abuja

Tel: 09 -4617294 or 09-4617000, 08132585846

email: aabdullahi@ncc.gov.ng

CUSTOMERS OBLIGATION AND EXPECTATION

To help the Department discharge its duties, customers are expected to:

- A. Be fully informed of the Department's Servicom Charter.
- B. Follow the laid down procedures/channels for obtaining required services and information.
- C. Request/apply in good time to ensure necessary processing.

LIMITATIONS

- 1. Budget Constraint can hinder the achievement of the projects listed above
- 2. Lack of timely approval by management
- 3. Inter-departmental cooperation.

CHARTER REVIEW

As the department receives feedback and possible consultations with all stakeholders, this Charter will be reviewed from time to time to ensure it continues relevance and validity.

STAKEHOLDERS PARTICIPATION

The Department meets with network operator on monthly basis during collection of Quality of Service Key Performance Indicators (KPI) raw data exercise to discuss the present state of the network. The meeting also provides opportunity to rub mind with operators on how to overcome some issues bordering the quality of service provision.

CONCLUSION

The Department Improve Operational Efficiency by adhering to our Departmental SLAs that will govern service delivery to internal and external stakeholders: the network operators. Efficient Scheduling of Equipment Renewal Fees which will leads to generation of additional income for the Commission. Also the Department improves Regulatory Framework through benchmarking and adoption of International Standards and Industry Best Practices to suit the Nigerian Communications Industry.