



FEDERAL MINISTRY OF
**COMMUNICATIONS
& DIGITAL ECONOMY**
Leveraging Digital Technology for National Economic Development



NCC COMPLAINT MANAGEMENT PROCEDURES AND RESOLUTIONS

The Consumer Affairs Bureau of the Commission was established since September 2001 in line with and to actualize the mandate of the provisions of Section 1(g), 4(b) and Chapter VII, Part 1 of the Nigerian Communications Act, 2003.

Its Mission is to ensure the protection of the rights, privileges and interests of telecommunications consumers, including the physically challenged groups through adequate information dissemination programmes; as well as effective policies and strategies that promote effective telecoms service delivery

The summary of the CAB Mandate is "To Protect, Inform & Educate consumers of telecommunication products and services in Nigeria"

PROCEDURES FOR LODGING CONSUMER COMPLAINTS

In order to protect the interest of Consumers, CAB developed Consumer Complaint procedures, the summary of which is stated below:

- The first step is for the Consumer to contact the relevant Service Provider (SP) to lodge his/her complaint.
- If the complaints is satisfactorily resolved, this is closed.
- Where the consumer is dissatisfied with the Service Providers in whatever way, he/she can contact the Commission as a Second Level Support through any of the following Channels for intervention: **(Details of Procedures for lodging complaints is hereby attached as Appendix A)**

CHANNELS OF COMPLAINTS

The following are the Channels through which Consumers can make complaints on their Service Providers to the Commission:

- The 622 Toll free Contact Center:** The Commission has 2 contact centres in Lagos and Abuja which receive Consumer Complaints and forward to the respective Service Provider for investigation and feedback. The Centres operate from 8am-8pm (Mondays to Saturdays). Upon lodging a complaint Consumers are issued a reference ticket number for tracking purposes. What a Consumer needs to do is to dial the 622 toll free number and lodge their Complaint.
- The NCC Consumer web Portal:** The web portal is an alternative online channel for lodging complaints or for making enquiries. The portal is available 24 hours and can be accessed via www.ncc.gov.ng/consumer domiciled on the Commission Website. It is also used for as a platform for information dissemination. Consumers receive feedback from the Commission as well as Service Providers with regards to the resolution of their complaint.
- Social Media/electronic Channels:** Complaints are also received via the Commissions Social Media accounts on Twitter (@NgComCommission /@Consumersncc), Facebook (Facebook.com/ Nigeria. Communications .commission), and Email (ncc@ncc.gov.ng). These are forwarded to Service Providers for investigation while feedback is provided to Consumers.
- Written Complaints:** Consumers can write their Complaints and submit same to the Commission. The Written Complaints can be submitted to the Head Office or any of the Zonal Offices as follows: **Head Office** Plot 423, Aguiyi Ironsi Street, Maitama, **Enugu Zonal Office** No 2, Ugwuoba Street Off Ezilo Avenue, Independence Layout, Enugu State, **Ibadan Zonal Office** 102A, DPC Road off Government House Road, Agodi GRA, Ibadan, Oyo State. **Kano Zonal Office** No. 1, Sokoto Road, By Audu Bako Secretariat, Nasarawa GRA, P.M.B 3212, Kano State, **Lagos Zonal Office** 9A Bankole Oki Street, Behind Ikoyi Club, Ikoyi, Lagos. **Port-Harcourt Zonal Office** No. 23A, Igbodo Street, Behind First Bank Aba Road, Old GRA, Port Harcourt, Rivers State. Consumers receive an acknowledgement letter, whilst a letter is written to the affected Service Provider directing it to investigate the issues raised and report back to the Commission within 7 working days.
- Complaints received through the Office of the Honourable Minister of Communications & Digital Economy via his tweeter account.** Some Consumers usually send their Complaints directly to the Office of the HMC&DE via his Twitter account. When such Complaints are received, the Commission forwards same to the affected Service Provider for resolution.

The table below shows Summary of Complaints from various channels between January 2019 to April 2020.

	COMPLAINT CHANNELS	NUMBER OF COMPLAINTS
1.	NCC 622 Contact Centers	24,481
2.	NCC Consumer Web Portal	1,007
3.	Written Complaints	296
4.	NCC Social Media Platforms (NCC Facebook and NCC Twitter)	366
5	Complaints received from the Office of HMC&DE (via Twitter)	19 (See Appendix B for details)
	TOTAL	26,169

COMPLAINT MANAGEMENT PROCEDURE

Upon receipt of any complaint from the telecom consumer, the CAB always forwards the complaint to the respective Service Providers to investigate and report back accordingly. In doing this, the Consumers are also carried along in the process of our intervention to know the progress made on the resolution of the complaint by the Service Providers involved.

To ensure prompt response, the Commission developed a Service Level Agreement (SLA) with the Service Providers which specifies the maximum time allowable to report back on escalated complaints received per Complaint category and description. The SLA has been in existence, but was revised in November 2019 (See Appendix C for details of the SLA).

Between January 2019 and April 2020, the Commission received a total of **26,169** complaints across the various channels and complaint categories, out of which a total of **25,575** which represents **98%** have been resolved as at date. The pending unresolved complaints are being followed up for possible resolution.

COMMENDATIONS

The Commission received a total of 1,321 Commendations from Consumers between January 2019 and April 2020. (See Appendix D for Samples of commendations received from satisfied Consumers)

COMPLAINTS RECEIVED DURING LOCKDOWN PERIOD

Following the global effects of the Covid 19 Virus pandemic, the Federal Government on the 30th of March, 2020 ordered the lockdown of the major cities of Lagos, Ogun and the Federal Capital Territory (FCT) while some other States followed suit.

Based on the above development the Commission observed that majority of complaints received during this period are Data related as indicated in the table below:

CATEGORY OF COMPLAINTS RECEIVED DURING LOCKDOWN PERIOD

Data	Billing	SIM Registration	Credit Depletion	VAS	Line Barred	Poor Network	FRAUD	TOTAL
58	3	2	5	3	2	2	1	76

The above clearly shows that out of 76 Complaints received during the lockdown period, 58 are data related. As at date, 68 out of the 76 complaints have been resolved (See Appendix E for details of complaints received during the lockdown period)

Investigations on this revealed that Consumers actually utilize subscribed data as against the perception of sharp practices by the Service Providers. It is pertinent to note that due to the lockdown, there is a high dependence on data as most people rely on the internet to work from home, watch and download video content, as well as engaging in various social media activities as further clarified below:

- According to Netflix streaming monitored via our phone usage, a TV show or Movie of an hour consumes 1 GB of data using the standard definition video and up to 3GB of data per hour for each stream of HD Video
- Consumers need to be aware that working from home entails conducting virtual or video conferencing which consumes data. Skype data usage is dependent on video or audio call, for normal video call on Skype, it consumes 300kbps but for HD video call on the same Skype, it consumes 1.5mbps connection. This analysis is for a single -person video calling while video call for more than one person consumes more data. For example 6 people in live video conference make use of at least 10mbps connection.
- Consumers who ordinarily spend most of their time at work using dedicated office internet connection for official and personal use now spend more time at home resorting to high consumption of personal data, hence spend more on data subscriptions.
- It was also observed that some consumers using wifi devices do not secure their devices and end up sharing the data with others without their knowledge leading to rapid data depletion.
- Some of the Consumers are either ignorant or not well informed on data usage management, even though the information is on the respective service providers website as well as contained in the service contract signed by the consumer upon purchase of data.

