



**REGULATORY ENQUIRY  
ON  
POOR QUALITY OF SERVICE  
AT  
NCC HEAD OFFICE, ABUJA  
JULY 23, 2003**

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- GSM Services rolled out in August/November 2001
  - Nigerians were delighted
  - Full of expectations of a break from a bitter past
  - Expectations of improved services

## THE PAST CHARACTERISED BY

- Long waiting lines for services
- Very slow response to fault reports
- Limited coverage and poor service delivery of the analogue mobile network
- Inadequate transmission ...“All Trunks are busy please try later”
- Wrong billings

# EXPECTATIONS

- Private operators = better services

## EXPECTATIONS DASHED

- Poor Interconnectivity between major networks
- Large number of dropped calls
- Poor customer service
- Calls frequently diverted to voice mail
- Subscribers unable to load recharge cards promptly

## EXPECTATIONS DASHED CONTD.

- Large number of uncompleted calls
- Customers charged for calls not made
- Poor coverage of most cities
- Service out for days and sometimes weeks
- QoS seems to deteriorate rather than improve

# CONSUMERS ARE UP IN ARMS

- Consumers have been patient but are now up in arms
  - “GSM operators are defrauding Nigerian Consumers”
  - “It is now almost easier to pass a camel through the eye of a needle than making a call on the MTN network” - National interest (20/7/03)
  - “NCC is colluding with the GSM operators”

## Consumers are up in Arms Contd.

- “High call rate of GSM providers in Nigeria has not ensured good services for subscribers as the networks only declare billions of Naira turnover from milking their customers” - National Interest, June 20, 2003.
- Enduring burden of Nigerian telecoms consumers — Business Day, page 26, Tuesday, May 6, 2003.



## Consumers are up in Arms Contd.

- Subscribers decry MTN's poor services – Daily Trust page 22, Thursday, June 12, 2003
- GSM Scam! Nigerians lose N240m to drop calls, daily – The Sun Page 24, Thursday, July 3, 2003
- Econet, restore our signals please – Daily Trust, page 7, Thursday, July 10, 2003

## Consumers are up in Arms Contd.

- GSM and a harvest of complaints — Daily Champion Page, Thursday, July 10, 2003
- GSM: The botched connection — New Nigerian page 7, Sunday, July 20, 2003
- Over-subscription rules GSM market. Subscribers seek compensation over poor services — Daily Times page 19, Monday, July 21, 2003

## Consumers are up in Arms Contd.

- Hmmm ... these new MTN lines – New Age, page 19, Monday, June 16,2003
- GSM operation – a call for lower tariffs – Daily Times page 10, Wednesday, July 2, 2003
- Lingering Subscribers' frustrations – Daily Times page 22, Monday, June 9, 2003

## Consumers are up in Arms Contd.

- My grouse with MTN, by call centre operator – Daily Times page 24, Monday, April 28, 2003
- GSM subscribers groan despite multiple promos – Daily Champion page 19, Thursday, July 3, 2003
- ECONET subscribers allege rip-off – Daily Champion pages 1 & 2, Friday, June 27, 2003
- Regulate service quality, NCC advised - The Punch page 51, Tuesday, June 17, 2003

## Consumers are up in Arms Contd.

- Improve your services, NITEL urged – The Punch, page 19, Friday, May 2, 2003
- Subscribers lament MTN's persistent epileptic services – Daily Trust page 14, Friday, July 18, 2003
- NLC protests to MTN, ECONET over high tariffs – Daily Trust page 15, Tuesday, May 27, 2003
- A pain called MTN – Efe Anore (Letter to NCC), April 22, 2003

## Consumers are up in Arms Contd.

- Disappearance of my account balance of N11,300.00: GSM 08023273070 — Adam Bulama Zaji, (Letter to NCC), May 23, 2003

## Consumers are up in Arms Contd.

- NITEL'S over-billing of our telephone lines and subsequent tossing of the lines after protest – Barnas Nwabueze, (Letter to NCC), June 20, 2003
- Unfair line swap by MTN – D. O. Nwadike, (Letter to NCC), May 8, 2003
- Access period fraud – Deji P. Coo, (Letter to NCC), December 6, 2002

