



2019

ANNUAL REPORT & ACCOUNTS

FOR THE YEAR ENDED 31ST DECEMBER, 2019



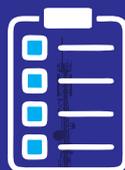
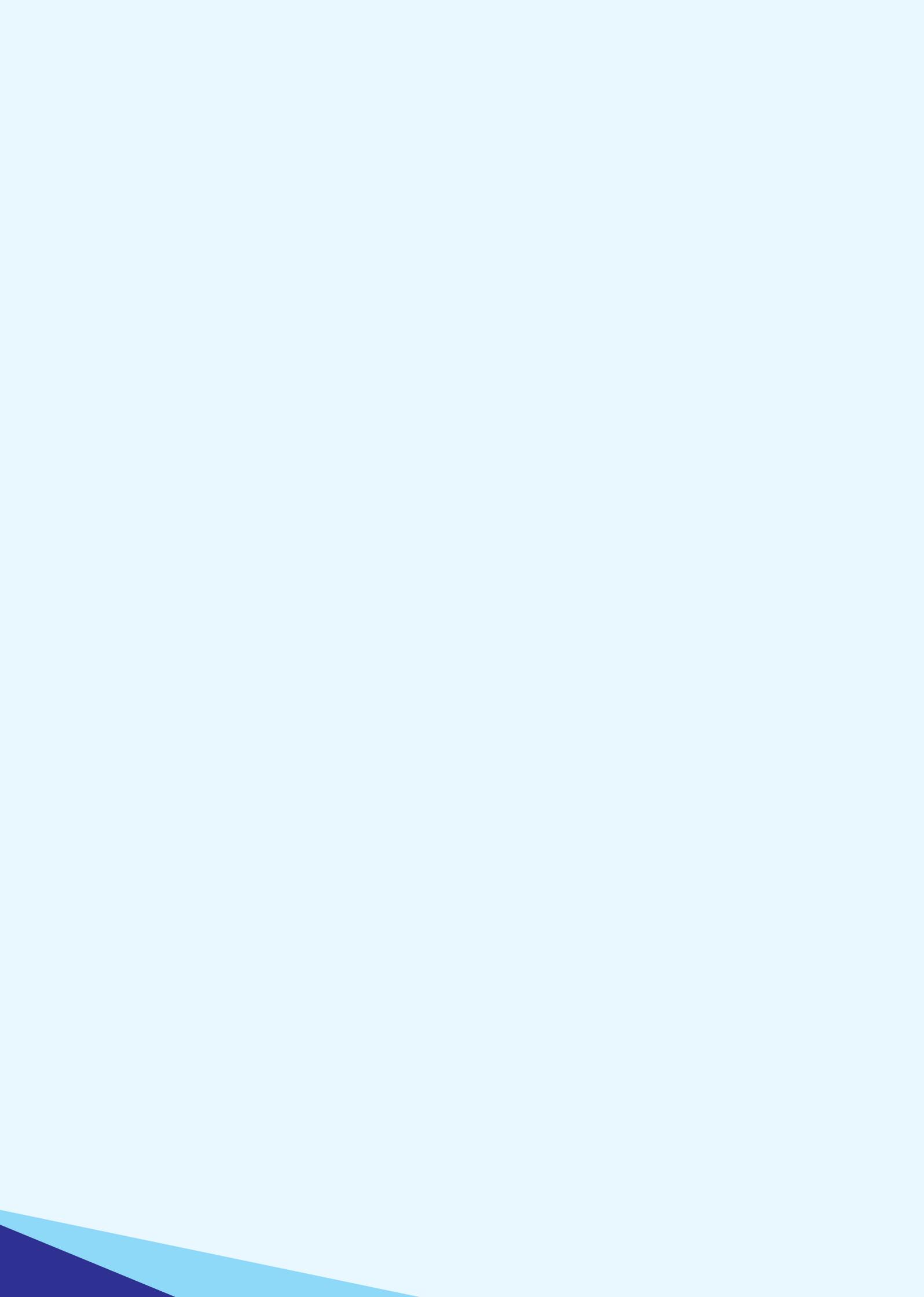


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EXECUTIVE VICE CHAIRMAN/CEO'S REPORT



Prof. Umar Garba Danbatta, FNSE
Executive Vice Chairman/CEO

Introduction

In 2019, the Nigerian Communications Commission (NCC) continued its laudable efforts to ensure the country capitalizes on the gains accrued since its inception, and it is seen as a standard for excellent telecoms regulatory services.

While this report is a statutory responsibility, it gives us great pleasure to report the achievements, financial accounts, challenges and opportunities that 2019 presented. This report chronicles the significant strides taken by the Commission within the period under review.

Industry Synopsis

Like past years, 2019 brought expected growth trends into the sector as indicated by our industry statistics. As at December, 2019, the GSM Mobile internet Segment recorded a total of 97,032,543 subscriptions. This is broken down to 39,924,737 for MTN; 25,082,066 for Globacom; 16,835,952 subscriptions for Airtel and 15,189,788 for Etisalat respectively. In terms of Market share for the GSM Mobile Internet Segment, MTN had 41.10%; Globacom 26%; Airtel 17% and Etisalat 16%. Teledensity, a measure of telephone connections for every hundred individuals, increased from 90.56% in 2018 to 96.76% as at December, 2019.

The total active GSM lines as at December 2019, stood at 184,699,409 subscribers. In terms of Market Share, MTN maintained its dominance with 37.3%; Globacom 28%; Airtel had 27.2%; and Etisalat, 7.4%. Conversely, there was a total of 107,154 Fixed Wire Line subscription in December 2019 and 166,068 active voice over internet protocol subscriptions.

There was a significant increase in Port-in activities recorded in year 2019 compared to 2018. This may be attributed to the intensive campaigns to empower consumers of telecoms services and inform them of their rights and opportunities. Subscribers continue to take due advantage of the mobile Number Portability as a total of 1,063,317 subscribers had ported in and 1,027,342 ported out from 2013 to 2019.

Contribution to Gross Domestic Product (GDP)

As reported by the National Bureau of Statistics (NBS), the contribution from the sector grew from 8.39% in Q3 2018 to 9.20% in Q3 2019; representing an increase of 0.81% year-on-year. However, in comparison with Q2 2019 to Q3 2019, the sector experienced a decline from 11.39% to 9.20% respectively. This amounts to a total contribution of ₦1.701 Trillion.

Regulatory Governance

During the period under review, the Commission provided input into the Data Protection Bill as proposed by the National Assembly. The bill potentially seeks to impose compliance obligations on Nigerian companies across all sectors, which include audit checks, publication of data protection policies, filing of audit reports, amongst others, and severe penalties for its breach. Furthermore, the Commission continued to engage stakeholders in developing robust e-waste regulations and guidelines on disaster recovery.

In the same vein, the Commission granted a waiver on the Do-Not-Disturb Direction to enable MTN Nigeria Communications Plc. (MTN), Airtel Networks Limited (Airtel), Globacom Limited (Globacom) and Emerging Markets Telecommunications Services Limited (EMTS) disseminate voter education messages on behalf of INEC. This was done in the light of the benefit to the country and its citizens.

Corporate Strategy

The major tool the Commission uses to ensure continued growth within the organization as well as the industry at large is a well-articulated plan containing short, medium- and long-term goals. As its custom, the Commission had earlier concluded the implementation of its Strategic Management Plan (SMP 2014-2018) and was eager to commence the process to develop a new one. The plan was designed within the framework of the Balanced Scorecard (BSC) Methodology, which provides a comprehensive framework that translates the Commission's strategies into results through a performance management process.

This plan was not developed in isolation as it built on the International Telecommunications Union (ITU)'s Accessibility, Availability and Affordability mantra. I remain convinced that these three 'As' are the hallmark which define Universal Access as promoted by the International Telecommunications Union (ITU). Also, in recognition of the strategic roles played by internal and external stakeholders, it was imperative that the Commission's consultations were wide enough to accommodate concerns, ideas and opportunities that the Government as well as service providers may have in ensuring a robust plan that is in line with technological advancements. As at the end of 2019, the Commission had successfully developed its enterprise strategy and commenced cascading same to functional areas.

Quality of Service (QoS)

Improvement of service quality is one of the major focuses of the Commission. In an effort to address poor service quality across telecoms network in the country, it became pertinent for the Commission that a process be put in place to solve this problem in order to give Nigerians value for their money. In view of this, during the period under review, the Commission intensified its monitoring of QoS metrics and engaged stakeholders to solve issues emanating from suboptimal service delivery to consumers. Some service providers had reported that service disruptions might be linked to the incessant vandalization of telecoms infrastructure

across the country. To this end, the Commission continued its drive to encourage the passing of the Critical National Infrastructure Bill (CNI) by the National Assembly. This culminated in the possibility of an Executive Order on the Critical National Infrastructure. While the Executive Order had not been passed as at the end of 2019, it further bolstered the Commission's resolve to engage with security agencies to ensure adequate protection is given to Mobile Network Operators (MNOs).

Strategic Partnering

Further to the Commission's continued partnership with the international telecoms' community, the Commission maintained its partnering with globally recognized organizations while making inputs in global telecoms issues. As a result of these partnering opportunities, the Commission gained insight into some core concerns faced within the Country, bordering on building confidence in the use of ICT to facilitate a more secure network infrastructure, services and applications. Also, the Commission's participation at the ITU-T study group has brought about a refined strategy for entrenching local content in telecoms applications and services in the industry.

The Commission also sustained engagement with stakeholders including the 2019 GSMA World Congress themed 'Digital Citizen'. With 150 participating countries, the congress extensively addressed issues including but not limited to the possibility of a new digital divide emanating from the deployment of 5G services as well as the possibility of transformative service accruable from Internet of Things (IoT).

Similarly, the Commission, participating at the 2019 World Summit for Information Security (WSIS), considered collaborative regulation as a possibility for creating enabling environments for telecoms services to thrive as well as strategies to put an end to electronic waste.

Consumer and Public Affairs

As a result of the Commission's determination to maintain a safe and robust communications networking environment, several compliance monitoring exercises were conducted to ensure the safety of masts and towers, thereby ensuring all health fears on Electromagnetic field (EMF) emissions were duly addressed and complaints from consumers and state governments relating to structural placement as well as pollution related concerns were escalated, and satisfactorily resolved. Where lapses were identified, the Commission enforced actions against erring operators in line with the NCA 2003.

Also, in view of the need to ensure telecoms consumers are made aware of their rights as contained in the Consumer Bill of Rights, the Commission conducted 29 consumer outreach programmes and educated approximately 37,573 consumers. At these outreach exercises, the Commission was able to document 371 complaints relating to service providers and successfully resolved 301 on-the-spot with 70 requiring escalation.

Special consumer intervention programmes were also convened in appreciation of its importance to the industry including a stakeholder forum on financial fraud using telecoms platforms as well as a campaign in commemoration of the International Girls in ICT Day.

Challenges

Power supply continued to be one of the major challenges faced by the industry within the period under review. As experienced in the past, the importance of power to the industry cannot be overemphasized. Inadequate power supply has impacted the quality of service delivery by telecom operators negatively. While the issue of power is not within the purview of the Commission, it is worthy of note that it has attracted huge overhead cost for operators, who are forced to seek alternate source of power to keep running.

In the same vein, insecurity in some parts of the country still continued to manifest its impact on the telecommunications industry within the year under review. Despite Government's efforts to stem the resurgence of attacks, violence continued to be unleashed by the armed Boko Haram insurgents on both the military and civilian population. Telecoms installations that were not spared in the attacks by the terrorist have not been replaced as a result of the lingering insecurity tensions in parts of the North East of the Country. Consequently, there were severe service disruptions in the area during the year under review.

While the Commission had extensively monitored Quality of Service (QoS) from Service providers, the need for expansion of telecommunications infrastructure has become imperative especially in light of emerging technology and appetite of telecoms consumers. There remains an inherent risk posed to the industry should this required upgrade be neglected as the current infrastructure base may be unable to sustain telecoms services at the standard that the Commission stipulates. Additionally, permits, prohibitively high Right of Way charges and community issues amongst others also contribute negatively to this challenge; yet, the Commission continues to engage all stakeholders within its statutory reach in order to address those issues and reach a mutually acceptable compromise.

The challenges of multiple taxation and multiple regulation persisted during the period under review, thereby inhibiting network roll out by operators. Agencies of Federal, State and Local Government continued to demand frivolous permits, fees and taxes from operators. This has further compounded the problem of inadequate infrastructure.

Conclusion

The challenges facing the telecom industry can be solved; however, they require the collaborative efforts of government, industry players and law enforcement agencies. The Commission has been proactive in anticipating these problems and developing strategies to address them. Those strategies are beginning to bear fruit. It is our hope that the dividends of these efforts are accrued at the earliest to enable all stakeholders enjoy a truly sustainable telecoms market.

I would like to appreciate the contributions of stakeholders for the support and collaboration we enjoyed in 2019, and solicit continuous partnership in tackling the concurrent and future challenges facing the industry.

Thank you.



Prof. Umar Garba Danbatta, FNSE
Executive Vice Chairman/CEO



INTRODUCTION

1.1. Our Mandate

The mandate of the Commission has been carefully crafted and presented in the Commission's commitment, Vision statement, Mission and Core Values as shown below:



1.2. Our Commitment

The Nigerian Communications Commission (NCC) is committed to creating a world-class telecommunications environment for ALL Nigerians. The Commission is driven by three guiding principles (the 3Fs); to be **Fair, Firm and forthright** in carrying out its duties and functions as the National Telecommunications Regulator. NCC has adopted the following Vision and Mission to guide its operations.



1.3. Our Vision Statement

A dynamic regulatory environment that ensures universal access to affordable and equitable service and supports the nation's economic growth.



1.4. Our Mission Statement

To support a market driven Communications industry and promote Universal Access.

We will achieve this through the consistent enforcement of clear and fair policies that protect stakeholders, ensure efficient resource management, share industry best practices and deliver affordable, quality telecoms services.



1.5. Our Core Values



1.6. Our Credo

Our goal is to ensure the availability of high quality and affordable communications services to everyone and everywhere in Nigeria.

- We shall strive to be fair, firm and forthright in carrying out our mandate with commitment to protect the interests of stakeholders.
- We commit to provide a level playing field in the industry with integrity and transparency.
- We shall work as a team with a Management that is accountable and responsive, a workforce that is hard working, loyal and committed, all bound by professionalism.
- We shall be sensitive to the yearnings of our employees for whom we shall provide conducive working environment for the attainment of job satisfaction and self-actualization.
- We shall treat our employees with respect and dignity and we shall recognize and reward merit.

1.7. Objectives of the Nigerian Communications Commission

- To promote the implementation of the national communications or telecommunications policy as may be modified and amended from time to time.
- To establish a regulatory framework for the Nigerian telecommunications industry and for this purpose, create effective, impartial and independent regulatory authority.
- To promote the provision of modern, universal, efficient, reliable, affordable and easily accessible communications services and the widest range thereof throughout Nigeria.
- To encourage local and foreign investments in the Nigerian communications industry and the introduction of innovative services and practices in the industry in accordance with international best practices and trends.
- To ensure fair competition in all sectors of the Nigerian communications industry and also encourage participation of Nigerians in the ownership, control and management of communications companies and organizations.
- To encourage the development of a communications manufacturing and supply sector within the Nigerian economy and also encourage effective research and development efforts by all communications industry practitioners.

- To protect the rights and interests of service providers and consumers within Nigeria.
- To ensure that the needs of the disabled and elderly persons are taken into consideration in the provision of communications services.
- To ensure an efficient management including planning, coordination, allocation, assignment, registration, monitoring and use of scarce national resources in the communications sub-sector, including but not limited to frequency spectrum, numbers and electronic addresses, and also promote and safeguard national interest, safety and security in the use of the said scarce national resources.

1.8. Functions of the Nigerian Communications Commission

- The facilitation of investments in and entry into the Nigerian market for provision and supply of communications services, equipment and facilities.
- The protection and promotion of the interests of consumers against unfair practices including but not limited to matters relating to tariffs and charges for and the availability and quality of communications services, equipment and facilities.
- Ensuring that licensees implement and operate at all times the most efficient and accurate billing system.
- The promotion of fair competition in the communications industry and protection of communications services and facilities providers from misuse of market power or anti-competitive and unfair practices by other service or facilities providers or equipment suppliers.
- Granting and renewing communications licenses whether or not the licensees themselves provide for renewal in accordance with the provisions of this Act and monitoring and enforcing compliance with license terms and conditions by licensees.
- Proposing and effecting amendments to license conditions in accordance with the objectives and provisions of this Act.
- Fixing and collecting fees for grant of communications licenses and other regulatory services provided by the Commission.
- The development and monitoring of performance standards and indices relating to the quality of telephone and other communications services and facilities supplied to consumers in Nigeria having regard for the best international performance indicators.
- Making and enforcement of such regulations as may be necessary under this Act to give full force and effect to the provisions of this Act.
- Management and administration of frequency spectrum for the communications sector and assisting the National Frequency Management (NFM) Council in developing a national frequency plan.
- Development, management and administration of a national numbering plan and electronic addresses plan and the assignment of numbers and electronic addresses to licensees.

- Proposing, adopting, publishing and enforcing technical specifications and standards for the importation and use of communications equipment in Nigeria and for connecting or interconnecting communications equipment and systems.
- The formulation and management of Nigeria's inputs into the setting of international technical standards for communications services and equipment.
- Carrying out type approval tests on communications equipment and issuing certificates thereon on the basis of technical specifications and standards prescribed from time to time by the Commission.
- Encouraging and promoting infrastructure sharing amongst licensees and providing regulatory guidelines thereon.
- Examining and resolving complaints and objections filed by and disputes between licensed operators, subscribers or any other person involved in the communications industry, using such dispute-resolution methods as the Commission may determine from time to time including mediation and arbitration.
- Preparation and implementation of programmes and plans that promote and ensure the development of the communications industry and the provision of communications services in Nigeria.
- Designing, managing and implementing Universal Access strategy and programme in accordance with Federal Government's general policy and objectives thereon.
- Advising the Minister on the formulation of the general policies for the communications industry and generally on matters relating to the communications industry in the exercise of the Minister's functions and responsibilities under this Act.
- Implementation of the Government's general policies on communications industry and the execution of all such other functions and responsibilities as are given to the Commission under this Act or are incidental or related thereto.
- Generally advising and assisting communications industry stakeholders and practitioners with a view to the development of the industry and attaining the objectives of this Act and its subsidiary legislation.
- Representation of Nigeria at proceedings of international organizations and fora on matters relating to regulation of communications and matters ancillary and connected thereto.
- The general responsibility for economic and technical regulation of the communications industry.



NCC BOARD OF COMMISSIONERS



Prof. Umar Garba Danbatta, FNSE
Executive Vice Chairman/CEO

Prof. Umar Garba Danbatta (FNSE, FRAES, FAENG, FNIEEE) is the Executive Vice Chairman and Chief Executive Office (EVC/CEO) of the Nigerian Communications Commission, (NCC). He is an erudite engineer, astute administrator, a philanthropist, and an outstanding nation builder par excellence.

Born in Danbatta Local Government Council of Kano State, Prof. Danbatta obtained his BEng and MSc degrees from the Technical University of Wroclaw in Poland, and his PhD from the University of Manchester, Institute of Science and Technology (UMIST) UK respectively.

The Distinguished Executive Vice-Chairman served as a lecturer in the Department of Electrical Engineering, Faculty of Technology, Bayero University, Kano for 32 years. There, he taught courses in Telecommunications Engineering and Electronics and held academic positions of Dean of the Faculty as well as Head of Department at different times. His main administrative responsibilities, in and outside the university, included Deputy and Acting Dean of Students' Affairs, Administrator of the Works Department, Director of the Centre for Information Technology (CIT).

He was also a member of over 60 University committees and task forces, including numerous stints as Chairman. In administrative capacities and other responsibilities outside the university, he served on over 20 committees, prominent among which was his Chairmanship of the Implementation Committee of Kano State University of Science & Technology, after which he became its pioneer Deputy and Acting Vice-Chancellor when it took off in 2001.

Prof. Danbatta has supervised more than 60 PhD, MEng and BEng projects in diverse areas of telecommunications and has also served as external examiner to seven universities and polytechnics. Also, he is an assessor, reviewer and editorial member to eight research journals. He has more than 60 articles in journals, conference proceedings and technical reports to his credit. Prof. Danbatta is the author of a book titled "Elements of Static Engineering Electromagnetics".

He is a recipient of 18 distinguished awards and certificates of honour. Danbatta who received an Honorary Doctorate Degree of Science (D.Sc.) from the University of Jos, Nigeria has served two terms of five years as a Member of Council for the Regulation of Engineering in

Nigeria (COREN), and he is a COREN registered engineer. He is a Fellow, Nigeria Academy of Engineering (FAEng), Fellow, Nigerian Society of Engineers (FNSE); Fellow, Renewable and Alternative Energy Society of Nigeria (FRAES) and Fellow, Nigerian Institute of Electrical and Electronic Engineering (FNIEEE).

Danbatta was the Vice President of the Digital Bridge Institute (DBI), International Centre for Advanced Communications Studies, which was established in the year 2004 by the Nigerian Communications Commission (NCC) to build capacity for the Nigerian/African telecom industry in the diverse areas of Information and Communication Technology (ICT). While at DBI, he developed expertise in the following major areas of ICT; implementation, policy and regulation.

Until his appointment as the EVC, Prof. Danbatta was a member of the Technical and Implementation Committee of the Northwest University Kano and served as the Acting Vice-Chancellor of the Kano University of Science & Technology, Wudil.

Since his appointment as the Executive Vice Chairman of the Nigerian Communications Commission (NCC) in August 2015, he has significantly transformed the Telecom Sector in the areas of staff welfare, infrastructural development, consumer empowerment and satisfaction, job creation, standard information and communication technology revolution, research, rebranding of the telecom sector, cordial relationship with stakeholders, increase in active mobile broadband penetration, efficient monitoring and value driven usage for the provision of different types of services. In 2019, NCC under Professor Danbatta was a recipient of several awards and recognitions, both locally and internationally. These include:

- Telecom Personality of the Year, Nigeria Tech Innovation & Telecom Awards (NTITA) September 2019.
- Pan African Telecom Regulatory Excellence, Nigerian Communications Commission (Africa Digital Heroes Awards (October 2019)
- Regulator of the Year Award (NCC), Nigeria Tech Innovation & Telecom Awards (NTITA) September 2019.
- National Public Servant of the Year, 2018 Business Journal Award (September 2019)
- Telecom Personality of the Year. ICT Watch Awards (July 2019)
- Regulator of the Year Award, ICT Watch Awards (July 2019)
- Award of Excellence by Head of Civil Service of the Federation to NCC (September 2019)
- ITU Telecom World Awards 2019 to NCC for its commitment as a valuable partner (September 2019)
- Most Innovative Federal Regulatory Agency of the Year, (NiTA Awards November 2019)

Professor Danbatta was also recognized by the National Association of Oduduwa Students, a pan-Yoruba Students' Union as the 'Icon of Integrity and Agent of Communications Development'. He also delivered the 46th Convocation Lecture of the University of Nigeria, Nsukka, thereby joining the list of eminent Nigerians who have delivered this lecture.

Professor Umar Garba Danbatta is an embodiment of excellence, an epitome of humility and a leader par excellence. He is happily married with children.



Engr. Ubale A. S. Maska
Executive Commissioner,
Technical Services

Engr. Ubale Ahmed Shehu Maska is the *Executive Commissioner (Technical Services)* of the Nigerian Communications Commission.

Following his graduation with a Bachelor of Engineering (B.Eng.) - Electrical from the Ahmadu Bello University (ABU), Zaria in 1982, Engr. Ubale Maska proceeded to Rivers State University of Science and Technology in Port Harcourt where he served as a teaching and laboratory assistant in the Electrical Engineering Department as his National Youth Service Corps (NYSC) primary assignment.

He returned to ABU afterwards as a Graduate Assistant in the Department of Electrical Engineering in 1983, and was later promoted to Assistant Lecturer in 1986. During this period, he pursued and obtained a Master's Degree (MSc.) in Electronics and Telecommunications from his alma mater.

Engr. Maska joined the National Universities Commission (NUC) in 1989, and left in 1997 as Head of Hardware & Networking Division, having previously served as Head of the System Administration Team of the NUC's computer network. He represented the NUC on the steering committee of the Nigerian Internet Group (NIG). While at the NUC, Engr. Maska obtained his second Master's Degree, this time in Software Systems Engineering from the University of Sheffield in the United Kingdom, gaining experience in the design and deployment of automatic control systems as part of the Master's programme in Lunen, Germany. His education continued, following his return from the University of Sheffield, with training courses in systems integration and structured cabling which took him to TNSI (Canada), MIPD (USA) and several other institutions.

Engr. Maska later joined the Petroleum Equalization Fund (Management) Board (PEFB) as Manager in charge of its Management Information System (MIS) in May, 1997, where he spearheaded the development of various software packages to meet the needs of all arms of the fund and the training of more than half the workforce of the PEFB in basic computing skills. He also led the planning of the PEFB's computerization project for deploying Local Area Networks (LANs) in the Fund's Abuja and Lagos offices and other smaller installations in 22 NNPC depots across the country and connecting all networks together into a Wide Area Network (WAN) via satellite.

Following his stint at the PEFB, Engr. Maska moved to the Nigeria Social Insurance Trust Fund (NSITF) in October 1999 as a Deputy General Manager in charge of Information Technology where he was responsible for all computing facilities as well as the LAN deployment and networking of the NSITF's Northern offices.

In 2001, Engr. Ubale Maska joined the Nigerian Communications Commission as a Deputy Director (Engineering Directorate - now Spectrum Administration Department). He was part of the team that pioneered the Spectrum Administration procedures and processes in respect of commercial Spectrum in Nigeria and the creation of a Spectrum Pricing Structure for the nation. He was also a member of the team responsible for the initial automation of Frequency Management Records, the establishment of the initial National Frequency Allocation Table in accordance with the ITU's recommendations and participated in the resolution of several frequency interference issues. Notably, he represented the NCC at the International Telecommunications Union (ITU) – World Radio Conference (WRC), 2003

He then moved to the Technical Research & Standards Directorate where he participated in the preparatory meetings of the ITU – World Telecommunication Standardization Assembly (WTSA), 2008. Subsequently, he was appointed Head of Cyber Security in the newly created New Media & Information Security Department, where he initiated the process of establishing the Computer Emergency Response Team (CERT) for Nigeria. Also, he initiated collaborative relationships with numerous International bodies, most notably the United States Federal Bureau of Investigation (FBI) on Cyber Security issues.

In 2011, Engr. Maska was posted to head the Compliance Monitoring and Enforcement Department, where he spearheaded the formation of the Industry Working Group on Multiple Taxation/Regulation in Nigeria, and was promoted Director of the Department in 2012.

Engr. Ubale A. S. Maska is a member of the Nigerian Society of Engineers and is happily married with children.