To buttress "5" above, a consumer claimed he bought 20GB of data and it depleted after some days but after a thorough investigation by the Service Provider, it was revealed that the consumer only bought 5GB of data which was used on high resolution Television to watch Netflix.

Consistent with the above, Consumers are advised:

- To monitor and manage their data usage, as well as have an awareness of the data plan they subscribe to i.e 5GB of data subscription for a month does not mean the data will last one month if the subscriber is streaming and downloading movies on high HD resolution etc.
- To password their WIFI devices to safeguard them from unauthorized use by others.
- To take into cognizance that due to the current lockdown, their data usage is bound to be on the increase as they work from home and engage in virtual meetings, and other official activities.
- To enlighten themselves more on how best to manage their data consumption by ensuring they do not have active applications running and updating at the background of their devices, to avoid wastage of while not in use.

Appendix A

PROCEDURE FOR LODGING A CONSUMER COMPLAINT

Consumers of telecom services – who are dissatisfied with services rendered to them by any of the operators have a right to redress the situation through formal lodging of complaints to the NCC.

Please read carefully the procedures, which are outlined hereunder in form of frequently asked questions and answers.

Ques: What is the first thing a dissatisfied consumer of telecom services should do in order to get his/her problem resolved?

Ans: He/she should first of all contact the service provider whose services or product he/she is not satisfied with and obtain a complaint ticket number. In the event that the issue is not satisfactorily resolved by the service provider, the consumer can call the NCC Contact Centre 622 Toll-Free number to lodge his/her complaint.

Ques: How can a dissatisfied consumer lodge a complaint?

Ans: A dissatisfied consumer can lodge a complaint by:

1. Completing a Consumer Complaint Form (CCF) which can be obtained on the Consumer Web Portal (CWP) or any of the NCC offices listed below. The CCF must be completed and sent to the NCC.
OR
2. Writing a letter to NCC which must be either hand or type written, must be legible, it should be concise and not more than two (2) A4 pages. The letter must be signed by the dissatisfied consumer.
OR
3. Calling the NCC Contact Centre 622 Toll-Free number to lodge your complaint providing ticket number given to you by the operator.

The Consumer Complaint Form (CCF) and letter of consumer complaint must be submitted to any of the NCC offices listed below:

HEAD OFFICE:

Director, Consumer Affairs Bureau,
Plot 423, Aguiyi Ironsi Street,
Maitama, Abuja,
Federal Capital Territory.

LAGOS OFFICE:

NCC Help Desk,
Consumer Affairs Bureau,
9A, Bankole Oki Street,
Adjacent Ikoyi Club,
Ikoyi, Lagos State

IBADAN OFFICE

102A, DPC Road,
Off Government House Road,
Agodi GRA, Ibadan, Oyo State.

PORT HARCOURT OFFICE:

NCC Help Desk,
Consumer Affairs Bureau,
No. 23A, Igbodo Street,
Behind First Bank Aba Road,
Old GRA, Port Harcourt,
Rivers State.

KANO OFFICE:

NCC Help Desk,
Consumer Affairs Bureau,
No. 1, Sokoto Road,
By Audu Bako Secretariat,
Nasarawa GRA,
Kano State.

ENUGU OFFICE:

NCC Help Desk,
Consumer Affairs Bureau,
No 2, Ugwuoba Street,
Off Ezilo Avenue,
Independence Layout,
Enugu State.

Email: consumerportal@ncc.gov.ng

Ques: What information must be provided in the written complaint?

Ans: The complaint must state name, address, phone number(s), fax, e-mail of the dissatisfied consumer, a statement of the problem and duration, a brief explanation of the circumstance that led to the complaint, name of service provider and the number of the telephone that has the problem, the date you contacted the service provider about your complaint, copies of any relevant supporting document such as service agreement, bills, contracts, promotional leaflet etc which would assist in our investigation.

Ques: What happens when a consumer's complaint is received by NCC Consumer Affairs Bureau?

Ans: 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 Nigerian Communications 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.

Ques: Will NCC Consumer Affairs Bureau get back to the consumer who lodges a written complaint?

Ans: Yes, in the case where investigations are concluded 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.

Ques: Do I have to pay for the services of the Consumer Affairs Bureau?

Ans: No. the services of the CAB are rendered FREE OF CHARGE

Ques: Can an aggrieved consumer sue the service provider in law court over a breach of contract?

Ans: Yes, however, in line with the provision of the Nigerian Communications Act (NCA), 2003, a dissatisfied consumer should first seek redress with the service provider and if unresolved, report to the NCC. A court action may be considered as last option.

Ques: What avenues for redress are available within NCC?

Ans: The NCC has two distinct redress processes available:

1. Consumer Complaints Resolution Process
2. Arbitration Process

Ques: What issues can consumers complain to NCC ABOUT?

Ans: Consumers can lodge complaints on the following issues amongst others: doubtful bills, arbitrary disconnection of lines, nonchalant attitude towards genuine complaints, poor services delivery, inappropriate or deceptive advertisements, unauthorised increase in price, and supply of sub-standard equipment, exploitation and invasion of privacy.

Ques: Is NCC a Government Agency?

Ans: Yes, NCC is a full-fledged Federal Government agency with independent status to effectively regulate the activities of operators, suppliers and consumers in the telecommunication industry.

FOR ANY COMPLAINT

Contact your service provider, if still dissatisfied; Call the NCC 622 Toll-Free Number. | For Online Complaints, send an email to; consumerportal@ncc.gov.ng

For Further Information;

Follow us on:

Twitter: @consumersncc

Facebook: www.facebook.com/nigerian.communications.commission

Consumer Web Portal: www.ncc.gov.ng/consumer

NIGERIAN COMMUNICATIONS COMMISSION,

Plot 423, Aguiyi Ironsi Street, Maitama, Abuja.
+234-9-2912274, +234-9-4617000, +234-9-4617126
www.ncc.gov.ng

Appendix B

DETAILS OF COMPLAINTS RECEIVED FROM HONOURABLE MINISTER OF COMMUNICATION AND DIGITAL ECONOMY

1. DATE: JAN 18, 2020

Consumer Handle: @woodfetcher

Complaint: 0804 000 5754 @ntelng @ntelcare two Ntel routers. Same poor service. Full bars no speed. I have called the care lines countless times and same old story, confirm your location. We will work on it and resolve it shortly. Been like this for 2 years.

wishes

NCC Response:

- Noted, Honourable Minister.
- Hello @kayodea, please, send details as a direct message or call 622, NCC's toll free line if your service provider has not resolved this issue. Thank you.