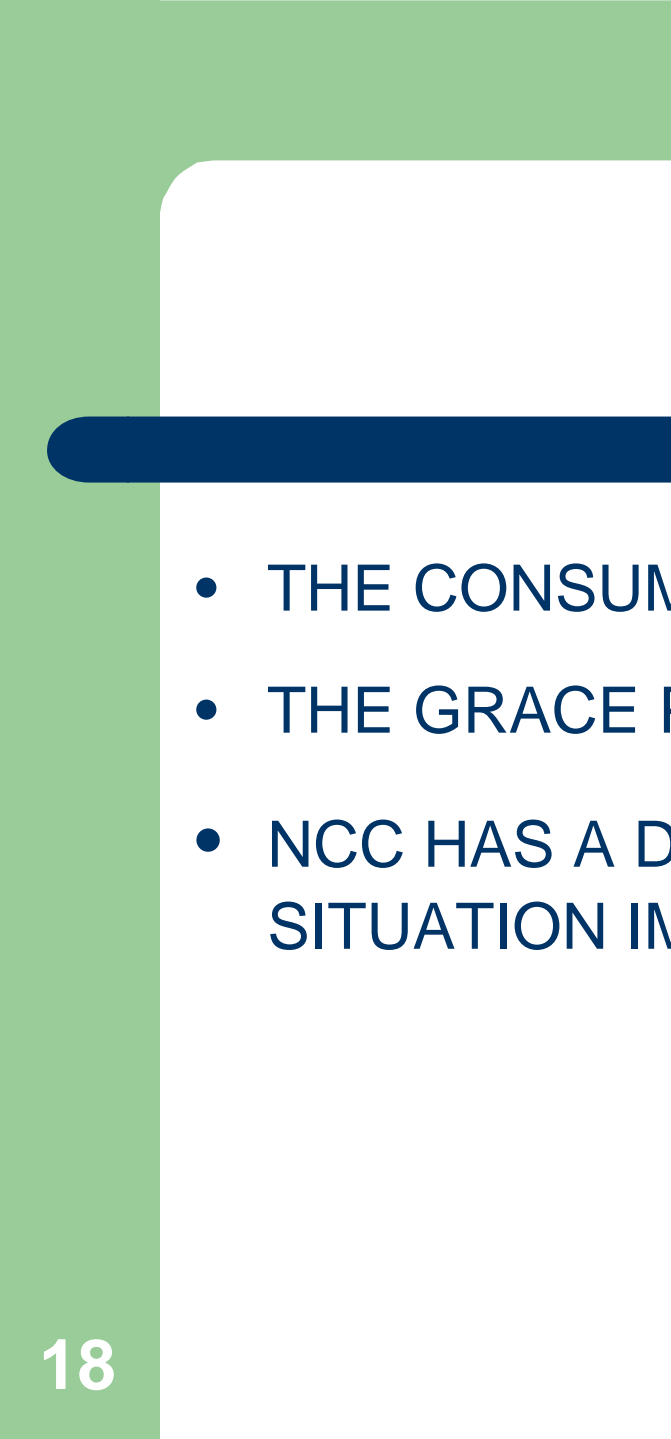

## Consumers are up in Arms Contd.

- Letter of protest, mobile no. 08044109354 – Chief Patrick G. O. Okoroh, (Letter to NCC), September 10, 2002
- Stop the exploitation of mobile telephone users and Nigerian youth – Kolawole Okosun, (Letter to NCC), April 7, 2002



## QUESTIONS BEGGING FOR ANSWERS

- Why is QoS deteriorating rather than improving?
- Why are operators performing below established international standards?

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- THE CONSUMER MUST BE PROTECTED
  - THE GRACE PERIOD IS NOW OVER
  - NCC HAS A DUTY TO ENSURE THAT THIS SITUATION IMPROVES URGENTLY