Mr. Adeleke Morounfolu Adewolu
Executive Commissioner,
Stakeholder Management

Mr. Adeleke Morounfolu Adewolu is the *Executive Commissioner (Stakeholder Management)* of the Nigerian Communications Commission.

A lawyer by profession, a seasoned administrator and project manager, Adeleke Adewolu has acquired extensive experience in legal practice, governance, reform and public administration. He is a Barrister and Solicitor of the Supreme Court of Nigeria (1986) and Solicitor of the Supreme Court of England & Wales (1999).

Over a career spanning 30 years, Adeleke has served in numerous private and public institutions of repute in Nigeria and the United Kingdom. He served as State Commissioner for Special Duties and Inter Governmental Affairs in Ogun State from 2015 - 2019. Prior to that, he was Special Adviser (Research & Documentation) to the Governor of Ogun State (2011-2015), where he coordinated the Fast Track Recruitment of 10,000 workers during the first 100 days of Senator Ibikunle Amosun led administration. Between 2005 and 2007, he worked as a Special Assistant on Legal and Legislative Matters to the Senate President in the National Assembly.

An experienced project manager and legal practitioner with vast, hands-on knowledge of the implementation of Reform and Social Investment Programmes, Adeleke has direct experience managing multi-party stakeholders and high-level representation from the government, the private sector, multilateral agencies and international organizations including the Bureau of Information Communication Technology (ICT). He has served as liaison with the National Economic Council (NEC), Nigerian Governors Forum (NGF), Progressive Governors Forum (PGF), D.A.W.N Commission and the South West Governors Forum.

As Ogun State's Commissioner for Special Duties, he managed the implementation and performance monitoring of the French Development Agency (AFD) and funded Ogun State Water Sector Reform project. In his capacity as the State Focal Person for the Federal Government of Nigeria's Social Investment Programme (SIPs), he coordinated, mobilized resources, and managed stakeholder relationships with partner institutions and engaged over 2000 women as Food Vendors under the Home Grown School Feeding Programme that provided a hot meal daily to over 200,000 primary school pupils. He also coordinated and monitored the placement of over 18,000 unemployed graduate youths under the Npower Graduate Employment programme.

A certified PRINCE2 Project Manager, Adeleke also served in several roles for 13 years, as Senior Caseworker, Business Information System Team Lead and IT System Releases Manager at the Legal Services Commission of the United Kingdom where he oversaw the maintenance of IT systems, related training and guidance material, user management, configuration management, risk identification management and data validation.

Adeleke attended Igbobi College, Lagos and Abeokuta Grammar School, Abeokuta. An alumnus of the University of Ife (now Obafemi Awolowo University {1981- 1985}), he was called to the Nigerian Bar in 1986 and began his legal practice in the Chambers of Prince Bola Ajibola S.A.N & Co. He undertook the Qualified Lawyers Transfer Test for England & Wales at BPP Law School, Holborn, London in 1998 and was admitted as a Solicitor of the Supreme Court of England & Wales in 1999.

He has travelled extensively across four continents of the world and remains a staunch proponent of the global economy. He believes that the continuous growth of the digital economy in Nigeria will be a major factor in the attainment of sustainable development for the country.

Adeleke is married with children.



Mr. Clement Omeiza Baiye
Commissioner / Member
of the Board

Mr. Clement Omeiza Baiye is a *Commissioner / Member of the Board* of the Nigerian Communications Commission.

A native of Okene, Kogi State, Mr. Clement Baiye proceeded to the Ahmadu Bello University (ABU) Zaria, after successfully completing his primary and secondary education, where he obtained B.Sc, Political Science in the Upper Class Division in 1977. Thereafter, he joined the New Nigerian Newspaper in 1978 as a Diplomatic Correspondent/and Associate Editor.

In between his journalism career, he went to the United Kingdom for a Masters Degree programme at the University Of Warwick, UK and obtained MA, International Studies in 1981. Between 1982 and 1984, he rose to become the Managing Editor/General Manager at the New Nigerian Newspapers before moving over to the banking industry where he took appointment as the Communications/Corporate Affairs Manager at NAL Merchant Bank Limited. He was promoted to the position of Head, Human Resource Management of the bank in 1987.

After a successful career at the NAL Merchant Bank, he was appointed a foundation director of Cornerstone Insurance from 1991 to 1999. He was thereafter, from 1999, appointed Chairman of the Board of Cornerstone Insurance until 2001. Within this period, he was also board member of Partnership Investment Company Ltd from 1992 to 2007.

Between 2003 and 2009, Mr. Baiye presided over the editorial affairs of the New Age Newspapers as the Chairman, Editorial Board.

In the course of his professional and management career, Mr. Clement Omeiza Baiye has also undertaken several high profile management courses, including the Advanced Management Programme, Templeton College, Oxford, in 1988, and another at Haggai Leadership Centre in Singapore in 1998. In November 2015, Mr. Baiye undertook the Leadership and Finance Programme at the prestigious Harvard University Graduate School of Design.

Mr. Clement Baiye's foray in respected multidisciplinary careers has made him an icon of the boardroom. He is the Chairman of Habitat Trust Limited ,a company developing housing estates in Ibadan, Lagos and Ikorodu. He is a media entrepreneur and human resource expert with extensive experience in corporate board matters and public affairs. Baiye is a member of the Council of Knowledge Experts of the Gerson Lehrman Group (GLG).

He currently serves on the boards of Capital Consortium Limited, Security Swaps Limited, and Regency Alliance Insurance Plc. He is Chairman of the Board of Trustees of Societal Positive Impact Initiative [SPIN], a nongovernmental organization involved in mentoring the youth, and of Warwick University Alumni Association, Nigeria

Since 2001 when he established Verity Communications Ltd, a bespoke publishing outfit which produces publications on behalf of private and public sector organizations, he has presided over the affairs of the company as the Chief Executive Officer. He also looks after Verity Associates, a human capital outsourcing outfit.

With his impressive media career, human resource expertise, extensive boardroom experience, Mr. Clement Baiye, a public affairs and policy analyst, with strong ties to the media, is a regular guest on radio, television networks and other media platforms.

He is married with children.



Prof. Millionaire Freeborn Nestor Abowei
Commissioner / Member
of the Board

Prof. Millionaire Freeborn Nestor Abowei is a *Commissioner / Member of the Board* of the Nigerian Communications Commission.

An indigene of Angiamagbene, Bayelsa State, Prof. Abowei is a Chemical and Petrochemical Engineer, a University Lecturer, a consultant, a researcher and an inventor with well over 30 articles published in several professional journals.

Prof. Abowei holds a Doctor of Philosophy (PhD) in Chemical Engineering, from the Rivers State University of Science & Technology (RSUST) where he had previously obtained his Higher National Diploma (HND) and Masters of Technology (MTech) degree in Chemical/Petrochemical Engineering.

Prof. Abowei's professional career spans stints in academia as a Lecturer at the RSUST, and in private industry as consultant to Shell Petroleum Development Company Limited, Willbros Limited, Texaco Overseas Petroleum Company Unlimited and as Chairman, Fibow Petroleum Environmental Consulting Limited.

Prof. Abowei is a member of the Port Harcourt Polo Club and a Chief in the Angiamagbene Council of Chiefs. He has interests in sports, travel, wrestling, reading and environmental issues. He is happily married with children.



Mr. Aliyu Saidu Abubakar
Commissioner / Member
of the Board

Mr. Aliyu Saidu Abubakar is a **Commissioner / Member of the Board** of the Nigerian Communications Commission.

Hailing from Bauchi State, Aliyu Saidu is an experienced technocrat, administrator and mobilization expert. Academically trained at the Abubakar Tafawa Balewa University and the Professor Iya Abubakar Resource Centre, Bauchi, he has worked in numerous companies and organisations including S. A. Hawajo Enterprises Limited and NAL Merchant Bank. His career includes serving as General Manager/CEO Yankari Transport Corporation and Managing Director of Hydar Investment Nigeria Limited.

His interests include agriculture, politics and ICT. He is happily married with children



Mr. Salman Abdulazeez Muhammed
Commissioner / Member
of the Board

Mr. Salman Abdulazeez Muhammed is a *Commissioner / Member of the Board* of the Nigerian Communications Commission.

An indigene of Kwara State, Salman Abdulazeez is an ICT expert with over fourteen (14) years experience in coding, analytics, IT security, online collaboration, community service and entrepreneurship. Since 2000, Salman Abdulazeez has trained and mentored young persons in several educational institutions in ICT as a volunteer and coach.

Salman Abdulazeez obtained his BSc. from the University of Ilorin before proceeding to the Ladoké Akintola University of Science and Technology, Ogbomosho where he earned his Post Graduate Diploma and Masters of Science (MSc.) degree.

He is currently CEO of **Pinnacles**, a social organization that specializes in preparing students in Information and Technology for UTME and JAMB Examinations.

His hobbies include travel, polo, reading and volunteering. He is happily married with children.



Chief Uche Onwude
Commissioner / Member
of the Board

Chief Uche Onwude is a *Commissioner/Member of the Board* of the Nigeria Communications Commission (NCC).

An indigene of Imo State, Onwude's rich and illustrious professional career, spanning over 18 years in the downstream Oil and Gas sector of the Nigerian economy, has seen him serve as Account Officer in MRS Oil and Gas Co. Ltd, Financial Controller and subsequently General Manager, Finance and Administration at Northwest Petroleum and Gas Company Ltd., and Managing Director/Chief Executive Officer at Aximites Energy Ltd.

Chief Onwude earned a BSc. in Accountancy from Enugu State University of Science and Technology and MBA from Nnamdi Azikiwe University.

He has attended various courses, workshops and seminars on ICT, as well as numerous leadership and managerial courses, within and outside the country.

He is the Chairman of Omenka Foundation, a reputable Non-Governmental Organisation actively involved in education (providing scholarships) and health (providing medical interventions and outreaches) in rural areas.

Onwude is a member of various professional bodies including, but not limited to, the African Business Roundtable, the Nigeria Institute of Management (Chartered), the Energy Institute (MEI) London.

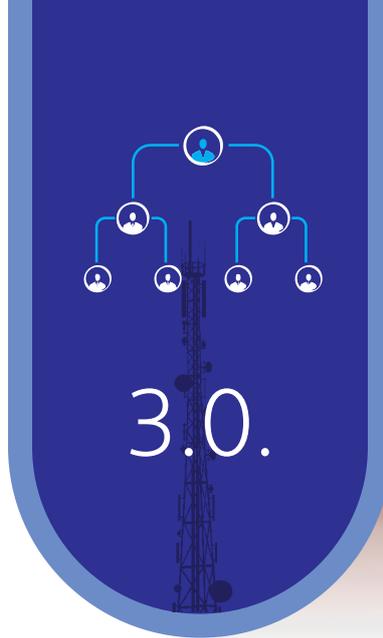
He is a United Nations Ambassador of Peace and has received various awards and recognitions of excellence, humanitarianism and philanthropy, including the African Business Roundtable's prestigious honour of Humanitarian/Inspirational Award of Excellence in Paris, 2015.

In 2018, Chief Onwude was appointed by President Muhammadu Buhari as a member, representing the South East Zone on the Governing Board of the National Information Technology Development Agency (NITDA).

He held this position until his appointment as Commissioner/Member of the Board of the Nigeria Communications Commission (NCC).

He is happily married with a child.





NCC'S ORGANISATIONAL STRUCTURE

The Nigerian Communications Commission's organizational structure is comprised of the Office of the Board Chairman, Office of Executive Vice Chairman (EVC), Office of the Executive Commissioner, Stakeholder Management (ECSM), Office of the Executive Commissioner, Technical Services (ECTS), Directorate of Human Capital and Infrastructure Group (DHIG), and Nineteen (19) Departments.

The Executive Vice Chairman (EVC) is the Chief Executive Officer of the Commission and directly oversees ten (10) Departments.

The ECSM directly supervises the Departments charged with addressing the needs of telecommunications industry stakeholders including vendors, service providers and consumers. The Departments under this office are Legal & Regulatory Services (L&RS), Compliance Monitoring & Enforcement (CME) and the Consumer Affairs (CA) Departments.

The ECTS directly supervises the Departments charged with the oversight of Technical Standards, Spectrum and Engineering issues governing the Nigerian Telecommunications Industry.

The organogram on the next page depicts the Commission's structure.

NCC'S ORGANOGRAM

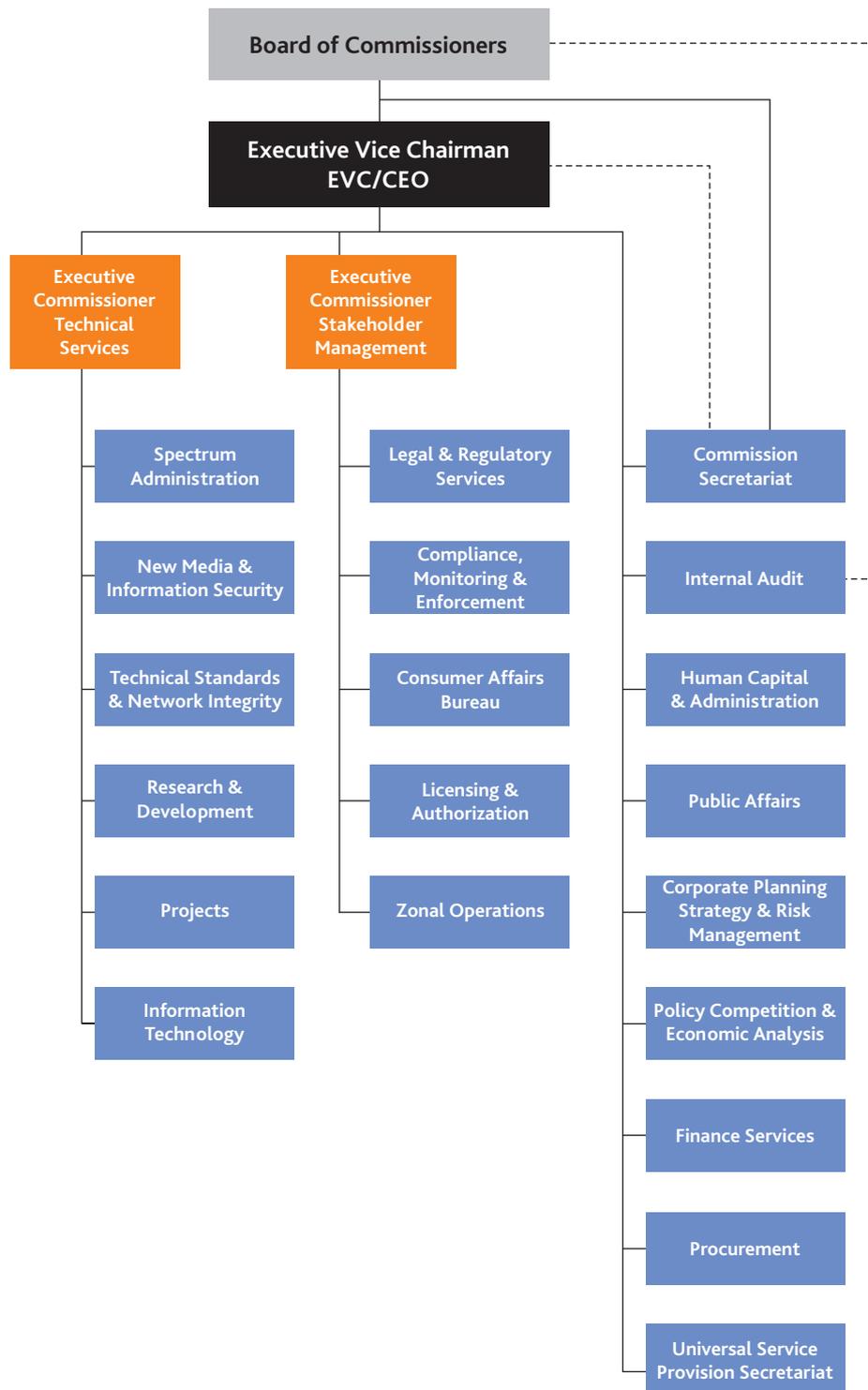


Figure 1: NCC Organogram



INDUSTRY STATISTICS

4.1. INDUSTRY STATISTICS AND GROWTH INDICATORS

Consistent with the Nigerian Communications Commission's Mission to support a market driven Telecommunications Industry, the consumer indices report collated by the Commission indicates that the industry recorded further growth in 2019 when compared with previous years. A comparative review of the performance of the Telecoms Industry in Year 2018 against Year 2019 revealed that total Active Voice Subscriptions increased from 172,871,094 subscriptions as at year end 2018 to 184,699,409 subscriptions as at year end 2019. This indicates a 6.4% increase in Active Voice Subscriptions (an increase of 11,828,315) and a corresponding increase of 6.4% in teledensity within reporting period (2018 – 2019) as shown in tables 1 and 2 below.

Table 1.1: Telecoms Industry Statistics as at December 2018

Service Category	Connected Lines	Active Subscribers	Number of SIM - Based Subscribers Registered by Operators	Number of Operators Registration Centres
Mobile (GSM)	251,646,091	172,485,805	256,479,199	104,366
Fixed/Fixed Wireless	357,059	140,491		
Mobile (VoIP)	775,374	120,706	775,374	
Total	253,032,863	172,871,094		
Teledensity		90.56		
Total Active Internet		112,065,740		

Table 1.2: Telecoms Industry Statistics as at December 2019

Service Category	Connected Lines	Active Subscribers	Number of SIM - Based Subscribers Registered by Operators	Number of Operators Registration Centres
Mobile (GSM)	268,549,433	184,426,187	260,715,757	108,628
Fixed/Fixed Wireless	215,433	107,154		
Mobile (VoIP)	952,292	166,068	952,286	507
Total	269,717,158	184,699,409		
Teledensity		96.76		
Total Active Internet		126,078,999		

The GSM market segment accounted for a major increase in voice subscriptions when compared to the statistical behavior of other market segments such as Voice over Internet Protocol (VoIP) and Fixed/Fixed Wireless market segment. This significant increase in GSM mobile services may be largely attributed to the festive seasonal trends of subscriptions, sustained marketing activities and improved network performance.

The Fixed/Fixed Wireless segment experienced a decline of 23.7% within the year as active voice subscriptions dropped from **140,491** subscriptions in December, 2018 to **107,154** subscriptions as at December, 2019.

The introduction of analyzing the Voice over Internet Protocol (VoIP) segment was largely prompted by the rapid changes in technology and the development of the Internet which brought with it a vast array of innovations regarding communication. Operators existing in this segment of the market are: Smile Communications Limited and Natcom Development & Investment Limited (Ntel) with a total connected lines of **775,374** and active subscriber base of **120,706** as at December, 2018. By the end of year 2019, this had increased to a total connected lines of **952,292** and Active Subscription of **166,068**, thereby recording an added active subscriber base of **45,362**.

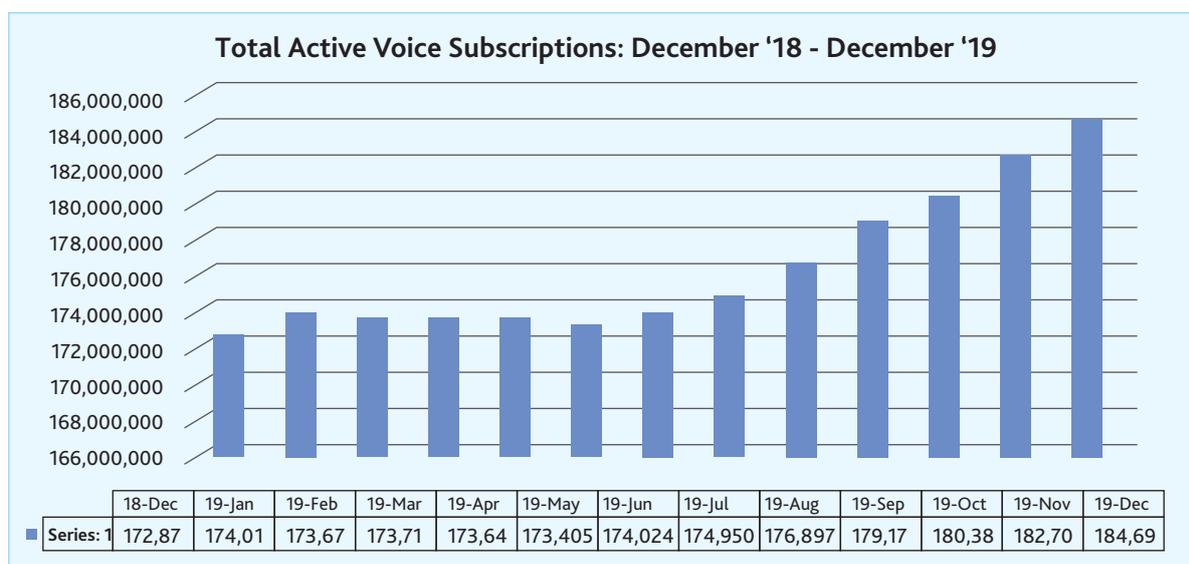


Fig 1.0: Total Active Voice Subscriptions for December 2019

4.2. TELEDENSITY

Teledensity reflects the ratio of number of connected lines to population which is usually expressed as a percentage further providing valuable insight into the level of adoption, penetration and acceptability of the telecoms service. The computation of teledensity is significantly dependent on two critical variables namely:

- Total Number of Active Voice Subscriptions and,
- National Population Figure.

Teledensity similarly increased from 90.56% as at December, 2018 to **96.76%** as at the end of December 2019 with a year on year increase of 6.4%, considering the increase in Active Voice Subscriptions from **172,871,094** subscriptions as at year end 2018 to **184,699,409** subscriptions as at year end 2019 (with population constant of approx. **190,000,000**).

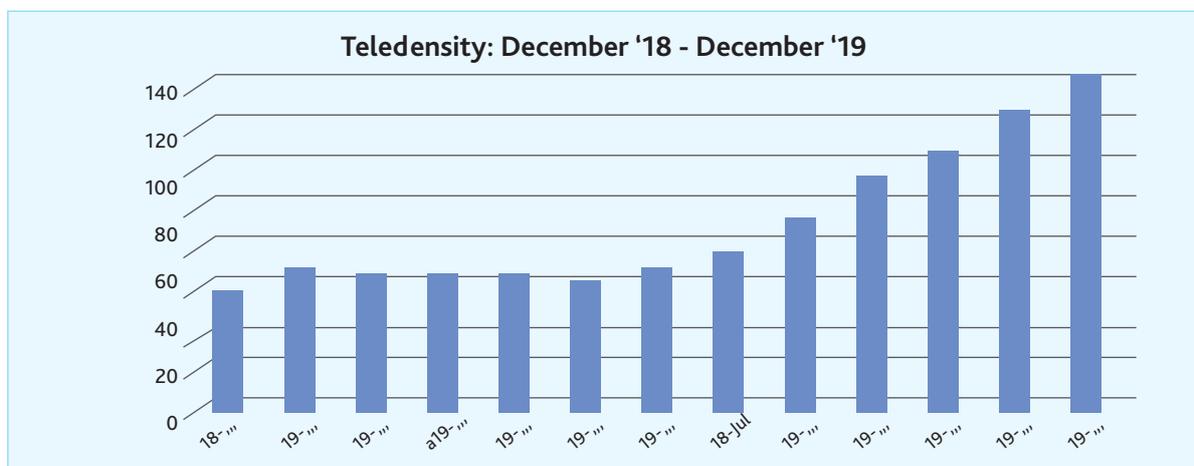


Fig 1.1: Trend of Teledensity for December 2018 – 2019

4.3. MARKET SHARE OF OPERATORS

The year 2019 ended with the Mobile GSM segment representing 99.8% market share of service deployment by technology while the Fixed wired/wireless & VoIP segment shared a 0.2% market share in this service category. The percentage of the market share service deployment by technology and per Mobile GSM operator in the period under review is illustrated respectively in figure 1.2a and 1.2b below:

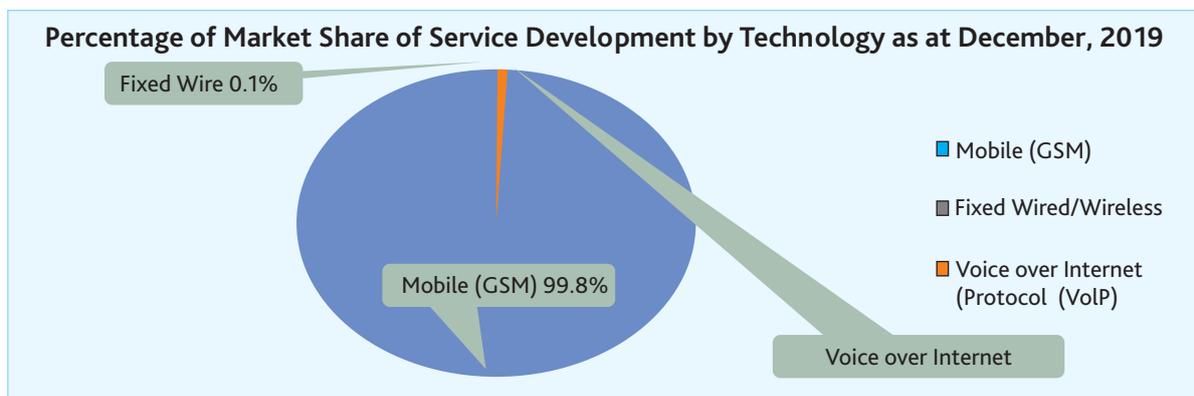


Fig 1.2a: Market Share of Service Deployment as at December 2019

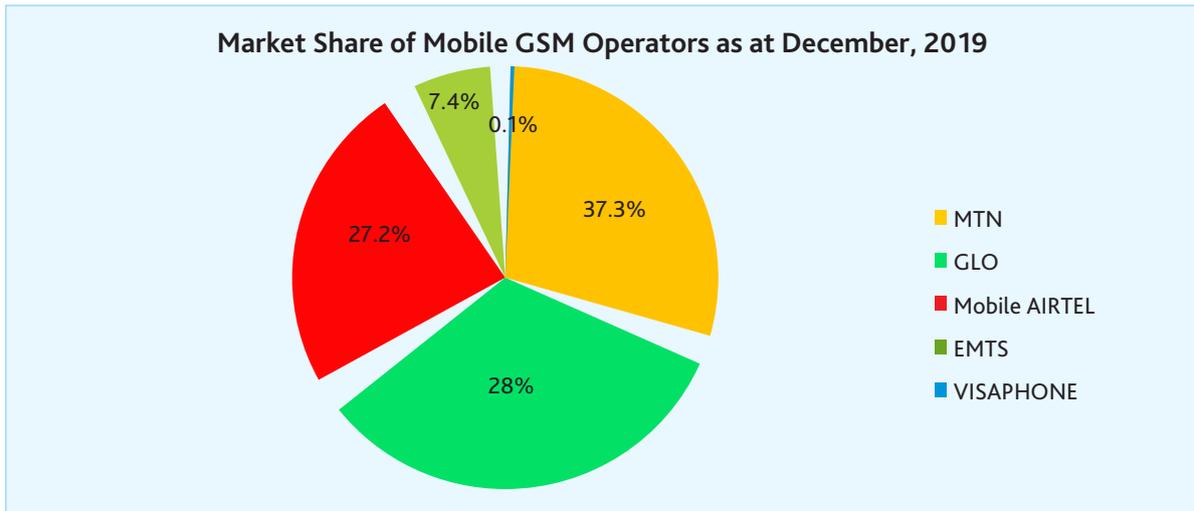


Fig1.2b: Market Share of Service Deployment as at December 2019

The year ended with MTN having the highest market share of 37.3% while Globacom, Airtel, EMTS and Visafone each recorded 28%, 27.2%, 7.4% and 0.1% of the telecom market share respectively.