Minister's Response:

Apologies, please. @NgComCommission as the regulator, you are to handle and simple issues from the consumers all over the country. This should be done as soon as possible. Best wishes

NCC Response:

- Noted, Honourable Minister.

2. DATE: FEB 2, 2020

Consumer Handle: @padropius

Complaint: @DrIsaPantami I have registered my @GloWorld sim twice, just today it has been blocked again. Is either @GloWorld is incapable of keeping SIM registration data. Something should be done about this gross irresponsible act by the service provider. Cc @TundeIrukera

Minister's Response:

Please @NgComCommission FYA. However, we are working on a policy that will reduce the difficulty for all Nigerians, instead of dealing with issues one after the other. Best wishes

NCC Response:

- Noted Honourable Minister.

3. DATE: MAR 5, 2020

Consumer Handle: @bakowhyte

Complaint: How I wish I can just sue @GloCare @GloWorld. Tomorrow will make it 3weeks after re-registration and the line isn't still on the network @DrIsaPantami honourable minister is there no sanction for this?

Minister's Response:

Apologies, please. I will review and see if there is need for policy to improve the process. For now, @NgComCommission pls handle

NCC Response:

- Noted, Honourable Minister.
- Hello @bakowhyte, please call 622, NCC's toll free line or send a mail to ncc@ncc.gov.ng and your complaint will be escalated and resolved. You will be contacted soon too. Thank you for reaching out. Please let us know when it is resolved.

4. DATE: APR 13, 2020 (Issue Resolved: 3)

Consumer Handle: @elbarakjibs

Complaint: @DrIsaPantami sir kindly use your good office to assist in addressing an injustice done to me by @AirtelNigeria. I renewed my mifi data subscription of 15gb last night & in less than 24 hours the data is gone. I only use the data to work from home. Jazakallahu khair.

Minister's Response:

Apologies! Please @NgComCommission handle his case. Best wishes

NCC Response:

- Noted, Honourable Minister
- Hello @elbarakjibs, please send details via DM or call 622, NCC's toll free line if you have complained to your service provider and they failed to resolve the issue within 24 hours. Thank you for reaching out.
- Please kindly provide us with the mobile number of the device.

5. DATE: APR 13, 2020 (Issue Resolved: 2)

Consumer Handle: @kayodea

Complaint: Dear @MTNNG how do you explain this during a lockdown in which I have round the clock fibre at home?

Minister's Response:

Apologies, please. @NgComCommission investigate and revert to him on time. Best

6. DATE: FEB 22, 2020

Consumer Handle: @ScribeSahl

Complaint: Sir @DrIsaPantami please help us direct @NgComCommission to checkmate the activities of @9mobilengCare, @9mobileng because they've been stealing customers airtime and cutoff subscriptions data before the agreed time. More power to your elbow, sir!

Minister's Response:

Please @NgComCommission, handle his matter and other similar ones. Best wishes

NCC Response:

- Noted, Honourable Minister.
- Hello @ScribeSahl, Please call 622, NCC's toll free line or send a mail to ncc@ncc.gov.ng to make a complaint and it will be escalated.
- @ConsumersNCC

7. DATE: MAR 7, 2020

Consumer Handle: @abdul02b

Complaint: Dear @DrIsaPantami there is something that we need to look into about @MTNNG I just bought data and put my phone on charge and data go without me using it

Minister's Response:

Sorry, please. @NgComCommission intervene and handle it effectively. Best wishes

NCC Response:

- Noted, Honourable Minister.
- Hello @abdul02b, please call 622, NCC's toll free line or send an email to ncc@ncc.gov.ng to make a complaint if your service provider does not resolve the issue within 24 hours.

8. DATE: MAR 31, 2020

Minister's Tweet: As earlier conveyed, as d Minister of @FMoCDEnigeria in charge of Policy of the Telecom Sector as in NCA, 2003, Part 1, I "urge" @NgComCommission, @MTNNG, @GloNg, @AirtelNigeria, @9mobilengCare, etc to ensure they further subsidy/relax calls/data for citizens in this critical time

NCC Response:

- (DPA) Thank you very much Honourable Minister, the NCC is looking into this issue in the best interest of the telecoms consumers and stakeholders.

9. DATE: MAR 5, 2020

Consumer Handle: @ad_eyo

Complaint: @DrIsaPantami Sir, I'd like to bring this to your notice because I do not think it is fair on the network users. I was told to retrieve my line I have to carry along a valid ID card and old sim pack. In the case where there is no sim pack, a sworn affidavit will be required.

Minister's Response:

Please @NgComCommission, handle the matter. Best wishes

NCC Response:

- Noted, Honourable Minister.
- Hello @ad_eyo, please call 622, NCC's toll free line to get clarifications on this issue/policy or send an email to ncc@ncc.gov.ng to make a complaint and it will be escalated.

10. DATE: APR 3, 2020

Consumer Handle: @woodfetcher

Complaint: @ntelng this is my connection speed at the dead of the night when Internet should be @ its peak. Pls flip my upload to download. I need a good speed to function at home. Seems you are never tired of customers complain & how resolved never to improve @DrIsaPantami @NgComCommission

Minister's Response:

Apologies, please. @NgComCommission you are to resolve his issues and many others from our citizens. Best wishes

NCC Response:

- (DPA): Noted Sir.

Appendix B(cont'd)

11. DATE: DEC 27, 2019

Consumer Handle: @Danielseun
Complaint: I feel you! @MTN180 is criminally defrauding Nigerians @DrIsaPantami as much as I am busy during the day, I use WiFi at home and my phone data is turned off at night when I wanna sleep. @NgComCommission needs to charge higher FINE on MTN as @AirtelNigeria is fair with Data.

Minister's Response:

@NgComCommission what are you doing on this and many more similar consumer issues, please? I don't care attitude cannot be tolerated at all. If you are not willing to salvage the oppressed, pls let me know soon.

NCC Response:

- (DPA) Good afternoon Sir, we are looking into the challenges of data depletion and will revert to you. In the meantime, we are dealing with the complaint of Mr. Nathan as a consumer complaint and getting in contact with the operator-MTN
- (DPA) Nathan, please be assured that the NCC has taken up the issues and will be getting back to the telecom operators especially MTN. Challenges concerning the depletion of data is being seriously addressed.

12. DATE MAR 7, 2020

Consumer Handle: @Myk_Jato
Complaint: @DrIsaPantami Good day sir, I did an @MTNNG subscription of 1.5gb for a week on the 5th March,2020 and noticed discrepancies with volume remaining and used this morning only to call the customer service and told that my records are unavailable but still insisting the unaccounted

Minister's Response:

Sorry, please. Please @NgComCommission, investigate this case and similar ones. Best wishes

NCC Response:

- Noted, Honourable Minister.
- Hello @Myk_Jato, please call 622, NCC's toll free line or send an email with the details to ncc@ncc.gov.ng to make the complaint, and we will escalate the issue to ensure it is resolved. Thanks for reaching out. Please let us know when it is resolved.

