



MILESTONES OF THE EIGHT-POINTS AGENDA: 2015-2016

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EXECUTIVE SUMMARY

Let me specially welcome you to this interactive session with the media, which is in fulfillment of our earlier promise to always update the public about our performance as enunciated in the 8-Points Agenda which was unveiled in Lagos and Kano about a year ago.

The 8-Point Agenda is by no means, the limits of our regulatory performance and actions as envisaged by the Nigerian Communications Act 2003, and other extant provisions such as the National Telecommunications Policy directions, and in deed, the Strategic Management Plan of the Commission as already articulated from 2013 – 2018.

This is why the agenda is factored upon a tripod of Availability of Service, Accessibility of Service, and Affordability of Service. The triple A, forms the basic principle, or pillars upon which the 8-Point Agenda, stands. In this report, we will simply highlight each line of the agenda and provide some summary of the milestones achieved.

1. FACILITATION OF BROADBAND PENETRATION

Broadband is the flagship of the 8-Point Agenda. The global telecom regulatory body, the ITU, and UNESCSO had since 2010, established the Broadband Commission whose reports have shown that broadband access in every country is key to any development agenda. Our agenda aligns with the importance accorded to broadband across the world.

The provisions of the National Broadband Plan that has set a target of 30 per cent penetration from 2013 – 2018 also accentuates our emphasis on broadband penetration and Commission recognizes its prime responsibility in the actualization of the national Broadband Plan.

Our efforts in this direction could be seen in:

- i. **Increase in Broadband Penetration:** A July 2016 performance report presented by the former Minister of Communications Technology, Dr. Omobola Johnson, who initiated the formation of the National Broadband Strategy, affirmed that from July 2015 to June 2016, broadband penetration in Nigeria grew from 10% to 14 %. This report gives hope of achieving or surpassing the 30% target of 2018.
- ii. **Development of Regulatory Framework for Broadband Penetration:** We have been able to articulate a regulatory framework that will enable strategic and systematic licensing and deployment of broadband infrastructure across the country. A Broadband Implementation Monitoring Committee has also been established within the Commission to give proper assessment and regular appraisals of our plans.
- iii. **Licensing of Infrastructure Service Providers:** While we have been able to fine-tune the Infrastructure provision licenses awarded for Lagos and North Central Zones, we have already advertised the bidding and selection process for the provision in the remaining five zones under the Open Access Model.
- iv. **Issuance of Wireless Broadband License:** The recent bidding process for 2.6MHz Spectrum saw MTN Nigeria Ltd emerge the winner of six slots. By the firms roll out plans, broadband services on this frequency spectrum will be available within the last quarter of 2016.
- v. **More Wireless Broadband Frequency and Services on offer:** We have initiated processes for licensing of more broadband services on the 5.4 GHz Spectrum Band. We have opened the process for the allocation of frequencies in the 70/80 GHz band (E-Band). NATCOM Development and

Investment Limited have been given approval for the deployment of 4G Long Term Evolution Technology.

2. IMPROVEMENT IN QUALITY OF SERVICE

- i. **Task Force on Quality of Service:** A high level task force has been set up by the Commission to identify all the issues militating against quality of service in the networks. The reports of that committee, including those of the Telecom Industry Working Group, are being implemented.
- ii. **Engagement of Critical Stakeholders:** Resolution of some arising from multiple taxations, multiple regulation and indiscriminate shutting down of live base stations with state governments as critical stakeholders. Engaged the Governor's forum to push the National Economic Council's resolution on multiple taxation and multiple regulations.

3. OPTIMIZATION OF BENEFITS OF SPECTRUM

The Commission has encouraged the re-farming of various frequencies to improve their efficiency. Spectrum monitoring has been improved to ensure sanity in the industry, resulting in the realization of more than N47 Billion within the period.

4. PROMOTION OF ICT INNOVATIONS AND INVESTMENT OPPORTUNITIES

We approved the acquisition of 100% shareholding of Visafone Communication Limited in favour of MTN (Nigeria) Communications Ltd, renewed our efforts in type approval of equipment as well as intensified support and innovations among the academia and the youth.

5. FACILITATION OF STRATEGIC COLLABORATION AND PARTNERSHIPS

Hosted stakeholder consultations including the National Roaming Consultation, Meet the Regulators Forum, Regulation of VAS, Licensing of frequencies, Industry Working Group (IWG) on Short Codes, Collaboration with

the Commonwealth Telecommunications Organization, CTO, Telecoms Regulatory Board of Cameroon, MoUs with other government agencies like NESREA, the Nigerian Police, Nigerian Consumer Protection Council, CPC, NITDA, and other agencies of government.

6. CONSUMER PROTECTIONS AND EMPOWERMENT.

This implies that the Commission gives special attention to the position of the consumer in the service provision equation.

- i. Sustained the various outreach programmes: a. Consumer Parliament, b.) Consumer Outreach Programme, and c) Consumer Town Hall Meetings.
- ii. **“Do-Not-Disturb-Code”**, a dedicated short code: **2442**, which enables the consumer to opt out of SMS platforms to which they did not subscribe was launched on July 20, 2016.
- iii. We have upgraded the Toll Free 622 Secondary Consumer Complaints with more than 75% reported cases resolved successfully and 25% escalated.

7. PROMOTION OF FAIR COMPETITION AND INCLUSIVE GROWTH

In the past one year, the principle so fairness have been applied in our various activities such as the process of the Regulation of the Value Added Services, VAS and dispute resolution within the industry. The spirit of the market dominance determinations was also applied in the process.

8. REGULATORY EXCELLENCE AND OPERATIONAL EFFICIENCY

We have approached this agenda with some level of confidence given the well-known virtue of the Commission as a transparent and professional regulatory agency as exemplified in the following:

- i. **Compliance Monitoring and Enforcement:** We have intensified our compliance monitoring exercises with the acquisition of efficient tools and capacities and have brought considerable sanity in the industry.

- ii. **Resolution of N1.03 Trillion Fine against MTN:** With a diligent approach, resolved the issues surrounding the sanctions imposed on this service provider.
- iii. Promotion of the Code of Corporate Governance in the industry from voluntary to mandatory compliance.
- iv. Developed a framework for participation in ITU Working Groups.

Our success is credited to unmitigated support of the Federal Government, led by His Excellency, President Mohammadu Buhari, GCFR, and the encouragement and cooperation received from the National Assembly, and in deed, the Ministry of Communications, led by Hon. Minister, Barrister Adebayo Shittu.

We were also encouraged some recognitions at home and outside our shores.

On this note, we thank you for coming to share this moment with us and hope to respond to your questions.

Thank you and God bless.

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26 September, 2016