4.4. MARKET SHARE OF SERVICE DEPLOYMENT BY TECHNOLOGY

4.4.1 Mobile Internet Subscriptions.

Mobile Internet Subscriptions showed a 12.5% growth rate within the year from 112,065,740 Subscriptions in December, 2018 to 126,065,740 Subscription as at December, 2019. This increase is attributed to a general campaign of data bundle promos undertaken by the Operators to lure customers back to their individual network and increase revenue.

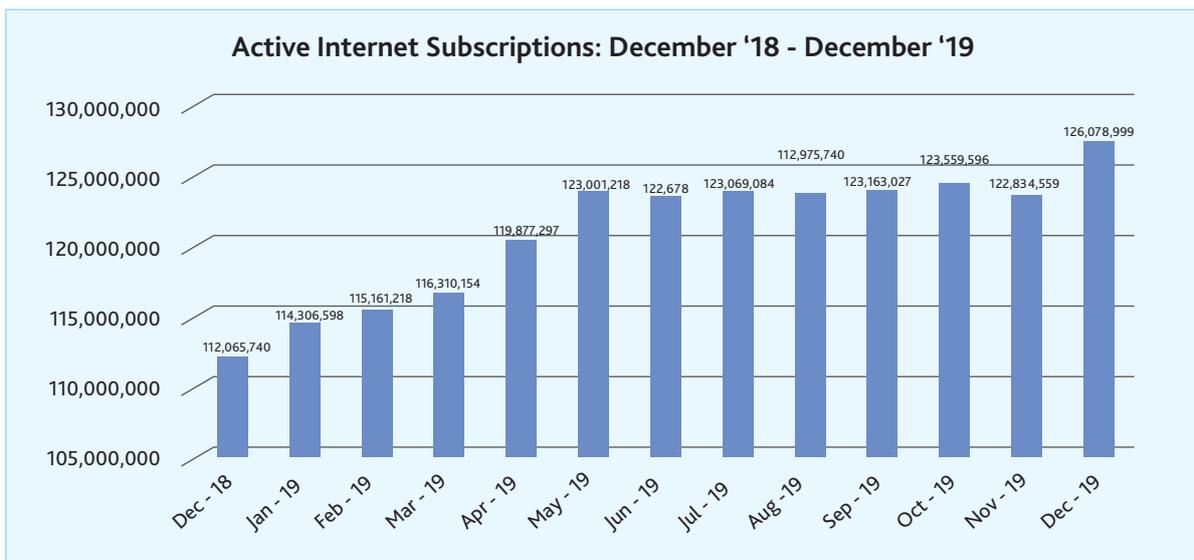


Fig1.3: Trend of Active Internet Subscriptions – December, 2018 – December, 2019

4.4.2 3G Internet Segment

The table below shows the trend of the total Active 3G Internet Subscriptions for Five (5) Mobile GSM Operators [MTN, GLO, AIRTEL, EMTS, & VISAFONE] from November to December, 2019. GLO lost 6.51% of their 3G subscribers followed by MTN with a 2.67% decline in their 3G subscriber base, EMTS with 1.32% decline and VISAFONE with 0.21% decline. Airtel was the only operator to record a 0.7% increase in their 3G subscriber base as at the year end of 2019.

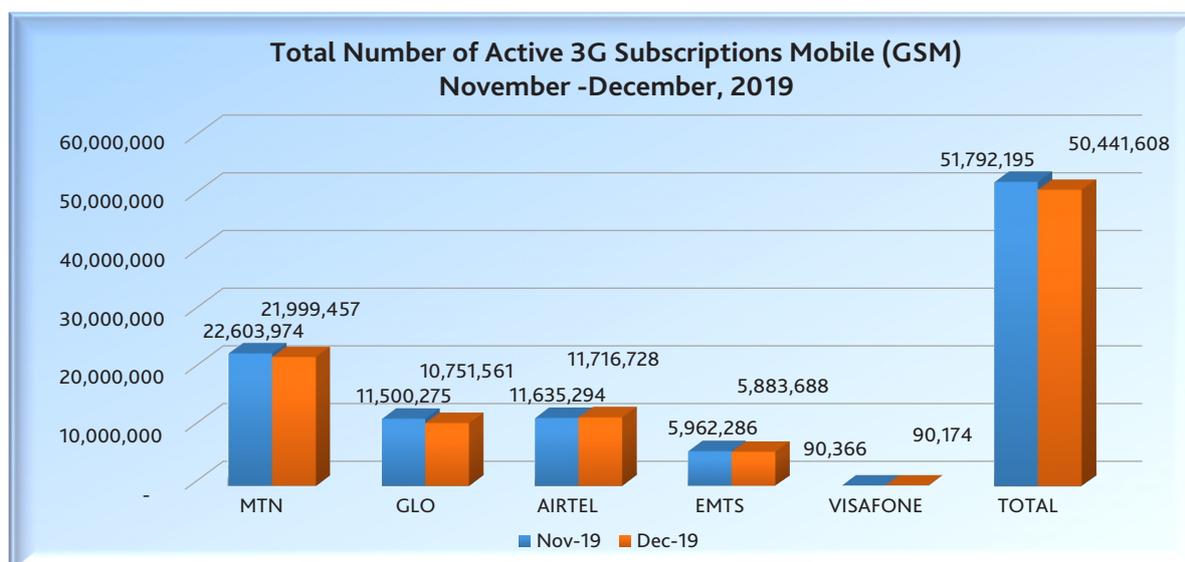


Figure 1.4: Trend of Total Active 3G Internet Subscriptions- Mobile GSM (November to December, 2019)

4.5. TOTAL ACTIVE MOBILE [GSM] 4G INTERNET SEGMENT AS AT DECEMBER, 2019:

The table below shows the trend of the total active 4G Internet Subscriptions for six (6) Operators (MTN, GLO, AIRTEL, EMTS, SMILE, & NTEL). MTN has the highest number of 4G subscribers as at December 2019 (10,495,632) while GLO, AIRTEL, EMTS, SMILE and NTEL each have (1,756,142), (7,689,284), (1,430,157), (288,647), and (52,354), respectively as at year end December, 2019.

S/N	Operator	Total Number of 4G Internet Service Subscriptions		% Change of Active Subscriptions Over Previous Month
		Nov -19	Dec -19	
1	MTN	9,698,216	10,495,632	8.22
2	GLO	1,701,567	1,756,142	3.21
3	AIRTEL	7,216,102	7,689,284	6.56
4	EMTS	1,238,029	1,430,157	15.52
5	SMILE	282,573	288,647	2.15
6	NTEL	53,255	52,354	(1.69)
	TOTAL	20,189,742	21,712,216	7.54

Table 1.4 Showing the Total Number of Mobile [GSM] 4G Internet Subscriptions November to December, 2019

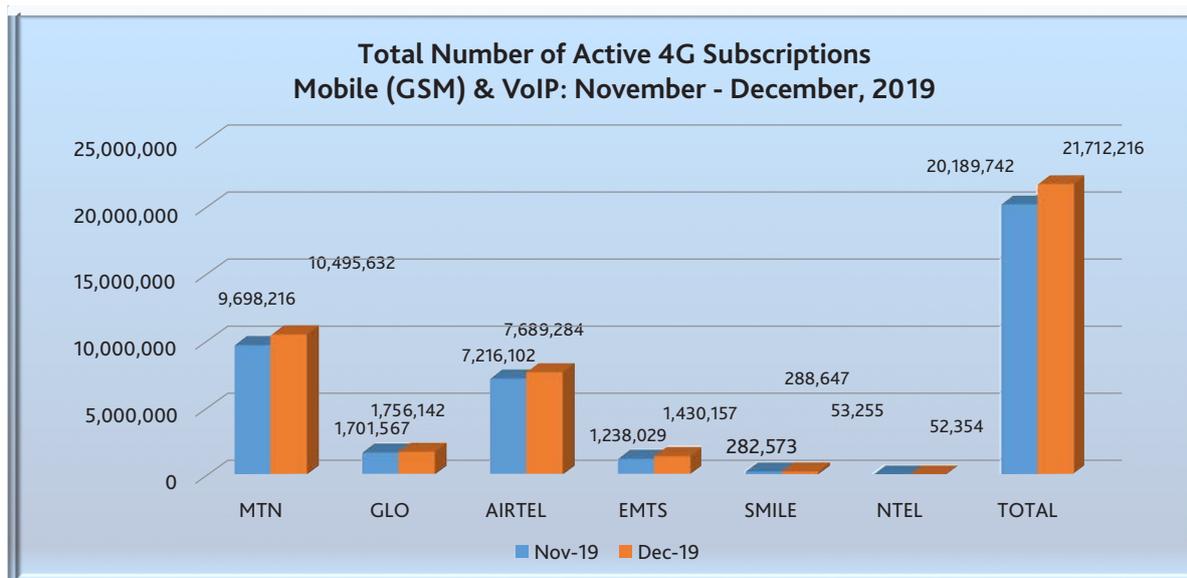


Figure 1.5: Trend of Total Active 4G Internet Subscriptions- Mobile GSM (November to December, 2019)

4.6 CUMULATIVE PORT-IN AND PORT-OUT STATISTICS IN NIGERIA

Nigeria's porting activities from inception to date (July, 2013 to December, 2019) for the four (4) major GSM Operators illustrate that **EMTS** has recorded the highest number of port-in subscribers [480,311] from other networks while **AIRTEL**, **GLO** and **MTN** have [204,745]; [77,991] & [61,347] respectively as at December 2019.

Similarly, an analysis of port-out statistics indicates **MTN** registered the highest number of port-out subscribers of [357,553] to other networks while **GLO**, **AIRTEL** & **EMTS** each recorded; [159,975]; [194,543] & [95,576] port outs respectively.

	MTN	GLO	AIRTEL	EMTS	TOTAL
	July '13-Dec'17				
Cumulative Port-In	114,628	96,360	252,835	599,491	1,063,317
Cumulative Port-Out	403,596	217,694	268,595	137,457	1,027,342
Total Porting Activities (Port-in and Port-out for the period July, 2013-December, 2017)					2,090,659

Table 1.3: The trend of Nigeria's Porting activities from inception (July, 2013 to December, 2019)

4.7 TELECOMMUNICATIONS CONTRIBUTION TO GDP (GROSS DOMESTIC PRODUCT)

The contribution of the Telecommunications Industry to Gross Domestic Product has been impactful and strategically important to socio economic development in Nigeria. According to NBS 3rd Quarter (Q3) 2019 GDP report, telecommunications activities contributed N1.701

Trillion, representing 9.20% of GDP as at the end of Q3 2019.

As derived from the compilation of National Bureau of Statistics (NBS), the contribution from the sector grew from 8.39% in Q3 2018 to 9.20% in Q3 2019 representing an increase of 0.81% year-on year. However, in comparison with Q2 2019 to Q3 2019 the sector experienced a decline from 11.39% to 9.20% respectively.

Qtrs.	Q1'17	Q2'17	Q3'17	Q4'17	Q1'18	Q2'18	Q3 '18	Q4 `18	Q1' 19	Q2'19	Q3'19
Percentage Contribution	9.16	9.5	7.41	8.66	9.19	10.43	8.39	9.85	10.1	11.39	9.20

The sector recorded a growth of 12.16% in Q3, 2019 from 11.34% in Q2, 2019 and 14.97% in Q3 2018 in spite of the seemingly percentage decline in its contribution to the GDP in the Q3 of three consecutive years.

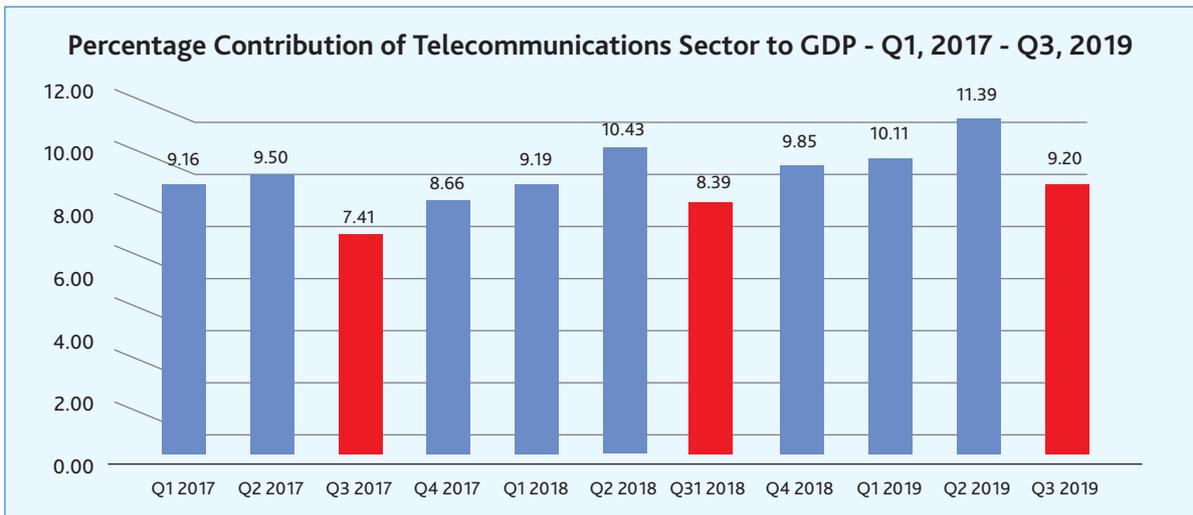


Fig1.4: Telecoms Contribution to GDP Source: NBS 3rd Quarter GDP Report 2019





COMPETITION AND TARIFF ADMINISTRATION

5.1. TARIFF ADMINISTRATION

As mandated by the NCA 2003, the Nigerian Communications Commission oversees the administration of tariff and the promotion of fair competition, as well as protection against misuse of market power or any other anti-competitive practices in the communications sector.

This is to provide a vibrant environment for the telecommunication industry to thrive and the Commission vigorously pursues this mandate by deploying rigorous screening of its licensees and careful scrutiny of tariff requests to ensure compliance with all enabling laws, guidelines and international best practices.

Within the period under review, applications were made for new tariff offerings and for modifications to existing tariff. A breakdown of the tariff requests in the year 2019 is shown below:

OPERATOR	APPROVED TARIFFS	DECLINED TARIFFS	IN - VIEW	TOTAL
Emerging markets telecommunication Limited (EMTS)	41	3	2	46
MTN Nigeria	87	5	1	73
Airtel Networks Limited	32	2	-	34
Globacom Limited	45	2	-	47
Spectranet Limited	2	-	-	2
NTEL	7	-	-	7
Smile Communications Ltd	25	-	-	25
SWIFT	5	-	-	5
VAS Operators	19	-	-	19
TOTAL				

EMTS LIMITED

Forty-six (46) tariff requests were received during the year comprising twenty-three (23) new tariff requests and twenty-three (23) tariff modification requests. Approved tariff/modification requests were 41 in number, three (3) requests were declined and two (2)

remain pending. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Tariff Modifications	Approved Tariffs	Approved Tariff Modifications	Additional Information needed to make a decision	Declined Tariffs
23	23	20	21	2	3

MTN NIGERIA COMMUNICATIONS LIMITED

Seventy-three (73) tariff requests were received during the year comprising forty-five (45) new tariff requests and twenty-eight (28) tariff modifications requests. Approved tariff/modification requests were sixty-seven (67) in number, five (5) requests were declined and one (1) remain pending. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Tariff Modifications	Approved Tariffs	Approved Tariff Modifications	Additional Information needed to make a decision	Declined Tariffs
45	28	20	67	1	5

AIRTEL

Thirty-four (34) tariff requests were received during the year, comprising twenty-two (22) new tariff requests and twelve (12) tariff modification requests. Approved tariff/modification requests were thirty-two (32) in number while two (2) requests were declined. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Tariff Modifications	Approved Tariffs	Approved Tariff Modifications	Declined Tariffs
22	12	20	12	2

GLOBACOM

Forty-seven (47) tariff requests were received during the year comprising forty-three (43) new tariff requests and four (4) tariff modification requests. Approved tariff/modification requests were forty-five (45) in number while two (2) requests were declined. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Tariff Modifications	Approved Tariffs	Approved Tariff Modifications	Declined Tariffs
43	4	41	4	2

SPECTRANET:

Two (2) new tariff requests were received during the year and approved tariff/modification requests were two (2) in number. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Approved Tariffs
2	2

NTEL

Seven (7) new tariff requests were received during the year and approved tariff/modification requests were seven (7) in number. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Approved Tariffs
7	7

SMILE

Twenty-five (25) tariff requests were received during the year comprising eighteen (18) new tariff requests and seven (7) tariff modification requests. Approved tariff/modification requests were twenty-five (25) in number. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Tariff Modifications	Approved Tariffs	Approved Tariff Modifications
18	7	17	8

SWIFT

Five (5) new tariff requests were received during the year and approved tariff/modification requests were five (5) in number. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Approved Tariffs
5	5

VAS OPERATORS

Nineteen (19) new tariff requests were received during the year and approved tariff/modification requests were nineteen (19) in number. The table below shows the breakdown of tariff requests during the year under review.

New Tariff Requests	Approved Tariffs
19	19

5.2. COMPETITION AND TARIFF CONSULTANCIES.

During the period under review, the following Consultancy Initiatives were undertaken:

▪ **Impact Assessment of Over the Top (OTT) Services in Nigeria**

The broad objective of this study is to assess the true impact of Over-The-Top services in Nigeria within the period 2010 – 2016, based on empirical evidence. This will aid the Commission determine if regulatory intervention is required in the interest of the continuous growth of the Nigerian Telecoms industry. The proposed approach of the study is to conduct a survey and generate the data required to assess the growth of Voice, SMS and the Data Traffic of Nigerian Telecom Operators. Revenues from these services as well as the impact of subscription to, and trend of traffic of Over-The-Top services on networks of Nigerian Telecom Operators will be evaluated for the period under consideration.

▪ **Assessment of the Level of Growth of Telecoms Infrastructure in Nigeria**

The Consultancy study seeks to assess the Level of Growth of Telecoms Infrastructure in Nigeria and to determine the total infrastructural growth in the Nigerian telecoms sector from 2011 to December 2016. The study will also seek to identify the proportion of infrastructural growth that relates to each Operator within the industry.

▪ **Inter-Agency Collaboration on Policy Related Issues and Stakeholders Meetings**

The theme of the collaboration “Stakeholders Consultative Forum for MDAs & Industry Practitioners on Policy Reforms that Impact the Telecommunications Sector” was reviewed with the objective of developing a platform for fine tuning policy issues that relate to the industry with other relevant MDAS. This consultative forum is still under review with the inter-departmental committee tasked with the actualization of the event.

▪ **Study of Trends in the Telecommunications Market in Nigeria (2010 – 2017)**

The proposed consultancy seeks to study the various trends in the Nigerian telecommunications Market and the evolution of supply and demand in the Nigerian Telecommunications Sector from 2011 to December 2016. It is also targeted at identifying the regulatory interventions that have assisted the adoption of the identified trends and regulatory interventions where needed.

▪ **The Digitization of the NCC Library**

The broad objective of the project is to process and document relevant knowledge resources in the library such as books, serials, audio-visual materials etc. into digital format to improve accessibility by the Commission's Staff as well as other users. The intended outcomes of the project will enhance the potential for research, learning and education in ICTs/Telecommunications, conserve storage space, and also increase the collection of e- resources in the library.

▪ **Telecom Museum Upgrade**

A consultancy proposal has been put forward for the following: the acquisition of additional relics to populate and update existing collections in the Museum;

acquisition of public address system to ensure effective communication during narration at tour sessions especially in the event of addressing large number of visitors during tour session; maintaining photo gallery of visits which will also form part of the Museum collections; re-publication of the Museum tour guide; as well as provision of security system to monitor theft or mutilation.

▪ **Policy Trend Review**

The Do Not Disturb waiver for Public Internet Access Users was considered and reviewed as part of the collaboration amongst 21st Century, Google Limited and Backbone Connectivity Networks (BCN) to provide public Internet Access across some major cities in the country in conjunction with the Presidential Enabling Business Environment Council (PEBEC). The review identified issues such as legal, technical, and regulatory authorizations as key matters that should be addressed by the Commission and PEBEC as they affect the intended provision of services from this collaboration.

▪ **e-SIM**

Sequel to a presentation of a paper on the policy and regulatory implications of the e-SIM for the telecommunication industry in Nigeria, a committee was set up to further review the observations and proffer holistic recommendations for consideration and approval. The preliminary findings and recommendation of the policy indicated that there was a need for the Commission to consider updating or reviewing the following Regulations:

- SIM Registration.
- Type Approval Regulation.
- Mobile Number Portability and Business Rules.

▪ **Development & Implementation of a Digital Economy Strategy**

Following a request from the Office of the Secretary to the Government of the Federation for the development of a road map on priority areas and deliverables to be implemented during the period 2019-2023, approval was received for a committee to be set up to develop the road map.

▪ **Net-Neutrality**

A review was done on a research work on Net-neutrality as it relates to competition in the telecommunication industry.

▪ **Determination of Cost Based Pricing for Retail Broadband and Data Services in Nigeria**

A consultancy study was initiated by the Commission to determine the Cost Based Pricing for Retail Broadband and Data Services in Nigeria with the purpose of realizing the following objectives:

- a. To set guidelines for the regulation of the pricing of retail broadband and data services in Nigeria and specifically determine Price cap and floor where necessary.
- b. To develop a regulatory pricing model based on the peculiarity of the Nigerian broadband and data services market coupled with international best practices.

Subsequently, it is expected that:

- The outcome of the study will lead to Determination of a uniform pricing structure within the broadband and data segment
- Ensure effective competition in the broadband and data market segment
- Guarantee affordability and accessibility of broadband and data services in Nigeria
- Facilitate inflow, development and growth of the broadband market segment

The submitted report of the study by the consultant- Messrs.' KPMG has been reviewed and will be formally presented to the Commissions' Management team and Industry Stakeholders in the year 2020.

- **Cost Based Study on determination of International Termination Rate (ITR)**

Sequel to the agitations of the operators on the imbalance between in coming and outbound ITR which exerts undue pressure on foreign exchange demand, the Commission on September 16, 2016 reviewed the termination rate for international inbound traffic from N3.90/min to N24.40/min. This interim international termination rate will subsist pending the conduct/conclusion of a cost-based study for the determination of an ITR. One of the recommendations from the benchmarking exercise of International Termination Rate in other jurisdictions was the need for a separate cost study to be carried out to determine a price for International Termination. Further study is expected to be conducted with Messrs. Payday Advances with the overarching objective of determining interconnection rates and framework for International in-bound and out bound traffic.

- **Implementation of Framework for Accounting Separation in the Nigerian Telecommunications Industry**

The framework for the Accounting Separation provides a comprehensive set of policies and guidelines for generating detailed Regulatory Financial Statements. The overall objectives of Accounting Separation is to create an environment which promotes open and transparent financial reporting within the Industry as well as to Identify and prevent any undue discrimination or practices that substantially lessen competition such as cross-subsidization, margin squeezes, predatory pricing etc. The capacity building exercise on the framework was facilitated by the Consultant, KPMG, and the development of the roadmap for the implementation of the framework for the Nigerian Telecoms industry was produced with the full roll-out of Accounting Separation set to take place by January, 2021.

5.3 CONFIRMATION OF REASONABLENESS SERVICE (CRS)

In line with the periodic verification exercise of Tariff and Confirmation of Reasonableness of Service approvals issued to Operators by the Commission to ascertain the level of compliance and implementation of all the CRS approvals issued, the following Commercial Banks and Operators were visited during the verification exercise:

Operators

- Airtel Networks
- EMTS

- MTN Communications
- Vodacom
- Mainone

Commercial Banks

- GT Bank
- First Bank Plc
- Fidelity Bank
- Zenith Bank

A random verification of a total number of 148 approvals given to the Operators through their bankers revealed that 126 approvals were implemented while 22 were yet to be implemented with the reason that the operators were yet to issue authorization to the banks to make remittance to their foreign vendors.

5.4 CONFIRMATION OF REASONABLENESS SERVICE FEES

A total number of 444 invoices from various operators through their various bankers with the transactions processed in US Dollars and Euro. No application was received for Pounds.

The following are the breakdown of all the CRS applications received from various commercial banks and processed accordingly during the period under consideration:

Total Invoices considered in year 2019	Total Requests in USD	Total Request in EURO	Total Request in GBP
444	23,698,657.96	18,706,941.42	0

Table 1: Total Invoices and Cash Volume of CRS Requests Received and Processed in 2019

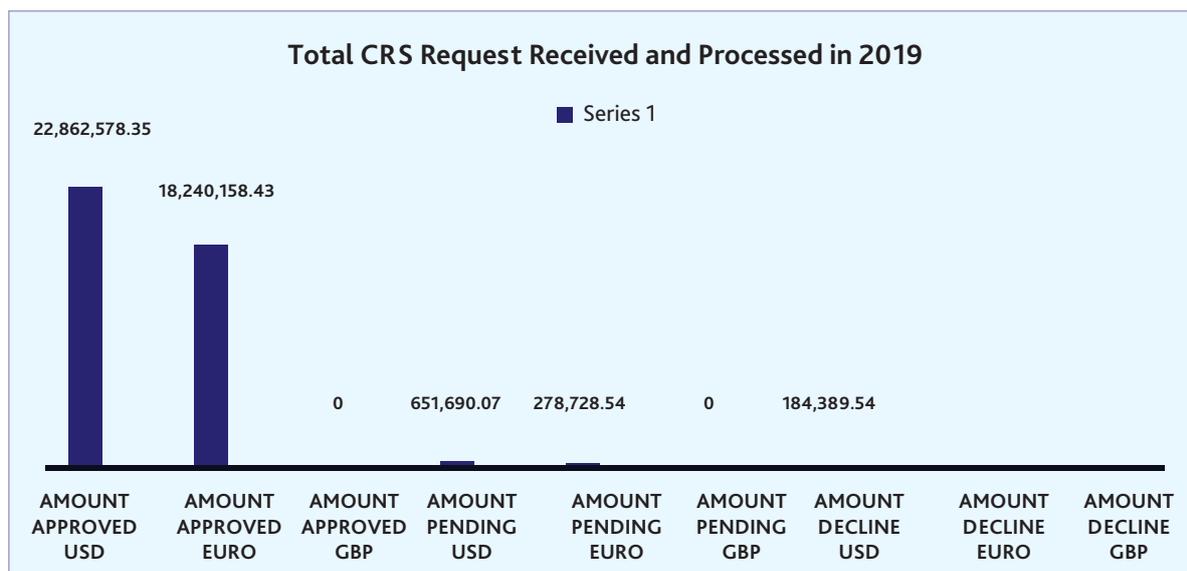
The details of the volume of the transactions above are further broken down into approved, pending and declined requests as shown in table 2 and further illustrated in chart 1 below:

MONTH	Amount Approved USD	Amount Approved Euro	Amount Approved GBP	Amount Pending USD	Amount Pending Euro	Amount Pending GBP	Amount Decline USD	Amount Decline Euro	Amount Decline GBP
TOTAL	22,862,578.35	18,240,158.43	-	651,690.07	278,728.54	-	184,389.54	-	-

Table 2: Values of CRS Applications Approved, Pending & Declined in 2019

During the period under review, a total sum of **USD22,862,578.35** was approved under US dollars transaction for various services; the sum of **USD184,389.54** was declined. Under Euro transactions, a total sum of **EURO18,240,158.43** was approved and a total sum of **EURO278,728.54** was pending.