13. DATE: APR 16, 2020 (Issue Resolved: 4)

Consumer Handle: @hartng
Complaint: Data is actually very expensive. How many MTN 15GB (N5k) plans have I activated since Monday? What am I doing with it?

Minister's Response:

FYA, @NgComCommission please. Leadership is a burden and also a trust. You have to ensure consumers are protected. Best wishes

NCC Response:

- (DPA) Noted Sir. NCC would refer it to the concerned Operator for necessary actions.
- Noted, Honourable Minister.
- Hello @hartng, please contact your service provider if you haven't, and if the complaint is not resolved within 24 hours, call 622, NCC's toll free line to make a complaint. Please send your number and other details via DM. Thank you.

14. DATE: APR 20, 2020 (Issue Resolved: 5)

Consumer Handle: @elmanss_muduh
Complaint: @DrIsaPantami @AirtelNigeria how could a subscription be exhausted before it expires and I was denied access to renewal that I should wait until it expires on the 30th before I'll be renew it. It's unfair in this lockdown please @AirtelNigeria @MTNNG @GloCare

Minister's Response:

Apologies, please. @NgComCommission you are to handle and many other complaints forwarded 2 days ago. Ensure the quality of services is enhanced for the customers as I always insist. Best wishes

NCC Response:

- Noted, Honourable Minister.
- Hello @elmanss_muduh, please call 622, NCC's toll free line or send your phone number and other details via DM to @ConsumersNCC or @ngcomcommission. Thank you.

15. DATE APR 20, 2020 (Issue Resolved: 4)

Consumer Handle: @Henry_58069
Complaint: Dear Hon Minister @DrIsaPantami . The fleecing of Nigerians by network providers through sapping of our data is very demoralizing, especially at this period. Kindly look into this, please. Stay safe, Sir. @NgComCommission .

Minister's Response:

@NgComCommission also investigate these complaints as soon as possible, please. You are also to provide the consumers with your findings. Best wishes

NCC Response:

- Noted, Honourable Minister. We will get to it right away.
- (CAB) Has your Issue been Resolved?

16. DATE: APR 16, 2020

Consumer Handle: @hartng
Complaint: Data is actually very expensive. How many MTN 15GB (N5k) plans have I activated since Monday? What am I doing with it?

Minister's Response:

FYA, @NgComCommission please. Leadership is a burden and also a trust. You have to ensure consumers are protected. Best wishes

NCC Response:

- Hello @hartng, please contact your service provider if you haven't, and if the complaint is not resolved within 24 hours, call 622, NCC's toll free line to make a complaint. Please send your number and other details via DM. Thank you.

17. DATE: JAN 7, 2020

Consumer Handle: @sarki247
Complaint: @NgComCommission This Caller ID spoofing is becoming annoying, despite rules existing against it, I have been trying to call

Nigerian Numbers from the Netherlands all day and I keep getting @MTNNG's "Your account is too low for this call". It's annoying cc: @DrIsaPantami

NCC Response:

- Hello @sarki247, please send an email to ncc@ncc.gov.ng and provide details. Thank you.

Minister's Response: Good!

18. DATE: JAN 31, 2020

Consumer Handle: @A_Archimedes
Complaint: I have a Suggestion,I think mobile operators and bank should have a way wherein we can return recharge cards mistakenly brought through USSD code back to our accounts rather than what we have now, where such mistakes cannot be revisited. Thanks

Minister's Response:

Please @NgComCommission, this is for FYA. Best wishes

NCC Response:

- (DPA) Noted Sir.
- (DPA) Thank you very much for your comments. The NCC would take note and the concerned stakeholders notified.
- Noted Honourable Minister.

19. DATE: DEC 4, 2019

Consumer Handle: @realshamz
Complaint: Salam alaikum sir @DrIsaPantami we a subscriber of @AirtelNigeria want complain about Data unnecessary consumption from the above company. I was today bought N2000 Data in the morning but to your suprise I had to buy another in this everning wallahi. Pls

Minister's Response:

FYA, @NgComCommission, pls. Best wishes

NCC Response:

- We have taken note and will deal with the issues expeditiously. Thank you.
- Please contact your service provider and if the issue is not resolved satisfactorily, call 622, NCC's toll free line, or send a mail to ncc@ncc.gov.ng.

Appendix C

NCC REVISED COMPLAINT CATEGORIES AND SERVICE LEVEL AGREEMENTS

COMPLAINT CODE	COMPLAINT CATEGORIES	ISSUE CODE	COMPLAINT SUBCATEGORY	COMPLAINT DESCRIPTION	OLD	COMPLAINT RESOLUTION TIME		ACTION	PENALTY/COMPENSATION
						-1 ST LEVEL	- 2 ND LEVEL		
A	Billing	A1	Unexplained change in account balance (Dropped Balance)	Overcharging Subscriber's account for calls/SMS/MMS.	24hrs	24hrs	12hrs	Feedback to consumer/ Refund where applicable	5% of overcharged amount to be paid to consumer for every 24hrs of default
				Inexplicable deduction of credit from subscriber's account.	1hr	24hrs	12hrs		
				When a subscriber's recharge does not reflect in their account (recharge cards and vouchers).	24hrs	24hrs	12hrs		
				When a subscriber is charged for unsuccessful call attempt.	24hrs	24hrs	12hrs		
				When a subscriber is charged for SMS that is not delivered	24hrs	24hrs	12hrs		
				When a subscriber is charged more than the required amount for change in tariff plan ¹ .	24hrs	24hrs	12hrs		
		A2	Inability to change tariff plan	When a subscriber is unable to migrate from one tariff plan to another.	24hrs	24hrs	12hrs	Feedback to consumer /Resolution to consumer	
				Others (please specify)	48hrs	48hrs	24hrs	Feedback to consumer Reversal/refund as applicable	
B	Call Center/ Customer Care	A50		Inability to connect to Call Center Help line	24hrs	4hrs	2hrs	Feedback to consumer/ Feedback to the Commission	
				Nonchalant attitude of agents	24hr	24hrs	12hrs	Feedback to consumer/ Apology to consumer when agent is found wanting.	
				Incorrect Responses from agents	24hr	24hrs	12hrs	Feedback/ provision of correct information to consumer	N250,000 fine – payable to NCC when complaints exceeds 100 subscribers per day.
				Inability to connect to live agent	24hrs	4hrs	2hrs	Refer to QoS Regulations	Refer to QoS Regulations

Appendix C(cont'd)

COMPLAINT CODE	COMPLAINT CATEGORIES	ISSUE CODE	COMPLAINT SUBCATEGORY	COMPLAINT DESCRIPTION	OLD	COMPLAINT RESOLUTION TIME -1 ST LEVEL	COMPLAINT RESOLUTION TIME - 2 ND LEVEL	ACTION	PENALTY/COMPENSATION		
		B50	Others (please specify)	Any other Customer Care related issues not captured above.	24hrs	48hrs	24hrs	Feedback/provision of correct information to consumer			
C	Quality of Service/Experience(Voice)	C1	Call Interference	When a subscriber is unable to clearly hear the receiver during the call duration or via a vis.	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer /Resolution	In accordance with QoS Regulation		
			Voice Clarity/Background Noise	When a subscriber experiences noise at the background when making a call	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	In accordance with QoS Regulation		
				When a Subscriber's call is disrupted.	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	In accordance with QoS Regulation		
		C2	Inability to receive Calls	When a subscriber cannot receive calls from other networks.	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	N100 airtime per 24hrs each default to consumer		
				When a subscriber cannot receive call from outside the Country	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	N100 airtime per 24hrs each default to consumer		
				When a subscriber cannot receive calls within the same network	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution			
		C3	Inability/difficulty making Calls	When a subscriber cannot make a successful call to other networks	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	N100 airtime per 24hrs each default to consumer		
				When a subscriber is unable to call numbers outside the country	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	N100 airtime per 24hrs each default to consumer		
				When a subscriber cannot make a successful call within its network	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	N100 airtime per 24hrs each default to consumer		
				When a subscriber cannot make calls with enough credit in the subscriber's account	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	N100 airtime per 24hrs each default to consumer		
					When a subscriber cannot call fixed lines	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	N100 airtime per 24hrs each default to consumer	
				C4	Call divert issues	When a subscriber is unable to redirect incoming calls to another phone line.	24hrs	4hrs (For Feedback) 72hrs	2hrs (For Feedback) 48hrs	Feedback to consumer / Resolution	
								(For Resolution)	(For Resolution)		
				C5	Call barring	When a subscriber is prohibited from making and receiving calls for a particular period	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	
		C6	Poor Signal/No Network	When a subscriber has poor reception at a particular location	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution			
				When a subscriber does not have network reception.	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution			
		C7	Abrupt Disconnection of Calls	When a Subscribers call is abruptly disconnected	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	N100 airtime per 24hrs each default to consumer		
		C8	Inability to check airtime balance	When a Subscriber is unable to check airtime balance via USSD or IVR	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	Public Apology (refer to H4)		
		C50	Others (please specify)	Any other Call Set-up related issues not captured above	48hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution			
D	Faulty Terminals	D1	Defective devices	When a subscriber has problems with a defective device (phones, modems, routers etc.)	24hrs	To be resolved based on Terms and Conditions for all devices	To be resolved based on Terms and Conditions for all devices				
		D50	Others (please specify)	Any other Faulty Terminal related issues not captured above.	24hrs	72hrs	48hrs				
E	BTS Issues	E1	Base station issues	Problems arising from installation and location of Base Station/Mast/Towers.	24hrs	48hrs	Forward to Compliance immediately	Immediate Acknowledgement/ Feedback to consumer within 48hrs	Reference to NCC Monitoring & Compliance Dept. for appropriate action		

Appendix C(cont'd)

COMPLAINT CODE	COMPLAINT CATEGORIES	ISSUE CODE	COMPLAINT SUBCATEGORY	COMPLAINT DESCRIPTION	OLD	COMPLAINT RESOLUTION TIME -1 ST LEVEL	COMPLAINT RESOLUTION TIME – 2 ND LEVEL	ACTION	PENALTY/COMPENSATION
		E2	Pollution from Gen Set	When a subscriber complains of environmental pollution from the Gen Set.	24hrs	48hrs	Forward to Compliance immediately	Immediate Acknowledgement/ Feedback to consumer within 48hrs	Reference to NCC Monitoring & Compliance Dept. for appropriate action
		E50	Others (please specify)	Any other BTS related issues not captured above	24hrs	48hrs	Forward to Compliance immediately	Immediate Acknowledgement/ Feedback to consumer within 48hrs	Reference to NCC Monitoring & Compliance Dept. for appropriate action
F	Quality of Service/Experience (Data)	F1	Fluctuating service	When a subscriber's internet service is unstable	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback/ Resolution to consumer	Extend data bundle expiry days by number of days of disruption and apology
			When a subscriber experiences minimal reception on device at a location	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback/ Resolution to consumer	Extend data bundle expiry by period of disruption and apology	
		F2	Renewal of Data service	When subscriber cannot renew their Data Services manually or automatically	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback/ Resolution to consumer	Apology
			Unauthorized renewal of Data Service	24hrs	30mins (for feedback) 72hrs (for resolution)	Forward to compliance/enforcement	Feedback/ Resolution to consumer	Refer to penalty in Direction by Commission	
		F3	Internet speed	When a subscriber does not get agreed speed and bandwidth paid for	24hrs	48hrs (for feedback) 72hrs (for resolution)	As terms and Conditions Apply	Feedback to consumer / Resolution	Extend data bundle by period of disruption of subscribed data plan
		F4	Reduction in validity period	When a subscriber's validity period are reduced prior to expiration.	24hrs	2hrs (for feedback) 72hrs (for resolution)	1hr (for feedback) 48hrs (for resolution)	Feedback to consumer detailing the terms and conditions of data validity cycle	Extend data bundle by period of disruption of subscribed data plan
		F5	Disconnection of services	When a subscriber is disconnected from using Internet services with an active data bundle	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	Refund of 50% data subscribed & Extend data bundle expiry by period of disruption suffered
		F6	Data not rolled over	When a subscriber's data is not rolled over	24hrs	4hrs (For Feedback) 72hrs (For Resolution)	2hrs (For Feedback) 48hrs (For Resolution)	Feedback to consumer / Resolution	Refer to penalty in Direction
		F7	Video on Demand (VOD) related issues	When a subscriber has difficulties with Video on demand Services	12hrs	6hrs (for feedback) 72hrs (for resolution)	Forward to Compliance/monitoring	Feedback to consumer / Resolution	Extend data bundle expiry by period of disruption of subscribed data plan and apology
		F50	Others (please specify)	Any other 3G/4G LTE related issues not captured above		48hrs	12hrs		
G	Sales Promotions & Advertisement	G1	Bonus Issues	When a subscriber does not receive bonus/incentives won during promotions, within stated timelines	24hrs	12hrs	6hrs	Feedback to consumer / Resolution	Refer to Commission's GAP
		G50	Others (please specify)	Any other Promotion related issues not captured above		48hrs	24hrs	Feedback to consumer / Resolution	
H	Recharge/Top-Up Issues	H1	Over scratched card	When a subscriber mistakenly scratches off some numbers from the pin on the recharge card.	24hrs	4hrs	2hrs	Feedback to consumer / Resolution	Express Empathy
		H2	Recharge Barring	When a subscriber is barred from recharging after several wrong attempts.	24hrs	1hr	30mins	NIL	NIL
		H3	Inability to Recharge	When a subscriber has challenges recharging via the interactive Voice Response (IVR) and Unstructured Supplementary Services Data medium (USSD)	24hrs	1hr (for feedback)	30mins (for feedback)	Automatic response on platform downtime (via pop-up message)	
			Failed Airtime Transactions	when a subscriber is charged for an undelivered person-to-person transfer	24hrs	2hrs	1hr	Feedback to consumer / Resolution	5% of overcharged amount to be paid to consumer for every 24hrs of default
			Mobile Applications	Inability to receive and recharge via bank mobile application. and other 3 rd part channels	24hrs	NA	NA	Forward to the appropriate Authority (Banks)	
		H4	Invalid Recharge card	When a subscriber purchases a used recharge card from a recognized MNO outlet	24hrs	4hrs (for feedback)	2hrs (for feedback)	Feedback/ Report incident to Law enforcement agencies	
				When a subscriber experiences an "Invalid prompt" after an attempt to load a recharge card. (As a result of card being blacklisted by the Network)	24hrs	4hrs (for feedback)	2hrs (for feedback)	Report incident to Law enforcement agency	Where more than 100 subscribers per day per network, Public Apology should be issued via newspaper
H50	Others (please specify)	Any other Recharge card related issues not captured above	24hrs	48hrs	24hrs	Feedback to consumer / Resolution			
I	SMS/MMS	I1	Inability to send SMS	When a subscriber is charged for SMS that is not delivered.	24hrs	4hrs (For feedback) 24hrs (for resolution)	2hrs (for feedback) 12hrs (for resolution)	Feedback to consumer / Resolution	Apology in validated cases
			When subscriber is unable to send SMS within its network	24hrs	4hrs (For feedback) 24hrs (for resolution)	2hrs (for feedback) 12hrs (for resolution)	Feedback to consumer / Resolution	Apology in validated cases	
			When subscriber cannot send SMS to other networks	24hrs	4hrs (For feedback) 24hrs (for resolution)	2hrs (for feedback) 12hrs	Feedback to consumer / Resolution	Apology in validated cases	