Chart 1. Approved and Pending CRS Applications in 2019



The trend analysis indicated that during the period under review, majority of the applications received were denominated in US Dollars. 97% of the requests received were approved while 3% of the applications were either pending due to incomplete documentations pending regularization or awaiting approval.

Table 3: Number of CRS Invoices Received, Approved and Declined in 2019 according to Licensees.

Operators	No. of Invoice received	No. of Invoice approved	No. of Invoices Declined	No. of Invoices Pending
Airtel	238	215	16	7
MTN	60	60	-	-
EMTS	30	28	2	-
Main one	4	4	-	-
Cyberspace	-	-	-	-
Vodacom	110	75	16	19
Smile	2	2	-	-
Total	444	384	34	26

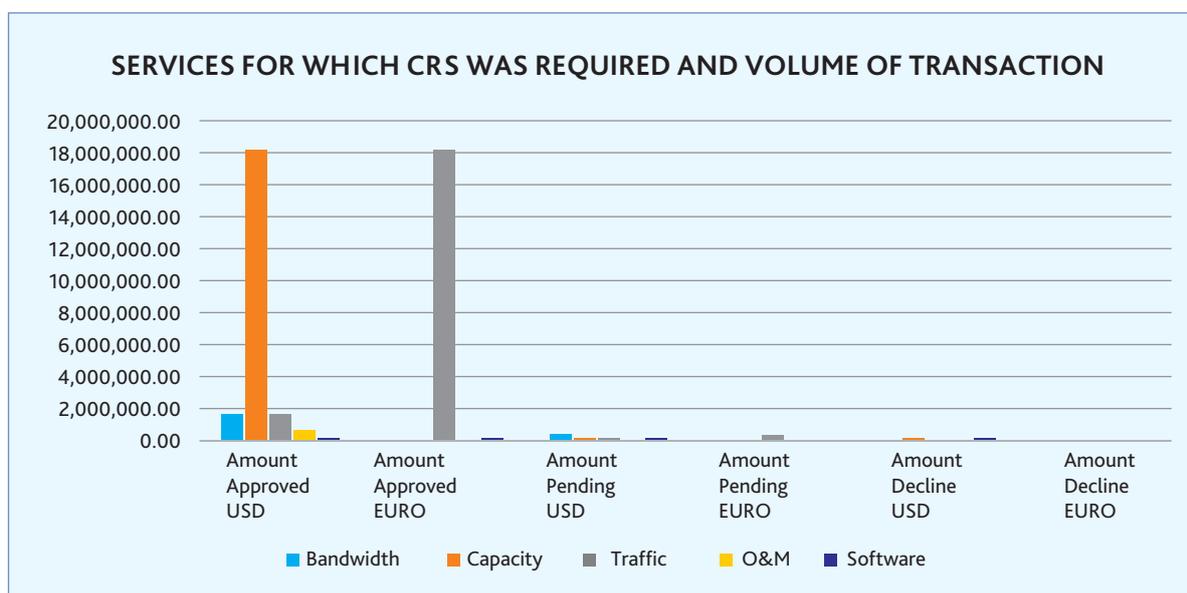
Table 3 reveals that, of the total number of 444 invoices processed for various services, 384 invoices were approved, 34 was declined while 26 invoices were pending and subsequently resolved. Airtel had 238 invoices which represented the highest number of invoices processed, out of which 215 was approved, followed by Vodacom with a total number of 110 invoices with 75 approved invoices. MTN had a total of 60 invoices all approved, EMTS had 28 approved invoices while Mainone and Smile Communications with 4 invoices and 2 invoices respectively, all approved.

Table 4: CRS Requests Analysis for Various Services in 2019

Type of service	Amount Approved USD	Amount Approved Euro	Amount Pending USD	Amount Pending Euro	Amount Decline USD	Amount Decline Euro
Bandwidth	1,653,120.00	-	409,600.00	-	-	-
Capacity	18,144,064.48	-	105,407.54	-	101,855.98	-
Traffic	2,303,160.00	18,181,188.43	125,132.53	278,728.54	-	-
O&M	668,412.67	-	-	-	-	-
Software	93,821.20	58,970.00	11,500.00	-	82,535.56	-
Total	22,862,578.35	18,240,158.43	651,690.07	278,728.54	184,389.54	

Table 4 represents the analysis of the telecoms services for which CRS applications were required. The analysis indicated that Traffic had the highest total cash volume in Euro and US dollars respectively having a total sum of EURO18,181,188.43 and USD2,303,160.00, followed by Capacity with total cash volume of USD18,144,064.48, and then Bandwidth with cash volume of USD1,653,120.00.

Below is the graphical representation of services for which CRS were required and volume of transaction.

Chart 2. CRS requests processed according to services in 2019.

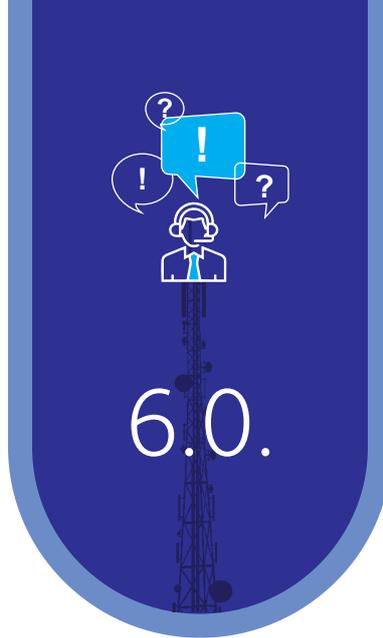
5.5. STAKEHOLDER MEETINGS:

The Commission organized various stakeholder meetings on Competition and Tariffs during the period under review:

- The Commission was represented on the committee for the Enlarged National Focal Point Meeting (ENFP) on e-commerce in Nigeria (an initiative of the Federal Ministry of Industry, Trade and Investment) with a report on broadband infrastructure deployment and broadband penetration statistics which addressed the relationship

between broadband and e-commerce; current subscriber data and penetration of broadband in Nigeria; the Nigerian National Broadband Plan (NNBP 2013- 2018) initiatives and plans for the next 5 years (2019 – 2023) and the importance of Broadband for e-commerce in Nigeria.

- The Commission participated in the National Advisory Committee on Electronic Commerce and Digital Economy (NACEDE) with the objective of developing a framework of e-commerce in Nigeria. This was based on the Commission's participation and contribution at the Enlarged National Focal Point Meetings (ENFP) on e-commerce in Nigeria organized by the Federal Ministry of Industry, Trade and Investment.
- The Commission participated in a Stakeholders' consultative forum on Rural Connectivity using Television White Space (TVWS). Part of the objectives of the forum was to develop a framework for deployment of rural connectivity using TVWS and to proffer solutions to challenges of Rural broadband using the Rural Remote Broadband System (RRBS). The forum deliberated on ways to bridge the Rural and Urban digital divide, the duties of the Commission & Nigerian Broadcasting Corporation (NBC) and the stakeholders' point of view on the TVWS.
- A study group was constituted by the commission to review the child online policy of 2014.
- The Commission constituted an Inter-Departmental Working Group meeting on e-Fraud. The working group was created to engage relevant stakeholders on finding solutions to issues associated with financial fraud perpetrated through the telecommunication platforms.



CONSUMER ISSUES

6.1. SALES PROMOTION REQUESTS

Within the period under review, the Commission received several requests for promotions in line with its function to ensure the protection and promotion of the interests of consumers against unfair practices including but not limited to matters relating to tariffs and charges for and the availability and quality of communications services, equipment and facilities. To this end, a summary of the requests received in 2019 as well as a graphical representation is below:

Summary of Reviewed and Processed Sales Promotion Requests

No of Promo requests	No. of approval	No. declined
69	60	9

Table: Summary Of Promotion Requests

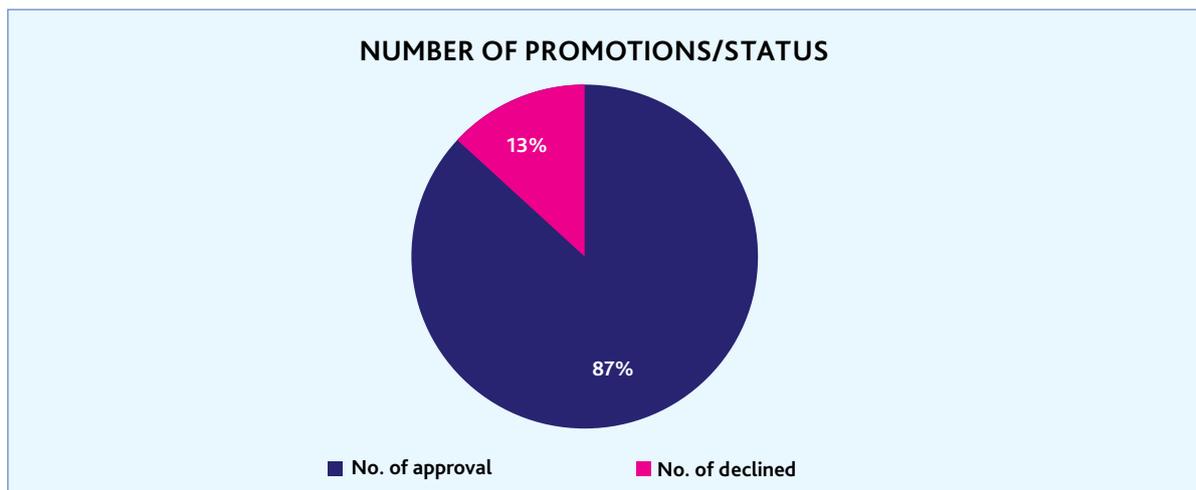


Figure 2: Graphical Representation of Promotions

The declined applications were majorly as a result of the Operators' inability to meet the Commission's Quality of Service (QoS) threshold that should enable and support the promotion request.

6.2. COMPLAINTS MANAGEMENT

In furtherance of its mandate to manage consumer complaints from dissatisfied telecom consumers across the country by providing access to Service Providers, a total of Twenty-Three Thousand, One Hundred and Seventy-One (23,171) complaints were received by the Commission in 2019. These complaints were received via the Commission's Contact Centres, Web Portal, written complaints (letters) and Social Media platforms. The breakdown is enumerated in the various tables and graphs below;

	COMPLAINT CHANNEL	NUMBER OF COMPLAINTS
1.	NCC 622 Contact Centers	21,502
2.	NCC Consumer Web Portal	1,007
3.	Written Complaints	296
4.	NCC Social Media Platforms (NCC Facebook and NCC Twitter)	366
	TOTAL	23,171

Table 2: Summary of Consumer Complaints from the various Channels

From the analysis above, the NCC Contact Center was the most utilized mode of lodging complaints as it accounts for 92.8% of the total complaints received while the Consumer web Portal received 4.34%, written complaints accounted for 1.28% while complaints from Social Media Platforms were 1.58% of the total complaints received during the period under review.

The Commission strived to resolve all complaints received; however, due to some exigencies, some complaints were unresolved at the end of 2019. Below is a breakdown of complaints by service providers:

S/N	Service Provider	Received	Resolved	Pending
1.	MTN	10,754	10,629	125
2.	AIRTEL	5,828	5,786	33
3.	GLO	4,413	4,366	47
4.	9MOBILE	1,834	1,823	11
5.	NTEL	63	62	1
6.	SMILE	43	40	3
7.	SPECTRANET	69	67	2
8.	SWIFT	13	12	1
9.	TIZETI	56	55	1
10.	IPNX	3	3	0
11.	BROADBAND	2	2	0
12.	NGCOM	2	1	1
13.	CYBERSPACE	1	1	0
14.	COOLLINK	1	1	0
15.	SUBUBAN	3	3	0
16.	FOB	5	5	0
17.	OTHERS	81	70	11
	TOTAL	23,171	22,926	236

Table3: Complaints By Service Providers

6.2.1 ANALYSIS BY COMPLAINT TYPES.

The three (3) most Prevalent Complaints in 2019 were as follows

- **Billing** related complaints were the **highest** with **9,857** which represents **43.10%** of total complaints received in 2019.
- **Quality of Service (QoS) (Call Set up)** complaints were the **second highest** with **3,144** which represents **13.74%** of total complaints received in 2019.
- **Internet Service (Data)** related complaints were the **third highest** with **2,882** which represents **12.59%** of the total complaints received in 2019.

6.3. DO-NOT-DISTURB (DND) SERVICES:

Consistent with ensuring effective implementation of the Do-Not-Disturb (DND) initiative and direction, and to ensure telecoms consumers are not forced to receive unsolicited calls and messages, continuous monitoring of the awareness and successful activation of DND service across the mobile Networks by Consumers was carried out in 2019. The table below contains number/status of DND activations as at December 2019 as forwarded by the MNOs.

PERIOD	MTN	AIRTEL	OBACOM	9 MOBILE	TOTAL
DND SUBSCRIBERS AS AT	Partial: 246,824	Partial: 150,558	Partial: 37,620	Partial: 13,983	Partial: 448,985
	Full: 15,247,950	Full: 2,123,302	Full: 1,620,682	Full: 3,046,930	Full: 22,038,864
	Total: 15,494,774	Total: 2,273,860	Total: 1,658,302	Total: 3,060,913	Total: 22,487,849

Table4: Report of Monitoring of DND Guidelines

6.4. INDIVIDUAL CONSUMER CODE OF PRACTICE (ICCP)

In line with ICCP Regulation 2007, every licensee of the NCC is required by law to prepare their ICCP which serves as a relationship guide between the licensee and the consumers. Procedurally, the licensees submit their respective ICCP draft to the Commission for review after which, if all the requirements are met, it is approved or declined.

Draft ICCP submissions were received from licensees and reviewed by the Commission out of which fifty four (54) submissions were approved while eighty seven (87) were asked to resubmit.

6.5. QUALITY OF SERVICE

Monthly engagement of operators on Quality of Service (QoS) related issues and collection of raw QoS data from Network Operating Centers (NOC) was successfully conducted for the months of January to December 2019. The Commission also conducted quarterly Quality of Service Industry Working Group (QoSIWG) meetings to track and assess the progress being made on various QoS improvement initiatives in the industry.

QoS drive test exercises were conducted in Abuja and Keffi, Nassarawa State to benchmark the quality of service performance of four Mobile Network Operators (MTN, Airtel, Globacom and 9Mobile) and to measure end user perspective and Quality of Experience (QoE). Collection of 3G and Internet Service Providers (ISP) QoS Key Performance Indicators (KPI) data also commenced in January 2019.

MNOs were issued directions on new assessment methodology of QoS performance based on State level. In line with this, operators' QoS performance will be assessed at the State level in addition to the subsisting national level assessment

6.6. INDUSTRY CONSUMER ADVISORY FORUM (ICAF)

During the period under review, ICAF held four Quarterly meetings including an open forum. These meeting held on the following dates:



6.7. MONITORING & ASSESSMENT OF CUSTOMER CARE HELP LINES OF GSM SERVICE PROVIDERS

The data collected on the daily monitoring and assessment of Service Providers Customer Care Help Lines (Interactive Voice Response - IVR), in the period under review, were analyzed on a monthly basis. Analysis of the data is presented in the charts below and shows the comparative analysis of the performance of the Service Providers in relation to the established threshold to customer care help lines.

Threshold to help lines:

- I. Rate of Connection of calls to IVR (% of Calls connected to Interactive Voice /Response) – 95%
- II. Rate of Connection of Calls to Live Agent (% of Calls connected to Live Call Center Agent) – 98%
- I. Rate of Failed Attempts (% of Failed Call Attempts to Customer Care Help lines – 2%
- III. Where a subscriber chooses to speak with a call center agent, the maximum allowable queue time should be ≤ 5 minutes.
- IV. Assumed 10 minutes for no connection

ANALYSIS ON GSM OPERATORS CUSTOMER CARE HELPLINE

S/N	Service Provider	Total Number of Calls (January-December)	Average Waiting Time In Minutes From Jan-Dec 2019.	% Breakdown Of Total Number Of Minutes Jan – Dec 2019
1.	MTN	461	21.9	20.3
2.	9Mobile	461	26.7	24.7
3.	Globacom	461	29.7	27.5
4.	Airtel	461	29.4	27.3
	TOTAL	1,844		



**AVERAGE WAITING TIME BEFORE LIVE CALL CENTER AGENT'S RESPONSE (MINUTES)
JANUARY TO DECEMBER, 2019**

RANKING SERVICE PROVIDERS' PERFORMANCES

	% of Calls Achieved	Expected figures in %	Ranking of the Service Providers Jan-Dec
CONNECTION TO IVR			
NAME OF SERVICE PROVIDER			
Airtel	100	95	MET
GLO	100	95	MET
MTN	100	95	MET
9MOBILE	100	95	MET
CONNECTION TO LIVE AGENT			
NAME OF SERVICE PROVIDER			
	Average waiting time in minutes Jan-Dec 2019	Expected Figures in %	Ranking of Service Providers Jan-Dec
MTN	20.3	98	1st
9MOBILE	24.1	98	2nd
AIRTEL	27.3	98	3rd
GLO	27.5	98	4th
NO FAILED CALL ATTEMPTS			
NAME OF SERVICE PROVIDER			
9MOBILE.	0	0	0
MTN	0	0	0
AIRTEL	0	0	0
GLO	0	0	0
AVERAGE WAITING TIME BEFORE CONNECTION TO LIVE AGENT			
	Waiting time in Minutes	Maximum allowable waiting time in minutes	Expected rate of connection to Live Agent (98%)
MTN	2	5	MET
9MOBILE	2	5	MET
AIRTEL	2	5	MET
GLO	2	5	MET

All the Operators met the threshold (Average allowable waiting/queuing time of ≤ 5 minutes)

- MTN is ranked first from the parameters used in connection to a live agent. Its average waiting time for connection to a live agent was commendable with 2 minutes which was below the maximum allowable waiting time of 5 minutes and was the best among the Service providers.
- 9MOBILE is ranked second in connection to a live agent. Its average waiting time before connection to a live agent was 2 minutes which is also below the maximum allowable time.
- Airtel is also ranked third from the parameters used in connection to a live agent, and had no number of failed call attempts. Its average waiting time of 3 minutes is also below the maximum allowable waiting time of 2 minutes.
- GLO has the lowest call connection rate to a live agent. Overall, all service providers performances were above average in terms of connection to their customer care help line during the period under review.
- All the operators met the threshold from the parameters used in connection to IVR with an average of 100%.

6.8. SPECIAL INTERVENTION INITIATIVES

In line with its commitment to address all pressing issues facing the telecommunications industry and as such exploit all available means to reach stakeholders, within the period under review, the Commission conducted the following special intervention initiatives:

- Stakeholders Forum on Financial Fraud using Telecoms Platform was successfully held on 29th January, 2019. At the end of the event, 14 resolutions were agreed upon and communicated to Stakeholders.
- InterCommissional Working Group on E-Fraud was set up by the ECSM on 12th February, 2019. The Committee held meetings on 21st February, 28th February, 12th March and 21st March 2019 respectively; the Committee submitted its final report to Management on 30th April, 2019.
- Review of Complaint Categories and Service Level Agreements in the Telecom Industry, Stakeholders meeting with ALTON was held on 18th March and 30th May, 2019 to agree on and finalize the CCSLA Document.
- International Girls in ICT Day: - the Commission collaborated with Nobleteens Africa for a 3 day event from 24th – 27th June, 2019 and sponsored NCC Prizes given to deserving participants for various ICT innovations such as the Best App Programming and Design, Web Design, Problem Solving and Value Creation amongst several others.
- A Fact Finding meeting with Stakeholders was held on the 25th of July, 2019 on resolution point number 8 of the Communique from the E-Fraud Forum on the need for the development of MoU amongst Stakeholders.
- Presentation of the final Report on Complaint Categories and Service Level Agreement was presented to the Management of NCC on 3rd September, 2019 and to the Public on 7th November, 2019.
- Inauguration of the Multi -Sectorial Committee responsible for the development of

Memorandum of Understanding (MoU) on the resolutions of the Communique from the Stakeholders Forum on E-Fraud was held on the 20th of November, 2019.

6.9. OUTREACH PROGRAMMES

Within the period under review, the Commission intended to conduct 54 Outreach Programs to educate 41,600 consumers across the country; however, it successfully conducted 29 and educated 37,573, (90.3%) of its planned 41,600 consumers.

To facilitate the complaint resolution processes, the Commission set up Complaints Desk at various outreach programmes to provide on-the-spot complaint resolution by the respective Service Providers.

To this end, a total of 371 complaints were received from the Outreach programmes during the year. Out of this figure, 7 complaints were received through Telecom Consumer Parliament (TCP), 133 received via Consumer Outreach Programme (COP), 155 were collated during Consumer Town Hall Meeting (CTM) while 76 were collated from Trade Fairs and Exhibition.

Thus, the Commission achieved 81.1% (301) on-the-spot complaint resolution out of 371 complaints received at various events in 2019, leaving 18.8% (70) pending complaints which were forwarded to the respective Service Providers for on-the spot resolution during the event as tabulated below:

S/N	Outreach Events	Number of Complaints Received	Number of Complaint Resolved on-the-spot	Number of Complaints Pending
1	TCP	7	7	0
2	COP	133	103	30
3	CTM	155	117	38
4	Trade Fairs & Exhibitions	76	74	2
	TOTAL	371	301	70

6.10. DEVELOPMENT, PRODUCTION AND DISTRIBUTION OF CONSUMER EDUCATION FACT SHEETS

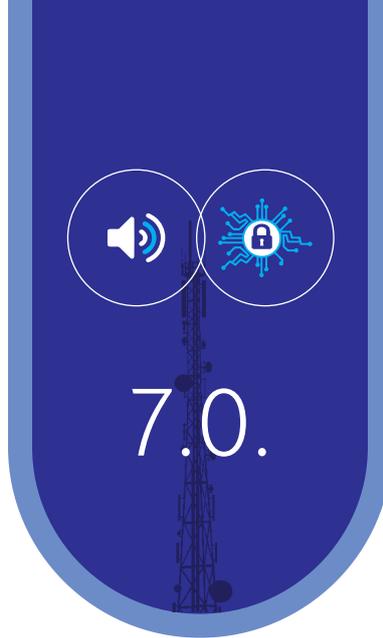
In the Year 2019, the two under-listed Consumer factsheets were finalized and printed, and these formed part of the Education Materials distributed at various events:

- i. Understanding International Mobile Roaming (IMR) Services
- ii. Understanding SIM Swap Procedures.

Also during the year, the under listed Factsheets were updated and printed for Consumer education and dissemination during outreach events:

- Role Of NCC In Consumer Protection
- Consumer Affairs Bureau..... Who We Are
- Consumers Facts: Obligations of Service Providers to Nigerian Consumers on Telecoms Services

- Phone Etiquette
- Awareness On Cybercrime
- Understanding Broadband
- Mobile Number Portability (MNP)
- Tips On How To Protect Your Child Online
- Consumer Bill Of Right
- Procedure For Lodging Consumer Complaint
- Electromagnetic Field And Public Health
- DND: Text Stop to 2442 to avoid unsolicited text messages and 622 Handbill
- Understanding International Mobile Roaming (IMR) Services
- Understanding SIM Swap Procedures.



NEW MEDIA AND INFORMATION SECURITY

7.1 COORDINATION OF GLOBAL TRENDS IN INFORMATION SECURITY

- **Internet Code of Practice (ICOP):**

In furtherance of its commitment to protecting users of the internet in Nigeria, the Commission incorporated stakeholders' inputs based on the outcome of the consultations and subsequently published the approved ICOP on Commission's websites.

- **Nigerian Internet Governance Forum (NIGF):**

The Commission, as a permanent member of the NIGF Multi-stakeholder Advisory Group (NIGF – MAG), regularly collaborates with other Government agencies, civil society and private entities in holding the annual Nigerian Internet Governance Forum (NIGF). This is a Preparatory Forum to call for contributions from various stakeholders towards the Country's participation at the West African Internet Governance, the African Internet Governance Forum, and the Global Internet Governance Forum respectively.

The Nigerian Internet Governance Forum 2019 held from 10th - 11th July 2019 at Muson Centre, Lagos, with the theme; *"Enabling Digital Commonwealth for Development"* and subtheme; *"Enabling Digital Inclusion for Development"*.

The Communique of the NIGF-2019 was received by the Commission, and outcomes of the forum that require the Commission's attention and action have been escalated accordingly.

- **African Internet Governance Forum (AfIGF):**

The 8th African Internet Governance Forum (AfIGF) held from 10th – 12th September, 2019 at Radisson Blu Hotel, N'djamena, Chad with the theme; *"Shared Responsibilities of Stakeholders for a Robust Internet Governance Ecosystem in Africa"* which consisted of two parallel sessions and ten plenary sessions.

- **Internet Corporation for Assigned Names and Numbers (ICANN):**

ICANN 64, Kobe, Japan. This took place from March 9 -14, 2019 in Kobe, Japan.

This was the first meeting of the year tagged "Meeting A" which held for six days. It had two (2) public forums, and focused on outreach, capacity building, and showcasing ICANN's work to a broader global audience.

The main topics in Kobe included Governance and Accountability Processes, Public Policy Matters (including new gTLDs Policy and WHOIS/Data Registration Policy), Inter-Constituency Engagement, GAC-ICANN Board Matters, and GAC Internal Operational Matters.

The following recommendations were made based on the outcome of the Commission's participation:

- In order to put in place modalities for preventing DNS abuse, the Commission commenced a Technological Assessment of the security over HTTP DOH and DNS over transport layer security DOT as well as a review of the Internet Service Providers ISPs Licensing conditions.
- That the Commission should engage LEAS on updates relating to access and compliance with Data Protection laws, Law Enforcement, Cyber Security, Consumer Protection and protection of Intellectual Property
- **ICANN 65, Marrakech, Morocco.** This took place from June 24 - 27, 2019 in Marrakech, Morocco. This was the second meeting of the year tagged "Meeting B" which held for four days as a policy forum and public meeting.