Appendix C(cont'd)

COMPLAINT CODE	COMPLAINT CATEGORIES	ISSUE CODE	COMPLAINT SUBCATEGORY	COMPLAINT DESCRIPTION	OLD	COMPLAINT RESOLUTION TIME -1 ST LEVEL	COMPLAINT RESOLUTION TIME – 2 ND LEVEL	ACTION	PENALTY/COMPENSATION
							(for resolution)		
				When a subscriber is unable to send SMS to an international number	24hrs	48hrs	12hrs	Feedback to consumer / Resolution	Apology in validated cases
		I2	Inability to receive SMS	When a subscriber cant receive SMS	24hrs	4hrs (For feedback) 24hrs (for resolution)	2hrs (for feedback) 12hrs (for resolution)	Feedback to consumer / Resolution	Apology in validated cases
				When a subscriber is unable to receive SMS due to network issues.	24hrs	4hrs (For feedback) 24hrs (for resolution)	2hrs (for feedback) 12hrs (for resolution)	Feedback to consumer / Resolution	Apology in validated cases
				When a subscriber is unable to receive SMS from outside the Country.	24hrs	4hrs	2hrs	Feedback to consumer / Resolution	Apology in validated cases
		I3	Inability to receive MMS	When a subscriber is unable to receive MMS.	24hrs	4hrs	2hrs	Feedback to consumer	Apology in validated cases
		I4		When a subscriber is unable to receive MMS from outside the Country.	24hrs	4hrs	2hrs	Feedback to consumer	Apology in validated cases
		I5	Inability to send MMS	When a subscriber is unable to send MMS	24hrs	4hrs	2hrs	Feedback to consumer	Apology in validated cases
		I6	Inability to view MMS	When a subscriber is unable to view MMS.	24hrs	4hrs	2hrs	Feedback to consumer	Apology in validated cases
		I7	Delayed MMS	When a subscriber's SMS is delayed.	24hrs	4hrs	2hrs	Feedback to consumer	Apology in validated cases
		I50	Others (please specify)	Any other SMS/MMS related issues not captured above	24hrs	4hrs	2hrs	Feedback to consumer / Resolution	Apology in validated cases
J	Other Sim-Related Issues	J1	Request for SIM Suspension	When a subscriber requests for SIM suspension upon misplacement loss/theft	24hrs	30mins (subject to successful completion of required validation)	15mins (subject to successful completion of required validation)	Feedback to consumer / Resolution	Apology
				When a subscriber request for SIM to be suspended	24hrs	30mins (subject to successful completion of required validation)	15mins (subject to successful completion of required validation)	Feedback to consumer / Resolution	Apology
		J2	SIM blocked, PUK required	when a subscriber requires PUK number from the service Provider to unblock their SIM	24hrs	30mins (subject to successful completion of required validation)	15mins (subject to successful completion of required validation)	Feedback to consumer / Resolution	Apology
		J3	Unauthorized Suspension of mobile line	when a subscriber's mobile line is wrongfully suspended by the Service Provider	24hrs	4hrs	2hrs	Feedback to consumer / Resolution	Apology
		J4	SIM Registration	Incorrect Registration details of Subscriber	24hrs	4hrs	2hrs	Feedback to consumer / Resolution	In line with Registration of Telecoms Subscribers Registration Regulations 2011 and the Enforcement Regulations
		J5	Incomplete Registration	Incomplete Registration	24hrs	4hrs	2hrs	Feedback to consumer / Resolution	
		J50	Others (please specify)	Any other SIM related issues not captured above		48hrs			
K	SIM REPLACEMENT	K1	Fraudulent/Unauthorized SIM Swap	When a subscribers SIM is reported swapped without consent	24hrs	2hrs	1hr	Feedback/Reversal carried out immediately after due verification	MNO to investigate, take actions and revert to the Commission
		K2	Inactive Sim Replacement	When a subscriber has confirmed SIM replacement but SIM remains inactive	24hrs	2hrs	1hr	Feedback to consumer / Resolution	Apology
		K50	Others (please specify)	Any other Sim Swap/Replacement related issue	24hrs	48hrs	24hrs		
L	Value-Added Services (VAS)	L1	Inability to activate/deactivate VAS (for services with Networks immediate control)	When a subscriber is unable to activate (Opt-In) VAS (Caller tunes/News/Health Tip) Services.	24hrs	2hrs	1hr	Feedback to consumer / Resolution	Apology
				When a subscriber is unable to deactivate (Opt-Out) VAS (Caller tunes/News/Health Tip) Services.	24hrs	2hrs	1hr	Feedback to consumer / Resolution	Apology
		L2	VAS Charges	When a subscriber is charged for Caller tune download not rendered.	24hrs	24hrs	12hrs	Feedback to consumer / Resolution	Extension of validity to cover lost period Apology
				When a subscriber is given VAS e.g Caller Tune different from what he/she requested for.	24hrs	24hrs	12hrs		
		L3	Forceful activation of VAS	When a subscriber is opted into VAS without consent.	24hrs	24hrs	Refer to Direction	Refer to Direction	Refer to Direction
		L4	Inability to listen to Voice SMS/voicemail	when a subscriber is unable to listen to Voice SMS from the Service Provider's network	24hrs	4hrs	2hrs	Feedback to consumer / Resolution	Apology in validated cases

Appendix C(cont'd)

COMPLAINT CODE	COMPLAINT CATEGORIES	ISSUE CODE	COMPLAINT SUBCATEGORY	COMPLAINT DESCRIPTION	OLD	COMPLAINT RESOLUTION TIME -1 st LEVEL	COMPLAINT RESOLUTION TIME – 2 ND LEVEL	ACTION	PENALTY/COMPENSATION
		L5	Inability to access/activate voice SMS	When a subscriber is unable to send Voice SMS	24hrs	4hrs	2hrs	Discontinue charge to customers if no longer a supported service	
		L6	Inability to access Voice Mail	When a subscriber is unable to recover Voice mail.	24hrs	4hrs	2hrs		
		L7	Failed Voice SMS	When a subscriber is charged for Voice SMS that is not delivered.	24hrs	4hrs	2hrs		
		L8	Inability to activate/deactivate voicemail box	When a Subscriber is unable to deactivate/activate Voicemail.	24hrs	4hrs	2hrs		
		L9	Voicemail password reset/retrieval	When a subscriber is unable to change/recover their Voicemail password	24hrs	4hrs	2hrs		
		L50	Any other VAS related issue	Any other VAS related issue not covered therein	24hrs	48hrs	24hrs		
M	Mobile Number Portability/	M1	Porting Issues	When a subscriber is unable to successfully port from one Service Provider to another	24hrs	48hrs	Refer to MNP Business Rules	Refer to MNP Business Rules	
				When a subscriber is unable to access data after Porting	24hrs	24hrs	Refer to MNP Business Rules		
				When subscriber is unable to receive or send SMS/MMS after porting	24hrs	24hrs	Refer to MNP Business Rules		
				Inability to receive/make call after porting	24hrs	24hrs	Refer to MNP Business Rules		
		M50	Others (please specify)	Any other Porting related issues not captured above	24hrs	48hrs			
N	Do-Not-Disturb Service	N1	Inability to Opt In/Out of DND	When a subscriber is unable to fully/partial Opt in/Out of DND	24hrs	24hrs	12hrs	Feedback to consumer / Resolution	Apology
		N2	Receipt of unsolicited SMS/calls after opting into full DND	When a subscriber continues to receive unsolicited SMS/Calls after activating full DND	24hrs	24hrs	12hrs	Refer to Direction by the Commission	Refer to Direction by the Commission
		N50	Others (please specify)	Any other DND related issues not captured above	48hrs	24hrs	12hrs		
O	International Roaming	O1	Unable to send/receive SMS while roaming	When a subscriber is unable to send SMS while outside the country	48hrs	72hrs	24hrs	Feedback to consumer / Resolution	
		O2	Unable to make/receive call while roaming	When a subscriber is unable to make outgoing/incoming calls while outside the country	48hrs	72hrs	24hrs	Feedback to consumer / Resolution	
		O3	Inability to roam	When a subscriber is unable to roam	48hrs	72hrs	24hrs	Feedback to consumer / Resolution	
		O4	Internet service not working while roaming	When a subscriber is unable to browse while outside the country	48hrs	72hrs	24hrs	Feedback to consumer / Resolution	
		O5	Unable to recharge while roaming	When a subscriber is unable to recharge their line while outside the country		72hrs	24hrs	Feedback to consumer / Resolution	
			Overcharged while roaming	when a subscriber is overcharged for calls outside the country	48hrs	72hrs	48hrs	Feedback to consumer/Reversal/refund as applicable	
		O50	Others	Any other Roaming Related Issue	48hrs	72hrs	48hrs		

NOTES AND DEFINITIONS:

1. Complaint Resolution Time- 1st Level: This refers to first hand consumer complaints received directly by the Mobile Network via their various customer service channels
2. Complaint Resolution Time- 2nd Level: This refers to unresolved escalated complaints received by the NCC through its various escalation channels
3. Action: This refers to expected activity to be executed by MNOs within the specified Service Level Agreement timeline.
4. Compensation: This refers to the resultant redress to be applied to the consumer by the MNO where there is an established breach of the expected action.
5. Penalty: this refers to sanctions imposed by the NCC for breach of these SLAs and/or breach of other regulatory instruments pertaining to the subject matter.
6. Feedback: This means a revert to the consumer on his/her reported complaint through the same channel the complaint was registered.
7. Resolution: This refers to total satisfactory closure of reported consumer issue - in all cases where the operator considers an issue as resolved but the customer is unsatisfied, the operator must inform the customer of their right to escalate to the NCC in accordance with the Consumer Code of Practice Regulations
8. QoS Regulations: This refers to the NCC Quality of Service Regulation 2013 or any other subsequent version thereof.
9. GAP: This refers to the NCC Guidelines on Adverts and Promotions or any other subsequent version thereof.

APPENDIX D

Samples of Commendations Received from Satisfied Consumers:

1. @dekunleshina (Thanks @consumersncc)
2. @smadeniyu (Thank You, Issue Resolved)
3. @imoh8a (Thank You, you guys deserve commendation)
4. @elmans_muduh (Thank You @DrIsaPantami, Airtel , Glo and NCC)
5. @XadeeqC (I am amazed how the minster and the commission are working on the clock to satisfy and cater for the Nigerian needs and their complaints... This is what you call true Patriotism. Thank You.)
6. @realbiola (Thank You soo much for the refund)
7. @jideofod (Thank You, I have a much better service today in terms of internet speed)
8. @Abu_Nuaym (Thank You for your reply)
9. @Maaliki01 (It has been resolved, Thanks for your intervention Consumersncc)

Appendix E

DETAILS OF COMPLAINTS RECEIVED DURING COVID-19 LOCKDOWN PERIOD (MARCH 30 - APRIL 21, 2020)