ICANN 65 served as a platform for cross-community dialogue on issues and topics such as the impact of the Phase 1 recommendations of the Expedited Policy Development Process on the Temporary Specification for gTLD Registration Data, Universal Acceptance, Policy Aspects of DNS over HTTPS and DNS of TLS, and the evolution of the ICANN multistakeholder model.

- **ICANN 66, Montreal, Canada.** This took place from 2nd – 7th November, 2019 in Montreal, Canada. ICANN 66 is the Annual General Meeting (AGM), the third and final public meeting of the calendar year and the longest of the three meetings. ICANN 66 host two (2) Public Forums, as well as open question-and-answer session with ICANN organisation's Executive Team.
- **Global Internet Governance Forum (IGF):**

The 14th Annual Meeting of the Internet Governance Forum (IGF) held in Germany at the **ESTREL CONGRESS CENTER Berlin, Germany** from 26th – 29th November 2019. This was hosted by the government of Germany.

The IGF meeting, themed "**One World. One Net. One Vision**", included a large number of workshops, open forums, dynamic coalition meetings, outputs of inter-sessional activities, and other events that gave participants the opportunity to engage in open discussions on multiple Internet governance and digital policy issues.

The following recommendations were made at the event:

- The Commission should support indigenous digital platforms to aid local content.
- In order to achieve diverse potential of digital transformation, there should be an integrated and holistic approach to policy programmes for digital inclusion. The Commission, should collaborate with relevant stakeholders within the internet ecosystem to ensure that Nigeria has "one-voice" on issues related to global Internet Governance.

- The Commission should lead the way in creating awareness on the importance of data protection in Nigeria to the judiciary and the legislative by collaborating with the Ministry of Justice and National Assembly to facilitate the urgent presentation and onward passing of the "National Data Protection Bill", and ensure clear and actionable data policies are in place to address data privacy issues in this digital era.
- The NCC should support and sponsor the review of the NCA 2003 to address changes brought by technology advancements in terms of cyber security and data protection.
- **West African Internet Governance Forum (WAIGF):**

The 11th edition of the West African Internet Governance Forum (WAIGF) meeting held from July 25-26, 2019 at Kairaba Hotel, Senegambia Banjul, Gambia with the theme "*Shared Responsibilities of Stakeholders for a Robust Internet Governance Ecosystem*". Relevant recommendations from the WAIGF are as follows:

- **Multistakeholderism in the Internet Governance Ecosystem:**
 - Consolidation of an official framework on internet goals;
 - Evaluation tool for the periodic appraisal of the national IGF strategy; and
 - Creation of platforms that would allow for countries to benchmark and exchange information on Internet Governance so as to encourage development among countries.
- **Data Governance across Borders:**
 - Data producers will be clear about their responsibilities with regard to data production for the SDGs in the short, medium and long-term. The objective is also to engage with non-state actors in this regard as part of a broader ecosystem for data;
 - Data users will be facilitated in finding information and will have fora where they can also interact with the data producer community; and
 - National Statistical System (NSS) will have a clearer picture of resource availability for its activities and ways to manage coordination.
- **Media and Content:**
 - To succeed, media professionals need free and fair access to information. Information and media skills empower individuals and enable them to take a more active part in the social, cultural, economic and civic life in the society. Therefore, we must promote the mastering of information and media, essential individual competency in the growing flow of information.
- **Digital Rights and Freedom of Expression Online:**
 - The production of an inventory of digital rights and online freedom of expression in the ECOWAS region;
 - Proposition for citizen advocacy strategies for digital rights and online freedom of expression;
 - Identification of the roles and responsibilities of stakeholders with regard to the

proliferation of fake news and proposals to that effect; and

- o Further discussions on the relationships between digital rights and SDG in the ECOWAS region.

- **African Network Information Centre (AFRINIC):**

The second AFRINIC policy meeting of the year held in Luanda, Angola from 2nd - 6th Dec. 2019. The meeting comprised of AFRINIC Government Working Group, Policy Development and tutorial sessions. Some discussions during the meeting include AFRINIC Membership, IPv6 deployment and adoption and AFRINIC's WHOIS database.

- **Establishment and Implementation of the Telecommunications Sector Computer Security Incident Response Team (CSIRT) Co-ordination Centre:**

In response to the increased breaches of cyber security, the Commission made great strides in creating a structure to mitigate the impact of security threats on individuals, organizations and the country as a whole. To this end, the Commission secured a CSIRT building where incidents would be reported and managed.

- **Quarterly Update of Cell Site Data and Cell Site Table from MNOs**

In line with the requirements of the Office of the National Security Adviser (ONSA), copies of 2019 update of Cell Sites Data (CSD) and Cell Data Table (CDT) were requested from the Mobile Network Operators. The data was to be used to update the Commission's database and published for Stakeholder access.

- **Attendance of Building a Robust Cyber Resilient Ecosystem in Nigeria's MDA's & Private ICT Organizations Workshop:**

The Cyber security stakeholder's workshop was organised by Digital Jewels in collaboration with National Information Technology Development Agency (NITDA) on Wednesday, 30th January, 2019 at BON Hotel, Abuja. The Commission attended the workshop which centred on fashioning ways of building a robust cyber resilient ecosystem that will reposition the public and private sector in Nigeria.

- **Review of New Media and Cyber Security Frameworks and Policies**

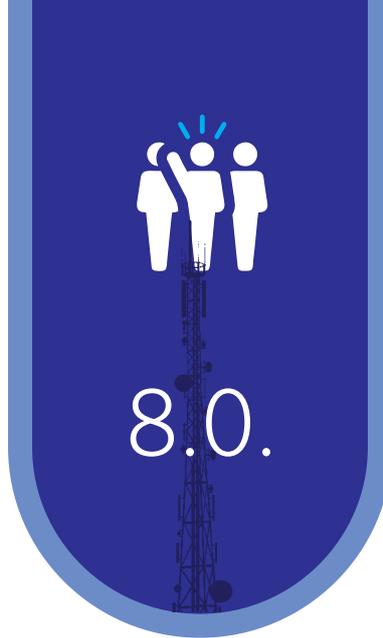
In recognition of the strategic position and reach of the Commission, the following frameworks and policies were reviewed within the period under consideration:

- Implementation Framework for National ICT Innovation and Entrepreneurship Vision (NIIEV)
- Framework and Guidelines for ICT Adoption in Tertiary Institutions;
- Nigerian E-Commerce Regulation; and
- National Cloud Computing Policy.

Inputs to the documents were forwarded to all relevant stakeholders.

- **e-Nigeria 2019 Conference:**

The Commission participated at the 11th edition of the **e-Nigeria conference**, which held at the International Conference Centre, Abuja from the 28th – 29th November, 2019. The theme of the event was "**National Digital Economy**". A paper titled "**Building the Infrastructure for the**



PUBLIC AFFAIRS

8.1. TELECOMSTODAY

Various Media and Public Relations activities were carried out by the Commission in 2019. One of such was the airing of industry specific stories on the Commission's popular Television Programme tagged "**Telecom Today**". The under listed stories were aired on different episodes of the programme:

- Telecom Regulator Presents Score Cards on National Broadband Plan
- Regulator Donates ICT Equipment to the Nigerian Army
- NCC Urges Operators to Comply with Industry's Rules and Regulations or Risk Sanctions
- All-Inclusive Broadband Connectivity: A Top Priority for Government"
- Physically-Challenged Persons Task Operators on All-Inclusive Service Provision

8.2. COURTESY VISITS

The Commission coordinated courtesy visits from different organizations to the Commission during the period under review. These included receiving:

- The delegation from the Lagos Chamber of Commerce and Industry (LCCI) and a delegation by Financial Reporting Council of Nigeria (FRCN) on Wednesday, April 18th, 2019.
- The Nigeria Army Resource Centre (NARC)
- National Open University of Nigeria (NOUN).
- Abuja Chamber of Commerce and Industry.
- National Orthopedic Hospital, Kano State.
- Federal College of Animal Health and Production Technology, Plateau State.
- The Executive Council of Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture (NACCIMA), Youth Enterprises Abuja also paid the Commission a courtesy visit to seek collaboration with the Commission on various projects they have put in place for the benefits of the youths.

- The Executive Chairman '**Special Presidential Investigation Panel for the Recovery of Public Property**'.
- The Director General of Nigerian Institute of Social and Economic Research (NISER).
- The Association of Submarine Cable Operators of Nigeria (ASCON) paid a courtesy visit to the Commission's headquarters, Abuja
- The Executive Council of Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture paid a courtesy visit to the Commission.
- The DPA received a delegation from Advertising Practitioners Association, Abuja Chapter (APAAC) at the 6th Level Meeting Room.
- The Vice Chancellor, Registrar and other key faculty members of Bingham University, Karu, Nassarawa State paid a courtesy visit to the Commission.
- The HMPR received members of the Advertising Practitioners Council of Nigeria (APCON) on a courtesy visit to the Commission's Head Office

8.3. LEGISLATIVE RELATIONS

During the period under review, the Commission engaged with the legislative arm of Government to ensure seamless working relationship. Below are some of these engagement exercises:

- In a bid to fill the vacancies on the Board of the Commission as required by law, the President, General Muhammadu Buhari wrote to the Senate of the Federal Republic of Nigeria seeking the reappointment of Engr. Ubale Maska as Executive Commissioner of the Commission (North West) and the appointment of the following as Non- Executive Commissioners.

- Aliyu Abubakar	-	North- East
- Millionaire Abowei	-	South- South
- Abdulaziz Salman	-	North- Central
- The three new Board Members were inaugurated, while President Muhammadu Buhari GCFR, forwarded Adeleke Morounfolu Adewolu's name as Executive Commissioner (Stakeholder Management) Nigerian Communications Commission (NCC) to the Senate for confirmation.
- The President of the Federal Republic of Nigeria, General Muhammadu Buhari equally swore in Dr Isah Ali Ibrahim Pantami from Gombe State as the Honourable Minister of Communication and Digital Economy.
- During the period under review, the Commission forwarded its 2019 Budget Performance Report and Year 2020 Budget Proposal to the Senate Committee on Communications and subsequently facilitated the appearance of the Commission before the Senate Committee on Communications for Year 2020 Budget Defense of the Commission/USPF at the National Assembly Senate Hearing Room 1, White House, NASS Complex, Abuja. The EVC led the Commission's delegations

to the meeting.

- The following documents were forwarded to the Ad-Hoc Committee on or before October 4th October 2019.
 - Evidence of registration with the Nigerian Social Insurance Trust Fund (Copy of Certificate of Registration)
 - Certificate of compliance
 - Nominal roll
 - Statement/evidences of up-to-date remittances into the NSITF and other related documents.
- The Commission facilitated the attendance of the Commission at the Investigative Hearing of the Ad-Hoc Committee on the non-remittance of Contributions into the Nigerian Social Insurance Trust Fund (NSITF) by the Federal, State and Local Governments, parastatals, public corporations and companies from 2010 to date on Monday 7th October, 2019. The DPA was represented by HMPR. DFS and a representative from Human Capital were also present.
- The Commission delivered the following documents to the Senate Committee on Communications and the House Committee on Communications on Tuesday 15th October 2019:
 - Thirty copies of the NCC 2019 budget performance
 - Thirty copies of the NCC 2020 budget proposal
 - Soft copies of NCC 2020 budget proposal.
- The House of Representatives Ad-Hoc Committee on Legislative Agenda invited the Commission to the unveiling of the **9th House of Representative Agenda: A Road Map for Strategic and Inclusive Legislature**, designed to upscale the work of the Peoples' House. The event was scheduled to take place at the Conference Hall 231, House of Representatives New Building, National Assembly on Friday, 11th October 2019; however, the letter was received on 14th October, 2019. The Commission was thus unable to send a representative.
- The Commission received an invitation to appear before the House of Representatives Committee on Public Procurement. The Commission was requested to bring the following documents:
 - Procurement Plan
 - Approved capital budget 2018 & 2019
 - Records of internally generated revenue
- The Commission received a list of the constituted 9th Senate Committee on Communication which is as follows:

- Senator Oluremi S. Tinubu (Lagos Central)	- Chairman
- Senator Ibrahim M. Bomai (Yobe South)	- Vice Chairman

- | | |
|--|-------------------|
| - Senator Enyinnaya H. Abaribe (Abia South) | - Member |
| - Senator Uba Sani (Kaduna Central) | - Member |
| - Senator Adamu Bulkachuwa (Bauchi North) | - Member |
| - Senator Orker-jev E. Yisa (Benue North-West) | - Member |
| - Senator Adeyeye C. Adedayo (Ekiti South) | - Member |
| - Senator Theodore Orji (Abia Central) | - Member |
| - Senator Diri Douye (Bayelsa Central) | - Member |
| - Senator Sandy Onor (Cross River Central) | - Member |
| - Senator Opeyemi Bamidele (Ekiti Central) | - Member |
| - Kolawole E. Kayode | - Committee Clerk |



MONITORING AND ENFORCEMENT

Consistent with the Nigerian Communications Act (NCA) 2003 which grants the Commission the powers to monitor and investigate telecommunications operators, the Commission embarked upon a monitoring exercise as a strategy to achieve the goal of ensuring fair competition, ethical market conduct and optimal quality of service in the Nigerian telecoms industry. In 2019, the Commission designed and developed a quarterly compliance monitoring schedule to ensure that telecoms operators fulfil the terms and conditions of their license document. The table below shows a summary of the exercise

SN	PERIOD	LICENSE CATEGORY	NO. OF LICENCEES VISITED
1.	Q1, 2019	Value Added Service (VAS) Providers	23
2.	Q2, 2019	Internet Service Providers (ISP), Private Network Links (PNL) & International Data Access (IDA)	15
3.	Q3, 2019	Sales & Installation (S&I) Major & PNL Licensees	28
	TOTAL		66

Table 1: Quarterly monitoring exercise on selected license categories

9.1. COMPLIANCE MONITORING ACTIVITIES

9.1.1 Compliance Audit on Forceful Subscriptions and Charges of Mobile Telephone Subscribers into Value Added Services, Voice and Data Subscriptions

Subsequent to the implementation of the Commission's direction on Forceful Subscription and Auto-Renewal and the recent variations issued to the Mobile Network Operators (MNOs) during the year, the Commission approved the audit of all value added services and Voice & Data subscriptions. 6, 401,582 subscriptions were audited in Q3 and Q4 2019 and the outcome of this audit revealed that 1,405,157 subscriptions were without 2nd level authorization and 869,066 MSISDNs were without 2nd level authorization from various operators. Recommendations have been made to act as a deterrent against some of these breaches identified.

9.1.2 Compliance Monitoring of SIM Replacement

Due to the prevalent complaints received from telecoms subscribers regarding illegal SIM Swap by fraudulent individuals in the telecoms market, a SIM Replacement Guideline was established by the Commission which came into effect on 9th June, 2017. These guidelines were designed to safeguard the telecom subscriber's identity from fraudulent activities in the sector. A quarterly audit exercise of Mobile Network Operators (MNOs) platforms was initiated to ascertain the level of compliance with the Guidelines on SIM Replacement.

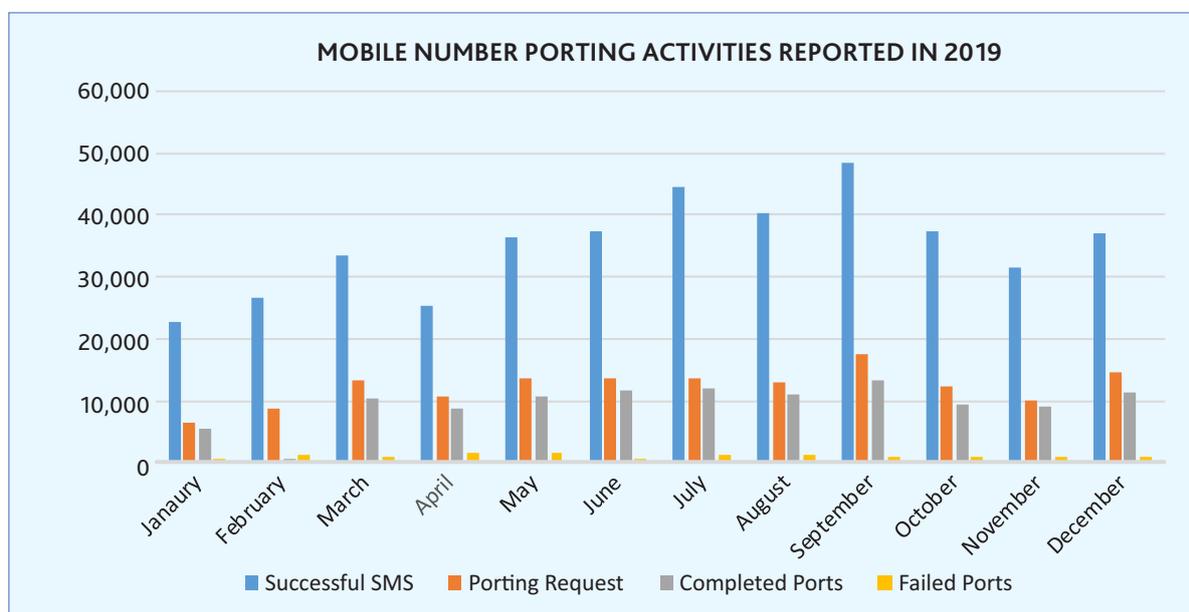
The table below shows the number of MSISDN audits and the breaches identified from the audit exercise conducted in Q2 – Q4 2019.

S/N	PERIOD	SAMPLE MSISDNs AUDITED	SWAP DOCUMENTS PROVIDED	NO. OF SWAP MSISDNs IN BREACH
1.	Q2	400	390	128
2.	Q3	400	389	170
3.	Q4	600	452	148

9.1.3 Compliance Monitoring of Mobile Number Portability (MNP)

Consistent with Section 4 of the Nigerian Communications Act, 2003 and all other relevant regulations of the Commission, the Interconnect Clearing House Nigeria Ltd (ICN) is mandated to submit a detailed monthly report of all porting activities carried out in line with Section 13(2) of the MNP Regulations. This report is expected to reach the Commission on/before the end of the first week of the succeeding month.

Below is a summary of Mobile Number Porting activities reported in 2019 for all MNOs.



Summary of Mobile Number Porting activities reported in 2019

9.1.4. Compliance Audit of the Mobile Network Operators' (MNOs) Do Not Disturb (DND) Facility

The Commission conducted its 2019 quarterly compliance monitoring exercise to track the

level of compliance with the Commission's directive to Mobile Network Operators (MNOs) to dedicate the short code 2442 on their networks for use by subscribers to opt-in to the "Do Not Disturb" database, which restricts unsolicited marketing messages (Voice and SMS) on MSISDN including the use of web based solutions as opt-out measures.

Below is a summary of the finding reported in 2019 for all MNOs.

S/N	PERIOD	NO. OF DND MSISDNs IN BREACH	NO. OF VAS PROVIDERS INVOLVED	SUM OF CHARGED_ AMOUNT (N)
1	Q1	48	19	6,634
2	Q2	19	17	1,320
3	Q3	54	0	2,740
4	Q4	25	6	1,505

9.1.4. Audit Exercise of End of Call Notification (EoCN) in the Nigerian Telecoms Industry

Pursuant to the Commission's direction on 1st November, 2012, following complaints from consumers regarding lack of clarity and transparency in Operators' billing practices, the Commission directed that Service Providers shall send, free of charge, a message or an alert to both postpaid and prepaid subscribers after every call, SMS, or system generated charge or tariff. The direction includes the proviso that allows subscribers opt out if he/she so wishes.

In this regard, an audit exercise of Mobile Network Operators (MNOs) End of Call Notification (EOCN) platform was carried out to ascertain the level of compliance with the direction for voice and other value added services with the recommendation that, all MNOs should be mandated to make necessary arrangements to store FLASH-SMS notifications on their network for a reasonable period of time to be determined by the Commission.

9.1.5. Compliance Monitoring of Telecoms Masts & Towers

The Commission investigated several consumer complaints on the erection of Masts and Towers within their environment. These complaints revolved around some of the following issues:

- Setback from complainants' premises to the towers;
- High noise level, smoke & vibration from the power generating sets;
- Health fears on Electromagnetic Field (EMF) emissions;
- Collapsed/ Abandoned towers and their destruction to properties etc.

Please find below a Summary of cases received in 2019:

S/N	GEO-POLITICAL REGIONS	NO. OF CASES RECIEVED	SITE INSPECTION CONDUCTED
1.	SOUTH WEST	10	10
2.	SOUTH EAST	1	1
3.	SOUTH -SOUTH	6	6
4.	NORTH EAST	2	2
5.	NORTH WEST	1	1
6.	NORTH CENTRAL	4	3
	TOTAL	24	23

9.2. LICENSING MONITORING

The Commission carried out Enforcement exercises against Licensees operating with expired licenses in Lagos, Kano, Jigawa and Rivers State.

Lagos: Xnet Security Technologies Limited was enforced against, and the office sealed. Following the exercise, the Company had fully paid its Annual Operating Levy (AOL) and was in the process of renewing its expired AVTS license.

Kano: Ihsan Hajara Ltd requested the Commission to suspend its license while Electronic Connections Ltd forwarded the document requested by the Commission i.e. audited financial account for the years ended 2016, 2017 and 2018. Therefore, assessment was made and communicated to the licensee that they were exempted from the enforcement action. The office of Aurora Wireless Ltd was under lock and consequently could not be accessed.

Rivers: The enforcement team visited Atlantic Geodynamics Nigeria (Atlantic Fluid Services) Limited in Port-Harcourt for failing to fulfil its outstanding obligation since 2017. It was observed that the company no longer carried out ISP services. Since Atlantic Geodynamics Nigeria (Atlantic Fluid Services) Limited claimed it no longer provides ISP services, the radio antennas were disconnected and the company requested to respond to the pre-enforcement notice dated December 12th 2018.

9.3. ENFORCEMENT ACTIONS

9.3.1. Enforcement Action against Licensees that Failed to Renew their Licenses Pursuant to Section 43 of the NCA 2003

The Commission carried out Enforcement Action against nineteen (19) Companies whose licenses had expired and have failed to renew same after expiration.

9.3.2. Enforcement Action Against Recharge and Get Paid Limited (RAGP) For Operating Without License

Enforcement action was carried out against RAGP for failure to comply with the Commission's directives to stop providing services outside the scope of the class licence granted by the Commission. Also, a disclaimer was published in two (2) national dailies on the de-registration of RAGP licence. Mobile Network Operators (MNO) were also directed to cease any communications service with RAGP.

9.3.3. Notice of Disconnection of Value Added Services (VAS) from the MTN Network- YellowDot Africa Nigeria Limited

A letter was received from YellowDot Nigeria Limited requesting the Commission to halt MTN's intention to disconnect it from its network. Following an investigation, the Commission advised MTN Nigeria Communications PLC against disconnecting YellowDot as it had already applied for the renewal of its license based upon their fulfilment of some conditions.

9.4. SPECTRUM AND FREQUENCY ISSUES

9.4.1. Illegal and Unauthorized Use of 5.4GHz Frequency Band – Notice of Sanction.

The Notice of sanction was issued to the following companies who were found to be illegally transmitting on the 5.4GHz band without authorization from the Commission: Khal Communications, MainOne Cable, SwiftTalk Limited and Odua Telecoms.

9.4.2. Unauthorized Transmission on the 5.4GHz Frequency Band by Trefoil Network Limited

The Commission as part of its monitoring exercise discovered that Trefoil Networks Limited was transmitting on the licensed 5.4GHz band for its Internet service provision. A pre-enforcement notice was sent to Trefoil accordingly, who consequently informed the Commission that it had vacated and desisted from the licensable portion of the band.

9.4.3. Enforcement Action against Illegal Users of 5.4GHz Frequency Band Causing Interference on Ipnx Nig. Ltd Network.

The Commission had received a complaint from ipNX Nigeria Limited (ipNX) regarding frequency interference on the 5.4GHz band affecting its services in Abuja, Kano, Lagos, Ibadan, and Port Harcourt, and thereby requested the assistance of the Commission in resolving the interference. Consequently, the Commission carried out an enforcement action against the illegal usage of 5.4GHz in Kano where the defaulting companies were found to have vacated the 5.4GHz band and in Lagos where the three (3) companies were still in violation and, subsequently, were enforced against.

9.4.4. Enforcement Action Regarding Interference Into GLOBACOM'S Assigned 5.4GHz Frequency Band

The monitoring exercise carried out on the 5.4GHz band revealed that some unlicensed companies were illegally interfering with Globacom's 5.4 GHz band in Port Harcourt, Kano and Lagos State. An enforcement exercise was carried out and the interference was resolved in all locations except Port-Harcourt which remains inconclusive.

9.4.5. Nationwide Physical Enforcement Action against Illegal and Unauthorized Users of 5.430 – 5.725 GHz (5.4GHz) Frequency Band

An enforcement action was carried out by the Commission in Eleven (11) States of the Federation on the illegal utilization of the 5.4GHz frequency band. Enforcement action was carried out after a 14 day Pre-Enforcement notice in the national dailies

warning the affected organizations to vacate and desist from the illegal deployment of services in the licensable portion of the 5.4GHz band without authorization from the Commission.

9.4.6. Indiscriminate Use of Illegal GSM Boosters in Balogun & Trade Fair Markets

The Commission carried out an enforcement exercise at APT, ASPAMDA and Balogun Markets at the International Trade Fair Complex, Lagos. The MNOs have submitted their optimization reports for review by the Commission.

9.5. SIM CARD REGISTRATION RELATED ISSUES

9.5.1. Regional Sensitization Workshop on the Dangers of Patronising Fully Activated SIM Cards

The Commission held sensitization workshops in Lagos, Enugu, Kano, Keffi, Gombe and Port-Harcourt representing the six (6) geopolitical zones on the dangers of patronizing fully activated SIM cards. In attendance were the major MNOs and their respective vendors.

9.5.2. Status Update on Enforcement Exercise on SIM Card Registration outside Controlled Environment

The Commission received a status update on its enforcement exercise in respect of SIM card registration outside a controlled environment in Gombe, Gombe State. It was reported that two (2) persons were convicted for six (6) months each, one person released on bail and one person acquitted by the Court.

9.5.3. Mitigating Incidence of Pre- Registration of SIM Card by 9Mobile

The Commission was briefed by 9Mobile on the actions taken with respect to the incidence of unlawful registration/activation and sales of SIM cards by some of its agents. A list of one hundred and thirty six (136) blacklisted/deactivated 9Mobile SIM registration agents was forwarded to the Commission. The details of the blacklisted agents were analysed on States/LGA basis and circulated to other MNOs.

9.5.4. Enforcement Exercise on Complaint of SIM Card Registration Agents in Oyo State

The Commission carried out an enforcement exercise in respect of SIM card registration outside a controlled environment in Ibadan, Oyo State on July 9-11, 2019. A total of four (4) suspects were arrested with registered MSISDN lines belonging to MTN, Airtel and Globacom and were handed over to the Nigerian Security and Civil Defence Corps (NSCDC) for investigation and prosecution with a warning letter issued to the affected operators.

9.5.5. Enforcement Action against Fraudulently Registered SIM Cards in Abia and Imo States

The Commission carried out an enforcement action against fraudulently registered Subscriber Identification Module (SIM) as reported by the Nigerian Security and Civil Defence Corps (NSCDC) in Umuahia, Abia State and also from information gathered from participants in the Commission's awareness programme in Owerri, Imo State in September, 2019. No arrest was made in both locations as there was a high level of

awareness and compliance regarding the sale of registered SIM cards and its attendant national security implications.

9.5.6. Enforcement Exercise in Kebbi State on the Sale of Fully Activated SIM Cards

An enforcement exercise was conducted by the Commission to investigate the sale of fully activated SIM Cards in Gwandu, Birnin Kebbi and Kalgo Local Government Areas of Kebbi State from 13th to 15th November 2019. One (1) suspect was arrested in Birnin Kebbi LGA for selling fully activated Sim Cards, while two (2) other suspects were arrested in Kalgo LGA for same offence.

9.6. STAKEHOLDERS ENGAGEMENTS ON MULTIPLE TAXATIONS/ REGULATIONS IN THE TELECOMS INDUSTRY

9.6.1 Industry Working Group on Issues of Multiple Taxations/Regulations in the Telecom Industry

The Commission held two (2) Industry Working Group Sessions for industry players to examine the issues on multiple taxation and exorbitant rates bedevilling the industry. Some major decisions and actions were taken as a fall out of the 2019 IWG meeting.

9.6.2 The Inter-Ministerial Committee Meeting on Telecommunication Infrastructure Localization in Nigeria.

Following the review of the site inspections report presented to the Committee, it was resolved that BTS sites that have met the 7.5 meter setback under the mandate of the Committee be granted waivers against the Ten (10) meter regulatory setback. IHS was granted waiver on Eight (8) sites while ATC was granted waiver on Eleven (11) sites. The Committee agreed to deliberate further on Four (4) BTS sites that had not met the 7.5 meter setback.

9.6.3 Meeting with IHS Nigeria, Vixen Enterprises Ltd and Globacom on the Pre-Disconnection Notice Issued by IHS Nigeria to Vixen Enterprises

The meeting was to discuss Vixen's operational status and other regulatory issues arising from the infrastructure sharing agreement. It was resolved inter alia, that Globacom, Vixen Enterprises & IHS be sanctioned for the various infractions committed.

9.6.4 Globacom Limited Outstanding Regulatory Obligations to the Commission

The meeting arrived at certain resolutions bordering on Spectrum Renewal Fees, National Numbering Plan Fees, Digital Mobile License Fees, and its 2017 audited accounts.

9.6.5 Sanction on Nok360 Global Limited

The Commission sanctioned NoK360 Global Limited (a VAS content provider using short code) the sum of Two Million Naira for change of shareholding structure without prior approval of the Commission.

9.7. OTHER COMPLIANCE MONITORING ACTIVITIES:

Pursuant to Section 89 of the Nigeria Communications Act (NCA), 2003 which empowers the Commission to monitor and report matters relating to various telecom services, the Commission conducted compliance monitoring exercise on all network service operators to ensure they comply with the Commission's Guidelines, Regulations & Directions. The Commission carried out the following monitoring exercise on the following in the year under review:

- Compliance Monitoring of Illegal Operators;
- Compliance Monitoring of Tariffs;
- Compliance Monitoring of Adverts & Promotions.

Below is a summary of the issues that were investigated and addressed during the year under review:

9.7.1. Monitoring of Compliance with the Commission's Direction on Routing of a Minimum of 10% of Interconnect Traffic by Mobile Network Operators (MNOS) through Interconnect Exchange Licensees

The Commission regularly receives the monthly interconnect traffic report on or before the 10th of the preceding month pursuant to the directive that Mobile Network Operators (MNOs) and Interconnect Connect Clearing Houses should forward their monthly interconnect traffic report to the Commission. The submissions received from Mobile Network Operators (MNOs), MTN, Airtel, EMTS, Globacom and Interconnect Clearing Houses (ICN, Breeze, Exchange Telecoms, Nicoon X) were reviewed and cases of identified breaches were flagged for further action.

9.7.2. Meeting with the Association of Licensed Telecommunications Operators of Nigeria (ALTON)

In line with the pronouncement by the Federal Government in September 2018, that January 1, 2019 is the effective date for the implementation of digital identity in Nigeria, a meeting was held in February, 2019 with ALTON and the MNOs on the implications of the implementation of the NIMC's mandate.

9.7.3. Proposals for Tackling Call Masking & SIM Boxing

The Commission received financial proposals from the four (4) companies selected out of the six (6) companies that participated in the Proof of Concept (PoC) on Call Masking and SIM Boxing. The proposals are currently being reviewed by the Commission.



10.0.



INTERNATIONAL RELATIONS AND AWARDS

While the Commission is committed to its duties with local stakeholders, its obligation to international bodies are key to understanding global industry and technology trends that would facilitate the achievement of its goals. During the period under review, the Commission carried out the following stakeholder engagement exercises:

- **ITU_T STUDY GROUP 17 – SECURITY FROM 21st – 30th JANUARY 2019 IN GENEVA**

ITU Study Group 17 focused on building confidence in the use of information and communication technologies (ICTs) to facilitate more secure network infrastructure, services and applications. It coordinates security-related work across all ITU Study Groups and deals with a broad range of issues which include cybersecurity, security management, security architectures and frameworks, countering spam, identity management, protection of personally identifiable information, and the security of applications and services for the Internet of Things (IoT), smart grid, smartphones, web services, social networks, cloud computing, mobile financial systems, IPTV and telebiometrics. Study Group 17 is coordinating standardization work covering e-health, open identity trust framework, Near Field Communication (NFC) security, and Child Online Protection.

- **4TH NATIONAL PREPARATORY MEETING (NPM - 4) TOWARDS ITU 2019 WORLD RADIO COMMUNICATION CONFERENCE (WRC- 19) IN ROCKVIEW ABUJA, 21ST – 23RD JANUARY 2019**

The Commission facilitated and participated at the 4TH National Preparatory Meeting (NPM) towards the ITU World Radiocommunication (WRC - 19) which took place from the 21st – 23rd January, 2019 in Abuja.

The aim of the meeting was to discuss the outcome of Nigeria resolution in accordance with Council Resolution 1380 (C16) and Nos. 42 and 118 of the Convention. The forthcoming WRC would take place in Sharm El-Sheik, Egypt from 28th October to 22nd November, 2019. The NPM-4 reviewed the various outcomes and recommendations from the NPM-3, the APM, draft CPM19-2 report as well as the Group Meetings, to adopt a common position that will ensure that Nigeria's interest in optimal management of its spectrum resources is protected and ensured at the global summit.

The agenda items deliberated on include;

- Presentation by ESOA on Satellite Communication.
- Review of 3rd NPM meeting report
- Review of African Preparatory Meeting (APM-3) report
- Review of 2nd ECOWAS meeting
- Overview of the 2nd ITU Inter-Regional Workshop on WRC-19
- Overview of the ITU 2018 World Radiocommunication Seminar (WRS-18)
- Review of Chapters 1-6 of the Draft CPM- 2 report/Agenda Item schedule
- **THE FINANCIAL INCLUSION GLOBAL INITIATIVE (FIGI) SYMPOSIUM 2019, FROM 22ND – 24TH JANUARY, 2019, IN CAIRO, EGYPT.**

The Commission participated at the Financial Inclusion Global Initiatives (FIGI) Symposium, from 22nd – 24th January 2019 in Cairo, Egypt. The Symposium was organized by the International Telecommunication Union (ITU), jointly with the World Bank Group and the Committee on Payments and Market Infrastructure, with the support of the Bill & Melinda Gates Foundation, and was hosted by the National Telecommunication Regulatory Authority (NTRA) of Egypt

The event brings together telecom/ICT and financial regulators, policymakers, digital financial services providers, payment system organizations and other DFS stakeholders from around the world. It features a series of thematic workshops, country showcases and capacity building for regulators to keep up to date with developments and technological innovations in DFS.

In the course of the three day conference, several areas pertaining to policy and regulation of DFS, digital identification for financial services, effective mitigation strategies to measure and address threats and vulnerabilities landscape in the DFS ecosystem amongst others were discussed.

- **THE INTERNATIONAL INSTITUTE OF COMMUNICATIONS (IIC) REGIONAL REGULATORS FORUM AND TELECOMMUNICATIONS AND MEDIA FORUM, FROM 12TH – 14TH FEBRUARY, 2019, KUALA LUMPUR, MALAYSIA.**

The Commission participated at the IIC Regional Regulators Forum and Telecommunications and Digital Media Forum, from 12th-14th February, 2019 in Kuala Lumpur, Malaysia. The three-day forum allowed senior level regulators from across the region and beyond to come together to discuss how best practice policy and regulatory decision making can work together to drive accessibility, affordability and competitiveness.

Some of the key issues discussed include:

- Consumer protection: what information is put in place to help consumers?
- What are possible measurement systems being considered to ensure efficiencies?
- Capacity building
- Data flows and data localization – issues to be considered

- Addressing concerns about privacy of individuals
 - Competition in the communications ecosystem: new models
 - Cybersecurity – what is both flexible and sustainable? incentivizing infrastructure build
 - Challenges of connectivity due to geography and demographics
 - Minimizing the digital divide/addressing the SDG
- **ECOWAS VALIDATION WORKSHOP ON DRAFT FINAL REPORT OF ECOWAS STUDY ON PREPARATION OF A REGIONAL INFRASTRUCTURE MASTERPLAN FROM 14TH – 15TH FEBRUARY, 2019 IN COTONOU, BENIN REPUBLIC**

The Economic Commission of West African States (ECOWAS) held a two day ECOWAS validation workshop on final report of ECOWAS study on preparation of a regional infrastructure master plan from 14th - 15th February, 2019 in Cotonou, Benin Republic.

The workshop focused on validating the report of ECOWAS Projects, Preparation and Development Commission (PPDU) study on preparation of a regional infrastructure master plan. ECOWAS under the supervision of the PPDU engaged a consultant to undertake a study to develop a comprehensive regional infrastructure masterplan covering the following sectors:

- Transport
 - Energy
 - Information and Communication Technology
 - Water Resources
- **THE 2ND SESSION OF 2019 CONFERENCE PREPARATORY MEETING (CPM 19-2) FOR THE ITU 2019 WORLD RADIOCOMMUNICATION CONFERENCE (WRC-19) FROM 18TH – 28TH FEBRUARY, 2019 IN GENEVA, SWITZERLAND**

The Commission participated at the 2nd Session of 2019 Conference Preparatory Meeting (CMP 19-2) for the ITU 2019 World Radiocommunication Conference from 18th - 28th February, 2019 in Geneva, Switzerland.

The objective of the CPM 19- 2 was to review the inputs of member states towards the ITU 2019 World Radiocommunication Conference (WRC-19) taking place in Sharm el-Sheikh, Egypt with a view to preparing consolidated report on the ITU – R preparatory studies and possible solutions to the WRC agenda items.

- **COMMONWEALTH HUMAN RESOURCE & INFORMATION COMMUNICATION TECHNOLOGY FORUM FROM 19TH – 22ND FEBRUARY, 2019 IN LONDON, UK**

The Commonwealth Telecommunications organization held four-day forum on Commonwealth Human resource & ICT forum and PDT Annual Meeting from 19th – 22nd February, 2019 in London, United Kingdom. The theme of the event was "Streamlining Organizational Development". The main objective of this event was to build capacity of experts in Human Resource. The topics covered included the following:

- Digital HR

- Recruitment and selections
 - Future of skills and employment
 - Sustainable leadership
 - Communication and productivity
 - Changing face of workforce
- **GSM MOBILE WORLD CONGRESS 2019 FROM 25TH - 27TH FEBRUARY, 2019 IN BARCELONA, SPAIN**

GSM Association (GSMA) Mobile World Congress Barcelona 2019 held a three-day Ministerial programme from 25th – 27th February 2019 in Barcelona, Spain. The theme of the event was "Digital Citizen".

The conference welcomed 190 delegations representing 150 countries and 40 international organizations. The Ministerial Programme again attracted the highest level of influencers within the mobile sector; including 71 ministers, 88 heads of regulatory authorities and 190 industry CEOs, as well as 120 speakers who participated in the various sessions, sharing their expertise and insights. The themes covered included the following:

- Redefining Inclusion
 - Transforming Society through IoT
 - Visions of Digital Leadership
 - 5G: Are we in Danger of a New Digital Divide?
 - Investing in the Digital Transformation
 - Transformation of Public Service
 - Regional focus/ global Impact Networking reception
 - Drilling Down into Data
 - What do Consumers Want?
 - Data Privacy
 - Mobile Infrastructure: is your policy fit for purpose?
- **ICANN 64 FROM 9TH – 14TH MARCH, 2019 IN KOBE, JAPAN**

The Commission participated at the Internet Corporation for Assigned Names and Numbers (ICANN 64) from 9th – 14th March, 2019 at Kobe, Japan.

ICANN 64, being a community forum meeting was dedicated to many policy and community-led efforts. There were many conversations about ICANN's future challenges and the continuous need to improve and evolve the multi-stakeholder governance model.

Hence, the need to plan for these challenges because ICANN bylaws mandate that there should be in place, new strategic and operational plans by July 2020. In order to have sufficient time to prepare for its successful implementation, ICANN proposed the need to finalize its plans, latest by the end 2019, as follows:

- The new Strategic Plan for fiscal years 2021 to 2025 – to be finalized by May 2019
 - The new Operating and Financial Plan for the same fiscal years – a final draft to be published for comment by December 2019
 - The Governance Plan to improve the effectiveness of the multi-stakeholder model, which was started in Barcelona and continued in Kobe – a final draft to be published for comment by December 2019.
- **24th MEETING OF THE TELECOMMUNICATION DEVELOPMENT ADVISORY GROUP (TDAG) FROM 3rd – 5th APRIL, 2019 IN GENEVA, SWITZERLAND**

The 24th meeting of the Telecommunication Development Advisory Group (TDAG) was held at ITU headquarters in Geneva, from 3th to 5th April 2019, under the chairmanship of Ms. Roxanne McElvane Webber.

TDAG-19, the first meeting since the 2018 Plenipotentiary Conference, convened at a time of steady growth in the communications sector. ITU data presented for this meeting indicated that, in the previous year, more than half of the world's population (51.2 per cent) was using the Internet, and that currently there are more mobile-cellular subscriptions than people on the planet.

Some of the issues discussed in the meeting include:

- Outcomes of WTDC-17 and their implications on the work of ITU-D, including TDAG's scope of work, collaboration with the other Sectors and financial implications of the regional initiatives approved by WTDC-17;
 - Implementation of the ITU-D Strategic Plan and Operational Plan 2017 and ITU-D four-year rolling Operational Plan 2019-2022;
 - ITU-D contribution to the implementation of the WSIS outcomes and 2030 Agenda for Sustainable Development;
 - ITU-D Study Group-related matters;
 - Regional Development Forums (RDFs);
 - Major ITU-D events and initiatives, including Global Symposium for Regulators (GSR), capacity building activities, World Telecommunication/ICT Indicators Symposium (WTIS) and innovation;
 - Membership, partnership and private sector-related matters;
 - Calendar of ITU-D events
- **THE WORLD SUMMIT FOR INFORMATION SOCIETY (WSIS) FROM 8th – 12th APRIL, 2019 IN GENEVA, SWITZERLAND**

The Commission facilitated and participated at the World Summit for Information Society (WSIS) which took place from 8th – 12th April, 2019 In Geneva, Switzerland.

The opening ceremony was held on Day-2 which set the priorities of the WSIS Forum 2019, bringing forth a wide range of topics within the Global Information and Knowledge Societies while emphasizing the role of Information and Communication Technologies (ICTs). Some of the themes that were intensively discussed at the event include:

- Collaborative Regulation for Digital Transformation (Action Line C6 Enabling Environment);
 - Hybrid Infrastructure and Technologies for Affordable Broadband Access (Action Line C2 Information and Communication Infrastructure);
 - Emerging Cyber Security Law and its Impact on Information Society/ Cyber law Trends of 2019;
 - Blockchain and Data Protection;
 - An End to Electronic Waste: Building the E-waste Coalition;
 - ICT Accessibility: The Key to Inclusive Global Communication;
 - Digital Transformation as Sustainable Development Pathway;
 - 5G Technology for Developing Countries;
 - Internet of Things – From Idea to Reality, Making it Happen in Africa.
- **8TH ANNUAL INVESTMENT MEETING (AIM) FROM 8th - 10th APRIL, 2019, IN DUBAI, UAE**

The eighth edition of the Annual Investment Meeting held from the 8th - 10th April, 2019, at the Dubai World Trade Centre. Business leaders, senior public officials, heads of international institutions and academia representing major stakeholders of the international investment participated at the inaugural session of the Annual Investment Meeting.

The eighth edition of the Annual Investment Meeting focused on the theme "**Linking Developed and Emerging Markets through FDI: Partnerships for Inclusive Growth and Sustainable Development**". Some of the topics that were intensively discussed at the event include:

- Maximizing the Benefits for your Country: sustainable investment and how to attract it
 - The role of chambers of commerce in achieving the SDGs
 - The Role of Marketing and Communications in Investment Promotion
 - The Evolution of FDI: how technology is changing the future of productivity and growth
 - Emerging Technologies and Opportunity for Investment Promotion Agencies
- **16TH ANNUAL GENERAL MEETING OF THE WEST AFRICA TELECOMMUNICATIONS REGULATORS ASSEMBLY (WATRA) FROM 25TH – 26TH APRIL, 2019, IN OUAGADOU, BURKINA FASO**

The 16TH Annual General Meeting of the West Africa Telecommunications Regulators Assembly (WATRA) held on the 25th – 26th April, 2019 in Ouagadougou, Burkina Faso. The meeting was attended by the delegates representing the following Member States: Benin, Burkina-Faso, Cape - Verde, Cote d Ivoire, Guinea, Guinea Bissau, The Gambia, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone and Togo. The agenda of the meeting include:

- Resolution AGA16/2019/R01 (Adoption of Agenda)

- Resolution AGM16/2019/R02 (Adoption of Secretariat's Activities Report)
- Resolution AGM16/2019/R03 (Presentation of Statues of Membership Dues for 2018 and arrears)
- Resolution AGM16/2019/R05 (Adoption of 2019 Activity Programmes)
- Resolution AGM16/2019/R06 (Adoption of 2019 Budget)
- Resolution AGM16/2019/R07 (Discussion on MOU between WATRA and Member states)
- Resolution AGM14/2017/R010 (Venue of next Annual General Meeting)
- **20TH ORDINARY SESSION OF THE ATU ADMINISTRATIVE COUNCIL AT RIDGEWAY SOUTHERN SUN HOTEL, LUSAKA, ZAMBIA 22ND – 24TH MAY, 2019**

The African Telecommunication Union (ATU) 20th Ordinary Session of the ATU Administrative Council took place from 22nd – 24th May, 2019 in Ridgeway Southern Sun, Lusaka, Zambia. The ATU Administrative Council is entrusted with the adoption and implementation of the ATU annual plan as well as approving the annual budget of the organization. Agenda items for the meeting include:

- Meeting of Heads of Delegation
- Election of the Bureau
- Consideration of the Draft Agenda
- Consideration of the Draft Work Schedule
- Report of the Secretary General on the activities of the Union from 1st June 2018 to 31 May 2019
- Draft report Provisional Financial Report 2018 - 2019
- Report on the Implementation of CPL-18 Decision on the Arrears of Contribution
- Report on the Implementation of CPL-18 Resolution on the Seat of the Union
- Report on the Implementation of CPL-18 Resolution on 4IR
- Draft Operational Programme and Budget for Financial Year 2019-2020
- Report on the Arrears of Contribution
- Update on the Seat of the Union
- Preparation for the next ATU Conference of Plenipotentiaries (CPL-18)
- Proposal on Establishment of AFACI Discussions on Candidatures for ITU Management Positions
- Implementation of ITU PP-18 and WTDC-17 Outcomes, and Preparations for WTSA-20 Presentation of the ITU Strategic Plan and Financial Plan for 2019-2023 and ITRs
- Date and Venue of the 21st Ordinary Session of the Council

▪ **2019 SESSION INTERNATIONAL TELECOMMUNICATIONS UNION (ITU) COUNCIL FROM 10TH – 20TH JUNE, 2019 IN GENEVA, SWITZERLAND**

The Commission facilitated and participated at the 2019 Session International Telecommunication (ITU) Council meeting which took place from 10th – 20th June, 2019 In Geneva, Switzerland.

The Council is the ITU's governing body in the interval between Plenipotentiary Conferences and ensures that ITU's activities, policies and strategies fully respond to the rapidly changing telecommunications environment by facilitating the implementation of the ITU Constitution, Administrative Regulations, ITU Convention and decisions of Plenipotentiary Conferences. Some of the issues that were discussed in the meeting include:

- Report on the Headquarters Premises Project
 - Expert Group on International Telecommunications Regulations (EG-ITR)
 - Appointment of the Members of the IMAC
 - ITU Telecom World 2019
 - Applications for Admission as Sector Members and Exemption from any Financial Contribution Relating to Participation in the Work of ITU
 - Implementing the New Plenipotentiary Conference -18 Resolution on SME participation in ITU
 - Role of TSAG in Creating Study Groups
- **THE COMMONWEALTH TELECOMMUNICATIONS ORGANIZATION (CTO): COMMONWEALTH ICT ROUND TABLE HELD ON 1ST-5TH APRIL, 2019 IN LONDON, UNITED KINGDOM**

Topic Discussed include:

- The Economics of Regulations
- Overview of ICT Policy, Regulations and Operation
- Challenges of a Regulator in an ICT Landscape
- Growth in the Satellite Industry Policy and Regulatory Challenges
- How Self-Sovereign Identity will Revolutionize how we Interact
- IoT and Big Data
- Block Chain Technology and Regulation
- Presentation at GSMA/Industry Visit at GSMA
- Industrial Visit to Huawei/Presentation on Huawei Policies
- Postal Regulation and E-Commerce



11.0.



REGULATORY ACTIVITIES

11.1 REGULATORY REQUESTS

a. Tezeti Networks Limited

Following the application of Tizeti Network Limited for the transfer of its shares to Tizeti Inc, the Commission wrote to the Company stating that its request could not be processed because it failed to comply with the requirement of the Approval-in-Principle earlier granted to it by the Commission. However, having complied with the Commission's requirement, Tizeti was issued with the final approval for the change in shareholding in favour of Kendall Ananyi, Theresa Ananyi, Isaac Ananyi and Jane Ananyi. The Commission also processed a further application of Tizeti Network Limited for the change in its shareholding in favour of Tizeti Inc. Tizeti Network Limited was accordingly issued with an Approval-in-Principle.

b. Federal Ministry of Justice

The Commission received a letter from the Federal Ministry of Justice directing the Commission to forward the three (3) original Memoranda of Understanding (MOUs) between;

- The Commission and the International Telecommunications Union,
- The Commission and the Telecommunications Regulatory Board of Cameroon,
- The Commission and the West African Telecommunications Regulators Assembly (WATRA).

The LRS Department sent a memo to the International Affairs Department requesting the documents.

c. Emerging Markets Telecoms Services Limited (Etisalat) & MTN Nigeria Communications Limited (MTN)

The Commission received letters from Etisalat and MTN seeking clarification on whether the Mobile Point of Sale Buses constituted a controlled environment/permanent structure in accordance with the Direction issued by the Commission on SIM Registration. The LRS Department responded, stating that Mobile Point of Sales Buses do not constitute a controlled environment/ permanent structure in

accordance with the Commission's Direction on SIM registration.

d. Association of Licensed Telecommunications Operators of Nigeria

The Commission received a letter from the Association of Licensed Telecommunications Operators of Nigeria (ALTON), appealing to the Commission to regard mobile points of registration as "Permanent Structures" as stated in the definition of a controlled environment in the Direction on controlled environment for SIM Cards Registration issued to operators dated November 30, 2016. The Commission responded to ALTON stating that mobile points of registration would not be regarded as a permanent structure for SIM Cards Registration.

e. Olaniwun Ajayi & Co.