S/N	TWITTER ACCOUNT NAME	COMPLAINT CATEGORY	NETWORK	Date	STATUS	S/N	TWITTER ACCOUNT NAME	COMPLAINT CATEGORY	NETWORK	Date	STATUS
1.	@Baseenaira	Data Depletion	MTN	29/03/20	Resolved	48.	@opemson	Data Network Issue	Tizeti WiFi.com	17/04/20	Resolved
2.	@Akinsan64967289	Billing	Ntel	30/03/20	Resolved	49.	@tarilyn_monroe	Data Depletion	Smile Com	17/04/20	Resolved
3.	@danonoriodo	Data/ Network Issues	MTN	30/03/20	Resolved	50.	@anuropeyemi	Scam/ Fraudulent calls	MTN	18/04/20	Resolved(Consumer asked to report to law enforcement)
4.	@wendyjaszy	Credit Transfer	MTN	31/03/20	Resolved						
5.	@adenirankanni	SIM Registration	MTN	31/03/20	Resolved (Consumer to go to office for data capture)	51.	@chudiamu	Data Network Issues	Smile Coms	18/04/20	Resolved
6.	@The_Tomilade	Data/Network Issues	Tizeti WiFi.com	31/03/20	Resolved	52.	@ExcellentHeart	Data Depletion	Glo	18/04/20	Resolved
7.	@OfficialLynda	Data Depletion	MTN	01/04/20	Resolved	53.	@HaywaiBliss	Credit Depletion	Airtel	19/04/20	Resolved
8.	@deeny09	Data/ Network Issues	Ntel	01/04/20	Resolved	54.	@bobojoy	Data Network Issues	Tizeti WiFi.com	19/04/20	Resolved
9.	@iamtennygee	SMS Billing	Airtel	02/04/20	Resolved	55.	@imoh8a	Poor Network	9Mobile	13/04/20	Resolved
10.	@fezighart	Data/Network Issues	Smile Coms	02/04/20	Resolved	56.	@ARISE0214	Data Depletion	MTN	19/04/20	Resolved
12.	@Afinjuamofin	Data/Network issues	Airtel	04/04/20	Resolved	57.	@sid2domino	Data Network	Tizeti WiFi.com	19/04/20	Resolved (Consumer has no active subscription)
13.	@Laurasboxx	Data	Tizeti Wifi.com	04/04/20	Resolved	58.	@Ay_Mozart	Data Activation	Airtel	19/04/20	Resolved
14.	@officialkariq	Data Balance	Ntel	07/04/20	Resolved	59.	@oluige2015	Data Bonus	MTN	19/04/20	Resolved
15.	@adeoluadeyinka	Data Promo	Spectranet	07/04/20	Resolved	60.	@delebura	Data	Smile Coms	19/04/20	Resolved
16.	@Okunosson	Data Speed	Smile Coms	09/04/20	Pending(Smile requested for details-awaiting)	61.	@pius01				
17.	@Ganewolayiwola	Data Network Issues	Smile Coms	09/04/20	Resolved	08073365169	Data Depletion	Glo	19/04/20	Resolved	
18.	@7shadesawesome	Data Credit	Spectranet	08/04/20	Resolved	62.	@obafemi_anibaba	Data Network Issues	Spectranet	20/04/20	Pending
19.	@forrafie	Network Issues	Ntel	08/04/20	Resolved	63.	@Ollyray				
20.	@The_adenike	Data Activation	Ntel	08/04/20	Resolved	08025520477	Line Barred	Airtel	20/04/20	Pending	
21.	@aba_tita	Data Account Charge	Glo	08/04/20	Resolved	64.	@Jideofod	Data Network Issues	Tizeti WiFi.com	20/4/20	Resolved
22.	@Maaliki01	Credit Depletion	MTN	12/04/20	Resolved	65.	@Bobbit04	Data Depletion	Airtel	20/4/20	Pending
23.	@smadeniyi	Unable to subscribe to Data	MTN	13/04/20	Resolved	66.	@elmanss_muduh	Data Subscription	Airtel	20/4/20	Resolved
24.	@official_ephraim	Data Configuration for Phone	Glo	13/04/20	Resolved	67.	@ibrahimbazkid24	Data Network Issues	Airtel	21/4/20	Resolved
25.	@jephconcern	VAS/Forceful Subscription	Airtel	12/04/20	Resolved	68.	@realbiola	Credit depletion	Airtel	21/04/20	Resolved
26.	@fmanimashaun	Data	Airtel	12/04/20	Resolved	69.	@PhilAsuq0tes	Data Depletion	Airtel	20/04/20	Resolutions was suggested by the SP based on his tweets and also his number requested but he refused to send it.) Still Awaiting Number for further checks.
27.	@TheOnly1laheem	SMS Billing	Glo	11/04/20	Resolved	70.	@QUEENSLEYBENSON	Data Depletion	Airtel	20/4/20	Pending
28.	@busuyikomo					71.	@iamDJSteve	Data Depletion	MTN	21/4/20	Resolved
08066185269	VAS/Forceful Subscription	MTN	10/04/20	Resolved	72.	@dillionaire101					
29.	@beepeax	Data	Ntel	14/04/20	Resolved	08079216129	Data Subscription	GLO	21/4/20	Resolved	
30.	@Bishopizuu					73.	@PelumilsPapa	Data Network Issues	Smile Coms	18/4/20	Resolved
08066185269	VAS/ Forceful Subscription	MTN	14/04/20	Resolved	74.	@Iranladebanjo	Data Depletion	MTN	21/4/20	Pending but customer is been contacted by SP	
31.	@dekunleshina	VTU Line Barred	MTN	13/04/20	Resolved	75.	@hadisas4_life	Data Depletion	Airtel	21/4/20	Pending
32.	@maurencee	Data Network	Ntel	14/04/20	Resolved	76.	@Henry_58069	Data Depletion	Airtel	21/4/20	Resolved
33.	@olu4mide	Data Network	Ntel	14/04/20	Resolved						
34.	@Kayodea										
08143000900	Data Depletion	MTN	13/04/20	Resolved							
35.	@egoliguys	Data Activation	Ntel	14/04/20	Resolved						
36.	@1blackboilykdat										
08134180853	Data Depletion	MTN	16/04/20	Resolved							
37.	@mikelobiorah										
09019376663	Credit Depletion	Airtel	14/04/20	Resolved							
38.	@elbarakjibs	Data Depletion	Airtel	14/4/20	Resolved and feedback given to consumer(Billed Accordingly)						
39.	@hartng	Data	MTN	16/04/20	Resolved (Complained of Data Been Expensive), MTN requested for exact issue to be investigated)						
40.	@Lorddami	Bank Data Subscription	MTN	16/04/20	Resolved (To contact Bank)						
41.	@problem_person	Data Network Issue	Ntel	17/04/20	Resolved						
42.	@aladeto4christ	SIM Registration	GLO	16/04/20	Resolved						
43.	@Eebraheem_ng	Data Network	Ntel	17/04/20	Resolved						
44.	@thereeldeedo	Data Network Issue	Ntel	17/04/20	Resolved						
45.	@molubunmi	Data Network Issues	Ntel	17/04/20	Resolved						
46.	@oyedaniels										
08046049278	Data Network Issues	Ntel	17/04/20	Resolved							
47.	@kbsaint										
08067747755	Data Depletion	MTN	17/04/20	Resolved							

Signed:
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Director, Public Affairs



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