Following the Commission's letter to the firm of Olaniwun Ajayi & Co. the Solicitors representing Gilat Satcom Communications Limited (Gilat) to comply with the requirements of the Commission regarding its unapproved change in its shareholding structure, the firm responded, stating that there was no change in the shareholding structure of Gilat. It also attached its Form CAC2 filed before and after the issuance of its licence to the Commission. Consequently, the LRS Department wrote to the Licensing & Authorization Department advising it to continue with the licence renewal process of the Company.

f. Huawei Technologies Limited

The Commission received a letter from Nigeria Labour Congress (NLC), Private Telecommunications and Communications Senior Staff Association of Nigeria (PTECSSAN) and Ministry of Communications in respect of an alleged labour/abuse of expatriate quota and regulatory malpractices by Huawei Technologies Limited. The LRS Department responded to NLC, PTECSSAN and Ministry of Communications stating that labour matters, abuse of expatriate quota/immigration issues raised should be referred to the Ministry of Interior Affairs and the Nigerian Immigration Service, being the bodies responsible for handling such matters.

g. Emerging Markets Telecoms Services Limited (Etisalat)

The Commission received a letter from Etisalat informing the Commission that it has complied with the directives on awareness creation for the Do-Not-Disturb Service. The LRS Department responded, urging Etisalat to continue to comply fully with the Commission's Direction on the Do-Not-Disturb Service.

h. IHS Towers Nigeria Limited

Following the approval of the EVC, the Commission granted final approval to IHS Nigeria Limited for the change in its shareholding from 99% shareholding of IHS Holding Limited to 99% shareholding by IHS Netherland NG 1 BV.

i. MTN Nigeria Communications Limited

Following the Direction issued by the Commission to Mobile Network Operators in respect of registration of SIM Cards in controlled environment and disengaging of itinerant registration agents, the Commission received letters with a CD-ROM and Flash Drive from MTN, Etisalat and Smile Communications Limited containing the list of its registration points nationwide. The LRS Department forwarded the CD-ROM to

Compliance Monitoring and Enforcement Department for its attention and necessary action.

j. Association of SIM Registration Agents of Nigeria

The Commission received a letter from the Association of SIM Registration Agents of Nigeria (ASRAN) requesting it to suspend the planned implementation of its Direction on SIM Registration in a controlled environment/permanent structure and the disengagement of itinerant registration agents by Mobile Network Operators. The Commission responded, declining the request made by ASRAN.

k. SPA Ajibade & Co

The Commission wrote to the firm of SPA Ajibade & Co. responding to its request for information on Nigerian data rollover/unused data. The firm stated that the Commission issued a directive to telecommunications Service Providers imposing an obligation for the rollover of Subscribers' unused data. The LRS Department responded stating that the Commission has no record of such a directive.

l. General Telecommunications Network Limited

The Commission received a letter from General Telecommunications Network Limited requesting for the transfer of its licence to Accelor Network Limited. In the course of reviewing its application, it was discovered that the Company had effected a change in its shareholding structure without the approval of the Commission. The LRS Department wrote to the Company advising it to reverse the change in shareholding and apply for the necessary approval from the Commission.

m. Nigerian Meteorological Agency (NiMet)

The Commission received a complaint from the Nigerian Meteorological Agency (NiMet) against Emerging Markets and Telecommunications Services Limited (EMTS) regarding illegal dissemination of weather information. The Commission responded, stating that the matter was not within its regulatory purview and urged both parties to resolve the matter amicably.

n. Everest Management Consulting Limited (EMCL)

The Commission received a letter from Everest Management Consulting Limited (EMCL) alleging that a company named Lucratel Limited (Lucratel), carried out telecoms activities and was indebted to several companies. It further alleged that the Managing Director of the company, Mr Frank Asoga Abayilo, had absconded. Amongst other things, EMCL requested to know if Lucratel was a licensee of the Commission, if Lucratel had funds with the Commission and the names of compliance officers of the Commission overseeing Lucratel. The Commission informed EMCL that Lucratel was no longer a licensee of the Commission and as such, it could not avail EMCL with the requested information.

o. Request for Withdrawal of Approval to Change Shareholding Structure by MTN Nigeria Communications Limited (MTN)

MTN had applied for the Commission's approval to change its shareholding structure by virtue of a share transfer arrangement and Final Approval was issued. However, MTN notified the Commission of its termination of the Share Purchase Agreement and

discontinuance of the process of completing the change in its shareholding structure. The LRS Department sent a memo to the EVC requesting for the withdrawal of the Final Approval previously issued by the Commission on the understanding that the status of MTN's shareholding structure remained as it was, before the Final Approval was issued. The EVC's approval was obtained and conveyed to MTN.

p. Request for further clarification on a proposed mobile SIM replacement/upgrade initiative by Globacom Limited

The Department received a letter from Globacom Limited (Globacom) seeking for guidance in respect of a proposed mobile SIM replacement/upgrade initiative using Globacom branded buses, which is aimed at addressing the proximity challenges to Gloworld outlets in some areas. In order to elicit further clarification on the proposed services, the Department invited Globacom and Compliance Monitoring and Enforcement Department for a meeting. At the meeting, Globacom made a presentation on the proposed initiative and it was resolved that the Commission will further deliberate on the issue and intimate Globacom of its final decision.

q. Civil Society Groups for Good Governance

The Commission received a letter from the Civil Society Groups for Good Governance (CSGGG) requesting that it should respond to an allegation by the Initiative for Leadership and Economic Watch in Nigeria (ILEWN), that the Commission was negligent in its duty by waiting for the intervention of the Minister of Communications and Digital Economy before deactivating 'unregistered' (sic) SIM cards. The Commission responded to CSGGG, detailing the steps it had taken in deactivating improperly registered SIM cards prior to the alleged intervention of the Minister.

r. IHS Nigeria Limited

The Commission received a letter from IHS Nigeria Limited, stating that one Bello Usman had constructed a mud house in close proximity to its mast at Kalshingi Town, Akko LGA of Gombe state. IHS further stated that Mr Usman had signed an undertaking exonerating IHS in the occurrence of any unlikely event. The Commission responded to IHS, noting its dismay at the violation of the National Environmental (Standards for Telecommunications and Broadcast Facilities) Regulations, 2011 by IHS in signing the said undertaking. The Commission further noted that, by public policy, it cannot recognise or register an agreement entered into in contravention of an existing law and thereby returned the said undertaking. IHS was further required to strictly abide by extant laws in this regard.

11.2. CHANGE IN SHAREHOLDING STRUCTURE

NO	NAMES OF LICENSEE	STATUS
1.	Comviva Technologies Nigeria Ltd (Comviva)ed njc letter1	<p>Further to the Commission's letter to Comviva directing it to reverse the unauthorized change in its shareholding structure and apply to the Commission for approval to effect a change, a letter was received from Comviva stating its inability to reverse the change and it also pleaded for leniency from the Commission. Accordingly, the Commission issued a penalty of ₦2,000, 000 (Two Million Naira) only for this contravention.</p> <p>The Company paid the fine and the Commission responded stating that due to the expiration of its VAS License, its application approval for change in shareholding structure would be processed when the license is renewed.</p>
2.	70th Precinct Limited	<p>Further to the Commission's letter to 70th Precinct Limited to pay the administrative fine of ₦2,000,000 (Two Million Naira) only for the unauthorized change in its shareholding structure, 70th Precinct Limited paid the fine and the change in its shareholding structure was deemed to have been duly approved by the Commission.</p>
3.	Proserv Tracking and Equipment Company Limited (Proserve)	<p>Further to the Commission's letter to Proserv to pay the administrative fine of ₦2,000,000 (Two Million Naira) only for the unauthorized change in its shareholding structure, Proserv paid the fine and the change in its shareholding structure was deemed to have been duly approved by the Commission.</p>
4.	Text Nigeria Limited (Text)	<p>The Commission received a letter from Text requesting for approval to effect changes in its shareholding structure above the prescribed threshold of 10%. Further to the Approval –in –Principle issued to Text to change its Shareholding Structure, a letter was received from Text forwarding all outstanding documents and Final Approval was issued to Text to effect a change in its shareholding structure above the prescribed threshold of 10%.</p>
5.	Raeanna Nigeria Limited (Raeanna)	<p>Further to the Commission's letter to Raeanna directing it to reverse the unauthorized change in its shareholding structure and apply to the Commission for approval to effect a change, a letter was received from Raeanna stating its inability to reverse the change and pleading for leniency from the Commission. In view of the above, the Commission issued an administrative fine of ₦2,000,000 (Two Million Naira) only for this contravention. Raeanna paid the fine and the change in its shareholding structure was deemed to have been duly approved by the Commission.</p>
6.	Cloud Interactive Associates (Cloud)	<p>Further to the Commission's letter to Cloud directing it to reverse the unauthorized change in its shareholding structure and apply for approval to effect a change, a letter was received from Cloud stating its inability to reverse the change and pleaded for leniency from the Commission. In view of the above, the Commission issued an administrative fine of ₦2,000,000 (Two Million Naira) only for this contravention. Cloud paid the fine and the change in its shareholding structure was deemed to have been duly approved by the Commission.</p>

NO	NAMES OF LICENSEE	STATUS
7.	Sponge Limited (Sponge)	Further to the Commission's letter to Sponge directing it to reverse the unauthorized change in its shareholding structure and apply to the Commission for approval to effect a change, a letter was received from Sponge stating its inability to reverse the change and pleading for leniency from the Commission. In view of the above, the Commission issued an administrative fine of ₦5,000,000 (Five Million Naira) only for this contravention.
8.	Orange Business Communications Limited (Orange)	Further to the Commission's letter to Orange directing it to reverse and apply to the Commission for approval to effect a change, a letter was received from Orange stating its inability to reverse the change and pleading for leniency from the Commission. In view of the above, the Commission issued an administrative fine of ₦5,000,000 (Five Million Naira) only for this contravention.
9.	Nextgen Telesolutions Limited (Nextgen)	Further to the search conducted at the Corporate Affairs Commission on Nextgen, the Commission reviewed the Forms CAC2 and CAC 2A and observed that the company effected a change in its shareholding structure above the prescribed threshold of 10% without prior approval from the Commission. A letter was sent to the company requesting it to forward evidence of approval from the Commission to effect the said change. Further to this, a letter was received from Nextgen stating its inability to reverse the change and pleading for leniency from the Commission. In view of the above, the Commission issued an administrative fine of ₦5,000,000 (Five Million Naira) only for this contravention.
10.	Winrock Nigeria Limited (Winrock)	Further to the Commission's letter to Winrock directing it to reverse the unauthorized change in its shareholding structure and apply for approval to effect the change, a letter was received from Winrock stating its inability to reverse the change and pleading for leniency from the Commission. In view of the above, the Commission issued an administrative fine of ₦2,000,000 (Two Million Naira) only as the contravention occurred before the Nigerian Communications (Enforcement Regulations) 2019 was gazetted.
11.	Phoenix Core Limited (Phoenix)	The Commission received a request from Phoenix to change its shareholding structure; Approval-in-Principle was granted and conveyed to the company upon clearance of outstanding obligations.
12.	Nok360 Global Limited (Nok360)	Further to the search conducted on Nok360 at the Corporate Affairs Commission, the Commission reviewed the Forms CAC2 and CAC 2A and observed that the company effected a change in its shareholding structure above the prescribed threshold of 10% without prior approval from the Commission. A letter was sent to the company requesting it to forward evidence of approval from the Commission to effect the said change. Nok 360 pleaded for leniency however, the Commission issued a ₦2,000,000 (Two Million Naira) only in line with Regulation 16(1) of the Enforcement Regulations 2019.

NO	NAMES OF LICENSEE	STATUS
13.	Coscharis Limited (Coscharis)	Further to the search conducted on Coscharis, at the Corporate Affairs Commission, the Department reviewed the Forms CAC2 and CAC 2A and observed that the company effected a change in its shareholding structure above the prescribed threshold of 10% without prior approval from the Commission. A letter was sent to the company requesting it to forward evidence of approval from the Commission to effect the said change.
14.	Afmobi Nigeria Limited (Afmobi)	Further to the Approval in Principle issued to Afmobi to change its shareholding structure, a letter was received from the company stating that it had fulfilled all outstanding obligations owed the Commission. The Commission observed that Afmobi was yet to fulfill the following outstanding obligations: (i) Submit its audited accounts for the year 2018. (ii) Pay Annual Operating Levy (AOL) in the sum of ₦1,689,510.00 (One Million Six Hundred and Eighty Nine Thousand, Five Hundred and Ten Naira) only
15.	Infomall Limited (Infomall)	Further to the search conducted on Infomall at the Corporate Affairs Commission, it was observed that the company effected a change in its shareholding structure above the prescribed threshold of 10% without prior approval from the Commission. A letter was sent to the company requesting it to forward evidence of approval from the Commission to effect the said change. Due to the inability of Infomall to reverse the change the Commission issued an administrative fine of ₦5,000,000 (Five Million Naira) only and a further ₦500,000 (Five Hundred Thousand Naira) only in line with Part B, Paragraph 8 of the Second Schedule of the Nigerian Communications (Enforcement Processes e.t.c) Regulations, 2019.
16.	Interswitch Limited (Interswitch)	Further to the request by Interswitch to effect a change in its shareholding structure, Approval-in-Principle was issued to the company.
17.	Briclinks Africa Plc (Briclinks)	Further to the request by Briclinks to effect a change in its shareholding structure above the prescribed threshold of 10%, it was observed that the company's license had expired. A letter was subsequently sent to the company stating that the Commission was unable to process its request for change in its shareholding structure until it renews its licence.
18.	Odu'a Telecoms Limited (Odu'a)	Further to the request by Odu'a to effect a change in its shareholding structure above the prescribed threshold of 10%, Approval-in-Principle was issued to the company.
19.	Telcovas Solutions & Services Limited (Telcovas)	Further to the Commission's letter to Telcovas to pay the administrative fee of ₦5,000,000.00 (Five Million Naira) only for the unauthorized change in its shareholding structure, the company paid the fine and processing of the Company's request for renewal of its VAS License was effected.

NO	NAMES OF LICENSEE	STATUS
20.	Coloplus Worldwide Services Limited (Coloplus)	Further to the Commission's letter to Coloplus Limited to pay an administrative fine of ₦5,000,000.00 (Five Million Naira) for the unauthorized change in its shareholding structure above the prescribed threshold of 10%, a letter was received from the company appealing to the Commission to pay the fine in monthly installments of ₦1,000,000.00 (One Million Naira) only.
21.	Coscharis Technologies Limited (Coscharis)	Further to the Commission's letter to Coscharis to pay the administrative fee of ₦5,000,000.00 (Five Million Naira) only for the unauthorized change in its shareholding structure, the company paid the fine processing of the Company's request for renewal of its VAS License was effected .
22.	Gameloft West Africa Limited (Gameloft)	Further to the Approval-in-Principle issued to Gameloft, a letter was received from the company forwarding its outstanding Audited Accounts for 2017 and its Year End Network/ Data Information for the years 2015-2017.

11.3. LEGAL/REGULATORY MEETINGS

a. Airtel Networks Limited

A meeting was convened by the Commission in respect of an alleged breach of the Commission's Guidelines on Advertisements and Promotions by Airtel Networks Limited. At the meeting, Airtel in its submission stated that it applied to the Commission for the approval of its promotion tagged "Airtel Smart Network" but could not get the approval within Seven (7) days as stated in the Guidelines on Advertisements and Promotions. The meeting resolved that Airtel should stop the promotion on its network and that the Commission would communicate to it within seven (7) days on whether it should be sanctioned or not.

b. Legal Sub-Committee of the Industry Working Group on IP Login Session

The Commission attended a meeting of the Legal Sub-Committee of the Industry Working Group on IP Login Session held in Lagos on July 19, 2019. Further to this, the Commission wrote to the Federal Ministry of Justice (FMJ), forwarding the minutes of meeting, the proposed outline of the regulations, as well as comments received from some members of the Committee, to assist FMJ in drafting the proposed regulations.

c. Mobile Network Operators (MNOs)

The Commission held a meeting with all Mobile Network Operators (MNOs) on the practice of hot-listing telephone lines in the telecommunications Industry. At the meeting, it was resolved among other things, that the MNOs should harmonise the processes adopted in hot-listing MSISDNs, pending when a determination is made by the Commission on the practice.

d. Fibre Deployment Initiative by MainOne Cable Company Nigeria Limited (MainOne) in Edo and Ogun State

Based on the Commission's letter to MainOne directing it to cease further deployment of fiber in Edo and Ogun States, a letter was received from MainOne stating its inability to comply with the directives due to its existing contractual obligations.

Consequently, a meeting was held with MainOne and the following resolutions were reached:

- i. The Commission would issue a Declaration to address the discrepancies in the ISP Licenses issued by the Commission.
- ii. MainOne would cease further fiber deployment in Edo and Ogun States but will fulfill all subsisting and outstanding obligations.
- iii. MainOne would forward to the Commission all subsisting obligations with Edo and Ogun States Governments for review by November 7, 2019. This should include its contractual obligations, specific areas covered, capacity, and specifications for fiber deployment.
- iv. Upon review of "iii" above, the Commission will engage with the Infrastructure Companies (Infracos) licensed in South South and South West zones with a view to settling the matter amicably.

The Commission will thereafter convene a tripartite meeting with the Two (2) Infracos and MainOne on the matter, if need be.

11.4. FREEDOM OF INFORMATION (FOI) REQUESTS

a. Private & Public Development Centre Limited

The Commission received an FOI request from Public & Private Development Centre for the records of payments for capital projects released to the Commission in the year 2016 and the procurement plan within approved threshold for the year 2017. The Commission's response informed the firm that the Commission is a self-funding and self-accounting agency that does not receive subventions from the Federal Government for execution of its projects as its budget is approved by the National Assembly in line with the Fiscal Responsibility Act, 2007 and NCA.

b. Karina Tunyan (SAN) & Co

The Commission received an FOI request from the firm of Karina Tunyan & Co, on behalf of Daniel Gemana, the Managing Director of Vertes Agro Limited, requesting for the record of text messages of phone number +2348036186987. The letter was forwarded to MTN and a response was sent to the firm drawing its attention to Section 1 of the FOI Act 2011 and notifying it that information regarding subscribers are domiciled with their respective operators. In its response, MTN informed the Commission that it had honoured the request from the firm. Thereafter, MTN's response was forwarded to the firm for confirmation.

c. Public and Private Development Centre Limited (PPDC)

The Commission received a Freedom of Information request from Public and Private Development Centre Limited (PPDC) for the following:

- Records of payment for capital projects released to or accrued by the Commission in the Year 2018,
- List of contracts awarded by the Commission in the year 2018,
- Procurement Plan within the Commission's approval threshold for the year 2018 and
- Commission's 2018 Annual Report.

The Commission collated and forwarded same to PPDC.

d. Mutiu Oyelakin

The Commission received a Freedom of Information request from Mutiu Oyelakin for the following:

- A copy of the letter received from MTN Nigeria Communications Limited (MTN) on February 7, 2019 in response to his complaint dated February 5, 2019
- A copy of the letter received from MTN dated April 12, 2019 in response to his letter dated March 20, 2019
- Documentary evidence reflecting the time and date the "1,800 airtime for N200 recharge" offer was submitted to the Commission by MTN
- Documentary evidence to prove that the "1,800 airtime for N200 recharge" offer is currently undergoing review by the Commission.

Accordingly, the Commission forwarded items (i) and (ii) to Mr Oyelakin, noting that it was still collating the outstanding information.

e. Connected Development (CODE)

The Commission received a Freedom of Information request from Connected Development (CODE) for the following:

- List of the Commission's accrued expenditure on capital projects for the financial year 2018.
- List of contracts awarded by the Commission in the year 2018
- The Procurement Plan within the Commission's approval threshold for the year 2018
- Number of FOI training the Commission had in the year 2018
- The name and contact of the Commission's FOI desk Officer(s)
- A copy of the Commission's recent FOI annual report

The Commission collated the requested information and forwarded same to CODE accordingly.

f. Centre for Transparency Advocacy

The Commission received a Freedom of Information request from Centre for Transparency Advocacy (CTA) for its 2015-2018 Service Delivery Report for Public Ministries in Nigeria. The information requested included:

- A list of achievements of the Commission during the 2015/2016 and 2017/2018 fiscal years and
- Information on compliance with Freedom of Information requests.

The Commission collated and forwarded same to CTA.

g. BudgIT Foundation

The Commission received a Freedom of Information request from BudgIT Foundation for the following:

- i. The Records of payment for capital projects released to or accrued by the Commission in the Year 2018,
- ii. The list of contracts awarded by the Commission in the year 2018,
- iii. The Procurement Plan within the Commission's approval threshold for the year 2018,
- iv. The name and contact of the Commission's FOI Desk Officers and
- v. A copy of the Commission's recent FOI Annual Report.

The requested information was collated and forwarded to BudgIT Foundation accordingly

h. Paradigm Initiative

The Commission received a Freedom of Information request from Paradigm Initiative for the current exact and precise number of subscribers as measured in the Subscriber Identity Module (SIM) Registration Exercise concluded in 2013. The Commission responded, stating that the records of registered SIM cards are currently undergoing deduplication (scrubbing) and as such, it was unable to provide an accurate data on the request. It further stated that the Commission shall endeavour to furnish the said information once the scrubbing is concluded.

i. Report to the Attorney General of the Federation

The Commission forwarded the report containing all the FOI requests received in 2018 to the Office of the Attorney General of the Federation in compliance with the provision of the FOI Act.

11.5. LEGISLATIVE MATTERS

a. Review of the Mutual Assistance in Criminal Matters Bill, 2018

The Commission received a letter from the Chief of Staff to the President, forwarding a copy of the Mutual Assistance in Criminal Matters Bill for inputs. Further to this, the Commission responded detailing some provisions of the Bill that were susceptible to different interpretations which might lead to inconsistencies in its application.

b. Review of the Data Protection Bill, 2019

The Commission received a letter from the Chief of Staff to the President, forwarding a copy of the Data Protection Bill, 2019 for the Commission's inputs. Further to this, the Commission responded with its comments on the Bill for consideration.

11.6. DEVELOPMENT AND REVIEW OF REGULATIONS AND GUIDELINES

a. Draft E-Waste Regulations and Draft Guidelines on Disaster Recovery

The Commission conducted a Public Inquiry on the above Regulations and Guidelines, which held on March 5, 2019. Further to this, the report of the enquiry was published on the Commission's website.

b. Draft Lawful Interception of Communications, Enforcement Processes etc. and Licensing Regulations

The subject, Regulations, was published in the Official Gazette of the Federal Government of Nigeria and the Commission received copies of the same. Copies of the said Regulations were also being forwarded to relevant stakeholders of the Commission for use as working tools.

c. Review of the Public Procurement Act Amendment Bill

The Commission reviewed the Public Procurement Act Amendment Bill and noted that the proposed amendments to the Bill relate to the following; the establishment of the National Council on Public Procurement, an increase in the mobilization fees payable to contractors/suppliers and the provision of a timeframe for procurement process/proceedings. It was also noted that the proposed amendments to the Public Procurement Act, 2007 (PPA) will not adversely affect the activities of the Commission. The above notwithstanding, the Commission made its input to the Bill accordingly.

11.7. DISPUTES AND LITIGATION

11.7.1. NEW CASES

The Commission was sued and served with Court Processes in these lawsuits:

- 3R Company Nigeria Limited v NCC
- IHS Nigeria Limited v Attorney General of Kano State & 5 Ors
- Syl-Orgie v NCC
- IHS Nigeria Limited v Kogi State Board of Internal Revenue & 3 Others
- Ahamefuna Eusebius Agbo & 15 Others v NCC & DBI
- Honourable Madujibe Eloi v MTN & NCC
- Timothy Benson Igbokwe v MTN & NCC
- Mrs Rita Murphy & 2ors v. Airtel Networks Limited V. NCC
- Remark Consulting V NCC
- Abuja Municipal Area Council V NCC
- Oluwaseun Ajoba V. NCC & MTN
- Solomon Auta V. MTN Nigeria Communications PLC & Anor
- Ijeoma Onuegbu & 2 Ors V. SW- Global
- IHS V. Attorney General of the Federation & 5 ORS
- IHS v Attorney General of the Federation & 4 ORS

11.7.2. ON-GOING CASES

The following matters were concluded in court within the period under review:

- 3R Company Ltd V. NCC & 2 Ors
- NCC V. Private Networks Nigeria (PNN)
- Ahamefuna Eusebius Agbo & 16 Others v NCC & DBI
- Interstella V NCC
- Deacon (Engr.) Oladele Olufemi Oluleye V. MTN Nigeria Limited and Nigerian Communications Commission
- Pharm. Ebenezer Okoye V MTEL & 3 Ors
- Syl-Orgie Nigeria Ltd V. NCC
- IHS Nigeria Limited & 2 Ors v. Nasarawa State Urban Development Board & 7 Others
- Digital Rights Lawyers Initiative v. NCC
- Benjamin Oke v. Airtel Networks Limited & NCC
- Dr Lawan S. Ismaila & 2 Ors v. His Excellency, Comrade Adams Oshiomole, Chairman of All Progressives Congress (APC) & 15 Ors.
- Ebenezer Akano & 4 Ors. (Suing for and on behalf of Hallmark Residents Association, Oke Baden Estate Oyo v. IHS Nigeria Ltd, NCC & 5 Others.
- Afdin Ventures Ltd. & Anor. v. Karington Communications Ltd & 5 Ors
- Airtel Networks Limited v. Anambra State Government & Ors
- Ayobola Abiola v. MTN & NCC
- Abdulaziz Abubakar v. MTN & NCC
- Interstella Ltd v. NCC & IEPN
- Barrister Nnodu Okeke v. MTN & NCC
- Ayodeji Akinjokun v. NCC
- MTN v. Kogi State, NCC & 2 Others
- Alpha Praxis Nigeria Limited v. NCC
- NCC v. PNN (Garnishee Proceedings)
- Incorporated Trustees of Laws and Rights Initiative v. NCC
- HRH Igwe Damian V. Seal Towers & 20rs
- NCC V. PNN
- NCC V. NETVISA
- Dr Benjamin Oke V. NCC
- IHS Nigeria Ltd V. Kogi State Board of Internal Revenue Services & 5ors
- Interstella V. NCC
- Dr Bashir Gwandu V. NCC
- Recharge and Get Paid Ltd V. NCC & AGF
- IHS Nigeria Limited V. A.G. Kano State & 5ORS.

- Abuja Municipal Area Council V. NCC
- IHS Nigeria Ltd V. Nasarawa State Board of Internal Revenue & 7 Ors
- Remark Consulting Limited V. NCC
- Attorney General of the Federation v. Onwudebe Susan
- Attorney General of the Federation v. Moses Edwin Oghor & Ors
- Attorney General of the Federation v. Olutola Oluwole & Futurecom Limited
- Attorney General of the Federation v. Jolayemi Busuyi

11.7.3. CONCLUDED CASES

The following matters were concluded within the period under review:

- Ahamefuna Eusebius Agbo & 16 Others V. NCC & DBI
- Motophone v NCC & Federal Ministry of Communications
- IHS V A.G Federation & 4 Ors and IHS V. A.G Ogun State & 3 Ors
- Ejike Nwafor Esq V Emerging Markets Telecommunications Services & Nigerian Communications Commission.
- Oluwakayode Oluwabiyi v NCC & MTN
- Ali Danburam Umar Ahmadu (Suing as Administrators of the Estate of Mallam Isa Danburam) Olufumilayo Lamuye Esqr., Mrs. Charity Umbwe Shekari V. NCC, USPF & HMOC
- Spectrum Wireless Communication Ltd v NCC & 16 Ors
- Nwawka V MTN & NCC

11.8. APPEALS

- Bashir Gwandu V. FRN & Ors.
- FHC/ABJ/CS/1184/2018 Ejike Nwafor Esq V. Emerging Markets Telecommunications Services & NCC
 - Ali Danburam & 2 Ors V. NCC & 2 Ors
 - FHC/ABJ/CS/1184/2018 Ejike Nwafor Esq V. Emerging Markets Telecommunications Services & NCC
 - Ali Danburam & 2 Ors V. NCC & 2 Ors

11.9. LEGAL ADVICE, REVIEWS & OPINIONS

- **National Information Technology Development Agency (NITDA)**

The Commission considered a potential conflict of jurisdiction in the regulation of data centers as occasioned by a letter from NITDA stating that regulation of data centers does not come under the purview of the Commission, as data centers are information technology systems. Upon due consideration, the Commission noted that to the extent that data centers use communications equipment in their operations, same will fall under the regulatory purview of the Commission. A position statement was subsequently forwarded to NITDA.

- **Mobile Number Portability (MNP)**

The Commission considered the pricing framework for MNP License fee as well as Porting Transaction fee. Subsequently, it was resolved that the sum of N1,000,000.00 (One Million Naira) be adopted as license renewal fee and an industry wide consultation be undertaken before determining a cost-based pricing regime for porting transactions.

- **10 MHz (FDD) in the 700 MHz Band**

Further to the consideration of the inability/failure of Globacom Limited to pay for spectrum assignment of 10 MHz (FDD) in the 700 MHz Band within the period specified by the Commission, the Commission resolved to withdraw the provisional offer to Globacom Limited and advised that the frequency be made available for assignment to another licensee.

- **National Environmental Regulation on Electrical Electronics Equipment**

The Commission wrote to the Federal Ministry of Environment (FMoE) through the Federal Ministry of Communications (FMoC) on the proposed Regulations on e-Waste, restating that the proposed framework is within its regulatory remit as it is specific to the Communications sector.

- **Lagos Metropolitan Area Transportation Authority (LAMATA)**

The Commission clarified its position on the terms of a draft agreement between LAMATA and MTN Nigeria Communications Plc. (MTN) by inviting MTN and LAMATA to make presentations on the proposed project and the level of data access required while reiterating the need to engage the Office of the National Security Adviser due to the security implications of the access requested by LAMATA.

- **Investigation Activities by the Economic and Financial Crimes Commission (EFCC) in respect of Telephone Numbers 07030356169 and 09067777054**

The Commission received a letter from MTN, wherein it sought for approval and guidance from the Commission, on a request it received from the EFCC to reactivate via "Welcome Back" (SIM Replacement) MSISDNs 07030356169 and 09067777053 to aid investigation. The request was considered in line with the relevant regulations and approved accordingly, conditioned upon MTN ensuring it is indemnified against any liability that is not already exempted under Section 146(3) of the Act.

- **Request for letter of No Objection to Spectrum Trading Transaction between Intercellular Nigeria Limited and Emerging Markets Telecommunications Services Limited (EMTS)**

The Commission considered a request from EMTS requesting a letter of no objection to the Spectrum Trading transaction between itself and Intercellular Nigeria Limited and noted that the request is subject to the Spectrum Trading Guidelines 2018 thereby advising EMTS to process its transaction in line with the appropriate provisions.

11.10. REVIEW OF AGREEMENTS

The Commission reviewed the Interconnection Agreement as well as Infrastructure Sharing and Collocation Services Licensees between:

- MTN and Comium Data Limited
- Airtel Networks Limited and Billyronks Global Limited
- Master Tower Agreement between Airtel Networks Limited and Swift Networks Limited.
- Master Tower Agreement between Airtel Networks Limited and Smile Communications Nigeria Limited.
- Master Tower Agreement between Airtel and Emerging Markets Telecommunications Services Limited.
- Co-location Agreement between Airtel Networks Limited and MTN Nigeria Communications Limited.
- Master Tower Services Agreement between ATC Nigeria Wireless Infrastructure Limited and Nova Track Limited.
- Master Tower Sharing Agreement between ATC Nigeria Wireless Infrastructure Limited and Airtel Networks Limited.
- Master Tower Space Use Agreement between ATC Nigeria Wireless Infrastructure Limited and Spectranet Nigeria Limited.
- Master Tower Agreement between ATC Nigeria Wireless Infrastructure Limited and Cyberspace Network Limited.
- Collocation Agreement between Pan African Towers Limited and Smile Communications Nigeria Limited.
- Infrastructure Sharing Agreement between Pan African Towers Limited and Emerging Markets Telecommunication Services Limited.
- Collocation Agreement between Coloplus Worldwide Services Limited and Smile Communications Nigeria Limited.
- Master Lease Agreement between Coloplus Worldwide Services Limited and Information Connectivity Solutions Limited.
- Master Lease Agreement between Coloplus Worldwide Services Limited and Airtel Networks Limited.

Upon review, the Agreements were found to be in compliance with the provisions of the Act, and as such were registered accordingly.

11.11. ROUTINE ACTIVITIES

- Permission to Broadcast Voter Education Messages via SMS

The Commission received a letter from the Independent National Electoral Commission (INEC) requesting the Commission to grant a waiver on the Do-Not-

Disturb Direction to enable MTN Nigeria Communications Plc. (MTN), Airtel Networks Limited (Airtel), Globacom Limited (Globacom) and Emerging Markets Telecommunications Services Limited (EMTS) disseminate voter education messages on behalf of INEC. The Commission reviewed, in light of the benefit to the Country and its citizens, and granted approval to the respective MNOs accordingly.

- **SIM Card Registration of Foreign Nationals**

The Commission clarified its position on the appropriate means of identification of foreign nationals, further to a letter received from Airtel requesting confirmation on whether the photo ID issued to foreign nationals by the Nigerian Immigration Service (NIS) could be accepted in place of International Passport for the purpose of carrying out SIM Card Registration. The Commission responded noting that any photo identification card issued by the Nigerian Immigrations Service other than an international passport does not fall under the description of photo identification as envisaged by the Commission and cannot be accepted in lieu of an International Passport.

- **NTEL'S Outstanding Obligations to the Commission- Pre-enforcement Notice**

The Commission received a letter from Natcom Development & Investment Limited (NatCom) informing the Commission that it would be unable to offset its obligations in line with an earlier approved payment plan and requested for a further extension of nine (9) months terminating in July 2020. The Commission granted the extension, subject to certain conditions, one of which was that the extension period will be five (5) months instead of the nine (9) months as requested by NatCom. NatCom responded to the Commission stating that it would be unable to meet the conditions and prayed the Commission to grant the extension based on its own conditions.

- **Technical Assistance to Foster Effective Right of Way (RoW) Administration and Issuance of Planning Permits for Masts and Towers**

The Commission received a letter from the British High Commission (BHC) to the effect that the UK Government's Prosperity Fund Digital Access Programme intends to collaborate with it to engender effective Right of Way (RoW) administration and issuance of planning permits. A letter was subsequently sent to the BHC stating that the Commission accepted the assistance being offered, as permitted by the establishing law of the Commission and other relevant laws that guide partnership with foreign entities. It also clearly stated in the said letter that the assistance would be at no cost to the Commission.

- **Unilateral Disconnection of Exchange Telecommunications Limited by Airtel Networks Limited**

The Commission imposed a fine of N121,000,000 (One Hundred and Twenty-One Million Naira) only, against Airtel Networks Limited (Airtel) for the unilateral disconnection of Exchange Telecommunications Limited (Exchange). Further to this, the Commission received a letter wherein Airtel appealed to the Commission to rescind its decision to sanction it for the unilateral disconnection. Upon review, the said fine was reduced to the sum of N60,500,000.00 (Sixty Million, Five Hundred Thousand Naira) only. This is subject to Airtel reconnecting Exchange and Airtel undertaking that it will not unilaterally disconnect Exchange or any other licensee.

- **Support for Bayelsa State Government Fiscal Responsibility**

The Commission received a request from the Bayelsa State Board of Internal Revenue for information regarding the base stations owned by different network operators and infrastructure sharing companies in Bayelsa State. In view of the fact that base stations are critical national infrastructure, and given their importance to national security, the Commission did not furnish the information requested but advised that the request be directed to the Office of the National Security Adviser.

- **2019 Workshop for Judges on Legal Issues in Telecommunications**

The Commission organized and held the annual workshop for Judges on Legal Issues in Telecommunications from June 19-21, 2019 at the Best Western Plus Hotel, Enugu. The workshop was attended by participants comprising judges from the Supreme Court, Court of Appeal, Federal and State High Courts. The participants were engaged in knowledge sharing sessions, covering a wide range of discussions on legal issues from the telecommunications industry.

11.12. NOTIFICATION OF CHANGE OF OFFICE ADDRESS

The Commission received notification of change of office address from the following Companies:

- i. Double U Nigeria Limited: changed its office address to Lekki Phase 1, Omorinre Johnson Road, Block 52A to Plot 7, Ghassan Khlife.
- ii. Compton Green Limited: changed its address to Abgeke House, No. 107 Bamgbose Street, Lagos Island, Lagos.
- iii. Celtouch Nigeria Limited: changed its office address to 20/22 Palace Road, Flat 4, Oniru Estate, Lagos. And mailing address as 23/24 Chief Yesufu Abiodun Way, Oniru Estate, Victoria Island, Lagos.
- iv. NTS Technologies Nigeria Limited: changed its office address from 32, Adeola Adeleye Street, Off Coker Road, Ilupeju, Lagos to Flat 404 Cluster B10, 1004 Housing Estate, Victoria Island, Lagos.
- v. Worldwide Industrial Ventures Limited: changed its office address from No 9c Durosinmi Fatai Crescent, Victoria Island, Lagos to No 1c Durosinmi Fatai Crescent, Victoria Island, Lagos.

The Commission has effected the required amendments and communicated same to all relevant stakeholders.



12.0.

LICENSING

One of the major functions of the Commission is the facilitation of investment into the Nigerian telecommunications industry. In this regard, the Commission acts as the gateway between the Government and prospective investors in the sector through the processing and issuance of telecommunications license and authorization which is a pre-requisite for any company desiring to participate in the telecoms market.

During the year under review, the Commission received and processed a total of Five Hundred and Ninety-Six (596) new Licenses, comprising of Four Hundred and Twenty-Three (423) Individual Class license applications and One Hundred and Seventy-Three (173) Class Individual licenses. The table below shows a summary of the license request (new and renewal) processed in 2019

Individual Licence Renewal	192
Class Licences	423
Individual Licences Processed	173
Notification of Intention not to renew	4
Licence documents proofread & printed	178
Change of Addresses	57
Expired Licences	55
About to Expire Licences	84
Letters Sent out on Roll-out Obligation	90
Roll-out responses	52
Correspondence	13

Summary of new Individual and Class Licence applications received

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Class	96	96	93	138	423
Individual	46	26	37	63	173
Total	142	122	130	201	596

Breakdown of new Individual Licence Applications received

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
ISP	8	5	10	11	34
VAS	11	10	13	22	56
Collocation	2	7	1	8	18
IDA	-	-	2	-	2
AVTS	2	-	3	2	7
S & 1 Major	9	1	1	16	27
S&I Satellite	1	2		2	5
Interconnect Exchange Operator	1	-	1	-	2
Unified Access	-	-	-	1	1
PNL	9	-	4	1	14
Non-Com Closed user	3	-	-	-	3
Metro Fiber	-	1	1	1	3
ICS –Landing Station Licence	-	-	1		1
Total	46	26	37	64	173

Breakdown of Class Licence Applications Received

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
S&I	95	91	93	137	416
R&M	-	3	-	1	4
Cabling	1	2	-	-	3
Cybercafé	-	-	-	-	-
Tele Centre	-	-	-	-	-
Total	96	96	93	138	423

12.1. DEVELOPMENT OF A LICENCE FRAMEWORK

During the period under review, the Commission embarked on some projects aimed at developing and reviewing its license framework in light of current realities as well as global trends. Below are some of the work carried out in that regard:

- **Development of a Licence Framework for MVNO**

Messrs. Jaeno Digital Solutions Limited was awarded the contract for the Development of License Framework for MVNO. During the period under review, the Consultant submitted the Corrected Global MVNO Research Report acceptable to the Commission.

- **Review of Licence Structure of The Commission's Existing Licences**

The Commission engaged Messrs. Vieve Solutions Limited to review the license structure of

existing NCC licenses. During the period under review, the Consultant submitted a revised Draft Report, addressing the following issues which were previously raised:

1. To carry out a comprehensive study of all the Commission's licenses and identify their limitations
2. To develop new draft framework documents for the amended Licenses.
3. To carry out a comprehensive study of global telecoms trends and make recommendations on what future/new licenses the Commission should embark upon.
4. Carry out a comprehensive review of the existing License terms and conditions and clearly determine which licenses should be closed.

▪ **Development of Licence Framework for Managed Services**

During the period under review, a total of sixteen (16) Companies (whom the Committee considered as key players in the Managed Services ecosystem) were identified and invited to a stakeholders' engagement from 5th to 9th August, 2019 at Colonades Hotel, Ikoyi, Lagos State. The objectives of the stakeholders' engagement amongst other things were to ascertain:

- a. The Names of companies that provide Managed Services in the country
- b. The nature of Managed Services they provide
- c. The type of licenses (if any) held by the companies providing Managed Services
- d. Any other relevant information.

12.2. RENEWAL OF INDIVIDUAL LICENCES

Applications for renewal of **192 (One Hundred and Ninety-Two)** Licences received from **One Hundred and Eighty-Five (185)** companies were processed. Internal checks revealed that none of the companies met the requirements for automatic renewal of Licence; namely, up to date payment of Annual Operating Levy (AOL), National Numbering Plan fee & spectrum fee payment (where applicable). This is in addition to compliance with the following licence obligations: type approval of equipment, submission of Individual Consumer Code of Practice and Year End Operator Questionnaire that meet the Commission's requirements. All **One Hundred and Eighty-Five (185)** companies were therefore informed of their respective outstanding obligations and advised to fulfil them to enable renewal of their Licences.

These Companies and their License categories can be found below:

S/N	Licence Category	Number
1	Internet Service Provider (ISP)	42
2	Automated Vehicle Tracking Service (AVTS)	19
3	Private Network Links (NATIONAL (1), LEO (1) VSAT (1), REGIONAL (3))	6
4	Unified Access Service (UASL)	4
5	International Data Access (IDA)	11
6	VAS Content Services using Short Code	86
7	VAS Call Directory Services (CDS)	2
8	VAS Call Centre Services (CCS)	2
9	VAS Special Numbering Service (SNS)	1

10	Electronic Directory Information Service (EDIS)	1
11	Sales & Installation (Satellite)	4
12	Sales & Installation (Major/Terminal Equipment)	5
13	Non -Commercial Closed User Network Licence	3
14	Infrastructure Sharing & Collocation (ISC)	5
15	Mobile Number Portability (MNP)	1
	Total	192

12.3. REQUEST FOR ENFORCEMENT ACTION:

Enforcement actions were requested against fifty (50) companies that failed to begin the process of fulfilling their outstanding licence obligations which were hindering the processing of their applications for licence renewal.

12.4. NOTIFICATION OF INTENTION NOT TO RENEW LICENCE

Within the review period, some companies advised the Commission not to renew their expired communication licenses as they were no longer interested in providing the services for which the licenses were issued. To ensure that the companies were in good regulatory standing, checks aimed at ascertaining the status of their compliance with their obligations to the Commission were carried out. The results of the exercise were conclusive and communicated to the respective companies to enable their appropriate compliance.

12.5. NOTIFICATION OF SURRENDER OF LICENCE

Seven (7) companies applied to surrender their communication licences. Consistent with the statutory procedure on Surrender of Licences, checks aimed at ascertaining their regulatory standing were conducted before their notifications were processed.

12.6. AUDIT CHECK ROLL-OUT VERIFICATION EXERCISE

The Commission verified Licensees' compliance with roll-out of service licence obligations. A total number of One Hundred and Thirty (130) Licensees based in Lagos and Abuja were visited in 2019. The exercise showed that forty nine (49) licensees had commenced operations, forty one (41) were not operational while forty (40) could not be located because of fictitious addresses provided by the licensees.

12.7. OTHER ACTIVITIES

The following ad-hoc activities were conducted by the Commission with regards to ensuring that licensees adhere to their licensing obligations.

- **Expired and Expiring Licences**

56 (Fifty- five) companies whose licences had expired and **84 (Eighty-four)** whose licenses were expiring by the end of 2019 and were reminded to apply for renewal of their licences.

- **Roll-Out of Operations Obligation**

In compliance with the stipulations in Individual licences that the Commission should be notified by licences of their roll-out/commencement of operations, the Commission was notified as follows:

- **Network Integration Challenge**

VAS Aggregator licensee notified the Commission of their inability to commence operations due to the challenges and delays with concluding commercial and technical integration with Mobile Network Operators.

- **Roll out Extension Request**

Messrs MM Telcom Global requested for an extension of time for its rollout obligation to enable it finalize arrangements and roll out services in line with the conditions of its ISP License. The request was approved by the Commission.

- **Amendment of MNP License Document**

Porting Transaction Fee originally denominated in USD1.25 in Mobile Number Portability (MNP) License Document was amended and set as four hundred and fifty naira (N450.00) in compliance with CBN Directive on Currency Substitution and Dollarization of the Nigerian Economy. In addition, the sum of one million naira (N1,000,000.00) was designated as license fee for Mobile Number Portability license.

- **National Telephone Numbers Allocation**

Telephone numbers are critical network resources for identifying and routing messages across the networks. In 2019, a sum of 20,520,000 telephone numbers were allocated to network operators to serve the public under different services. The service scenario breakdown of the allocated numbers are: 20,000,000 lines for mobile services; 110,000 lines for fixed services and 410,000 for Special Number Services. Like in developed countries, the Special Number Services in Nigeria's telecoms space include 0800 Numbers and the 0700 personalized numbers e.g. 0700 CALL XXXXXX.

- **Type Approval**

In 2019, the Commission completed Type Approval applications for One thousand one hundred and eighty nine (1189) models of major and minor equipment which consist of equipment/devices such as Enterprise Routers, Switches, Microwave Radios, Bluetooth Devices, Mobile Phones, Access point devices, Wireless Audio Devices, Wi-Fi devices, Modems, etc.





CORPORATE STRATEGY IMPLEMENTATION

Implementing the Commission's Strategy is crucial for attainment of desired goals. Within the period under review, deliberate steps were taken by the Commission to ensure the anticipated strategic results are achieved. Thus, the following strategic activities were embarked upon:

13.1. Board and Management Retreat (BMR)

Strategic Management Retreat offers effective off-site business review, planning, and problem-solving sessions away from daily work distractions. The Board and Management Retreat of the Commission provided a relaxed and innovative thinking environment for better collaboration, brainstorming and decision-making. The 2019 BMR held on 25th -27th May, 2019 at Transcorp Hilton where a review of the technological advancements in the industry was considered in relation to the function of the Commission. The report of this session was forwarded to the Strategy Working Group (SWG) as input into the development of the Commission's Strategic Management Plan (SMP) 2020 – 2024.

13.2. Operational Staff Retreat (OSR)

The 2019 Operational Staff Retreat (OSR) was organized by the Commission and successfully held on 2nd – 5th September, 2019. The objectives of the retreat included amongst others, awareness creation of the strategic objectives of the Commission, and the corporate culture of the NCC. The report of this session was forwarded to the Strategy Working Group (SWG) as input into the development of the Commission's Strategic Management Plan (SMP) 2020 – 2024.

13.3. Formulation of the Strategic Management Plan

The Commission commenced the formulation of a Strategic Management Plan, (SMP 2020-2024) to serve as a functional document that will set the strategic direction for NCC for the next five years. In this regard, the Commission organized a Stakeholder Engagement Forum on 17th November, 2019 in Lagos. The major purpose was to get the buy in of the industry players to the SMP and extract relevant Value Propositions from the industry perspectives.

Further to the the Stakeholder engagement, the Commission inaugurated a Strategy Working Group (SWG) which was a cross-section of functional areas across the organization. The SWG members were tasked with reviewing the lapsed SMP 2014-2018 by doing a current Strength, Weakness, Opportunity and Threat (SWOT) analysis of the NCC, based on the performance of the last SMP. The new Terms of Reference (ToR) for the group includes :

- To articulate views of stakeholders (Internal & External) on emerging trends in the telecommunications industry.
- Identify key industry initiatives that would facilitate sector growth and achieve greater economic impact in Nigeria.
- Consolidate the recommendation of the Board & Management Retreat and Operational Staff Retreat 2019, on the aligning components of the Strategic Vision Plan and the Strategic direction of the Commission.
- Develop initiatives to support the achievement of the Sustainable Development Goals as it pertains to the telecommunications industry, in cascades from these strategic objectives.

Messrs Balanced Score Card West Africa (BSWA), a revered Balanced Scorecard practitioner, was engaged by the Commission as the Strategy Technical Expert engaged for the formulation and development of the new SMP 2020-2024, alongside the SWG. As at the end of 2019, the Commission had successfully concluded the enterprise (Tier 1) strategy and commenced cascading it to functional areas for implementation.

This is a strategic initiative geared towards the provision of a platform for regulators to inform and exchange ideas, by way of policy debates on cross-sector regulatory issues as well as share information in order to push the frontiers in regulation for the benefits of consumers, investors and the Nigerian economy.

13.4. National Council of Communication Technology (NCCT)

A meeting of the National Council of Communication Technology (NCCT) was held in Bauchi on 25th – 29th November and the theme of the event was 'Leveraging the Gains of ICT in Developing and Implementing Digital Economy in Nigeria'. The Commission delivered several inputs at the meeting with a view to strengthening the Country's Communication Technology strategy.

13.5. External Requests on Strategy Performance, Policy and Process

In view of the importance of the Commission's activities to the growth of the Country, it regularly responds to requests for data on predefined performance metrics. To this end, the Commission forwarded its input to the following requests from the Ministry of Communications and Digital Economy:

- Actions required for effective delivery of Government priorities
- Request for implementation status of the 2012 Science, Technology and Innovation (STI) policy.

13.6. Risk Survey & Assessment of the Commission

As part of the continuing efforts to develop a strong foundation for the Commission's Enterprise Risk Management (ERM) Programme, embedding it across functions, the Commission conducted a Risk Survey within the period under review. The aim of the Risk Survey was to obtain an understanding of the significant risks that the Commission was exposed to in line with existing risk management activities. Inputs from this survey was converted into a risk register for the Commission.



KEY PROJECTS UNDERTAKEN BY THE COMMISSION

14.1. SIM Card Registration

The project, comprised of two distinct components (Data capture/transmission and establishment of the Central Database), achieved an overall completion of about 95%. Notwithstanding that the subscriber registration component of the project is a continuous exercise, virtually all the over 170 million active subscribers in the country had been duly registered as at the end of the reporting period. Establishment of the Central Database was completed at the end of the reporting period, while this component of the project recorded 95% completion.

14.2. Data Capture and Transmission

The Mobile Network Operators (MNOs) continued with the registration of subscribers on their respective networks throughout the year. However, upload (transmission) of records of registered subscribers to the Central Database remained suspended during the period. The suspension of data transmission to the Central Database was to enable the Commission and the MNOs redress incessant poor quality of data captured by MNOs as identified in the outcome of a previous validation exercise whereby 57.6% of processed subscriber records did not conform to specifications and therefore invalidated.

Consequently, during the reporting period, only sample records were received from MNOs to check for compliance with registration criteria as a fallout of several engagements with MNOs on their efforts to improve the quality of subscriber data captured by their agents.

14.3. Establishment of the Central Database

While establishment of the outstanding functionalities of the Central Database was completed during the reporting period, this component of the project is at estimated 95% completion with the following activities carried out during the period:

- **Investigation and Adjudication Tool (IAT):**

During the reporting period, the Database Solutions Provider completed the development and deployment of the Adjudication component of the Investigation and Adjudication Tool (IAT) application.

- **Staging Server Upgrades**

The Database Solutions Provider carried out the following upgrades of the staging server for increased functionality and improved performance of software applications:

- a) The Database Solution Provider (SW Global Ltd) completed software upgrades of the AFIS application to enhance data scrubbing capacity/speed.
- b) "Add SIM" and "Update SIM" features of the SIM Card Registration database was incorporated into the Database.

- **AFIS Scrubbing**

A total of **7,528,615** valid subscriber records were scrubbed during the reporting period via the Automated Fingerprint Identification System (AFIS). Consequently, at the end of the reporting period, a total of **25,752,568** valid subscriber records have been successfully scrubbed. This represents 64.4% of the 40 Million AFIS licenses provisioned on the database in line with the contract with the Backend Solution Provider (an 18.84% increase from the previous report).

14.4. OTHER ACCOMPLISHMENTS

- **Security Agencies**

In consonance with the primary objective of the SIM Card Registration Project, the Commission continued to provide necessary support to the Security community, through the Office of the National Security Adviser, which has a direct link to the Central database to interrogate the database for vital information on persons of interest to the Security and allied agencies such as the Economic and Financial Crimes Commission (EFCC), the Independent Corrupt Practices Commission (ICPC) and some formations of the Nigerian Police.

- **Collaboration with National Identity Management Commission (NIMC)**

In line with Federal Government directive, the Commission has been collaborating with the National Identity Management Commission (NIMC) towards the integration/harmonization of the SIM Card Registration database with the National Identity Management (NIM) System as well as the implementation of the mandatory use of National Identity Number (NIN) and Biometric Standards Regulations issued by NIMC in 2017 which mandates the use of NIN for SIM registration/reactivation/retrieval and mandates MNOs to adopt NIMC biometric standards for subscribers biometric data capture during SIM Registration.

During the reporting period, the Commission took the following steps to facilitate the harmonization of the SIM registration database and the implementation of the NIN Regulations by the Telecommunications Sector:

- a. The Commission has formally notified MNOs to make necessary preparations to commence ten (10) fingerprint capture in compliance with NIMC Regulations.
- b. NIMC has granted the Commission a National Enrolment Status Partner License (Super-Agent) to coordinate the participation of MNOs in the Digital Identity Ecosystem.
- c. NIMC requested to provide the software and hardware specifications for data

capture devices to be used for subscriber enrolment agents going forward for onward communication to MNOs.

- d. An Industry Working Group (IWG) comprised of relevant stakeholders including the ONSA was constituted in March, 2019 to work out modalities for seamless implementation of the NIN Regulations by the Telecoms Sector. The IWG has held several meetings to address technical and legal issues arising from the NIN Regulation and is finalizing its recommendations for implementation of the Mandatory Use of NIN for SIM Registration as directed by the Federal Government.

- **Donation of ICT Tools to the Nigeria Police Force**

The Commission donated ICT tools to the Nigeria Police Force at identified State Police Commands in each of the 6 (six) geopolitical zones

14.5. SPECIAL INTERVENTION PROJECTS (SIPs)

The Commission currently implements eight (8) different intervention programmes and projects in Secondary and Tertiary Institutions across the six (6) geopolitical zones in Nigeria. These interventions are within the framework of ITU's vision based on three (3) complementary goals namely;

- Inclusiveness
- Growth
- Sustainability.

Below is a report on the Special Intervention Projects implemented by the Commission during the reporting period:

- **The Digital Appreciation Programme (DAP)**

This programme involves an assessment of the ICT needs of schools for purposes of responding to those needs through the provision of ICT infrastructure and equipment. Under this project, selected institutions of learning across the country are equipped with computer laboratories, fully installed with Internet facilities. By this strategy, schools and colleges are exposed to Information and Communications Technology (ICT) applications and usage for enhanced productivity.

In 2019, the Commission carried out assessment of on-going DAP projects in Sixty-Seven (67) secondary schools across the 6 geopolitical zones of Nigeria.

- **Advanced Digital Appreciation Programme for Tertiary Institutions (ADAPTI)**

In 2019, in furtherance of the need to bridge the knowledge skills gap in higher institutions of learning and taking cognizance of both the national and individual gains achieved in the lives of the beneficiary students and institutions under the DAP project, it became imperative for the Commission to sponsor a train-the-trainer programme through the Digital Bridge Institute (DBI). This initiative known as Advanced Digital Appreciation Programme for tertiary Institutions (ADAPTI) was targeted at Administrators and Academics of Tertiary Institutions across the country. The trainings were aimed at equipping senior administrators and academics of Universities, Polytechnics, Monotechnics and Colleges of Education with

functional skills in Microsoft Word, Excel, Power Point and Access to the Internet for improvement of their productivity.

Consequently, during the period under review, the Commission carried out assessment exercise in One Hundred and Sixty-Eight (168) higher institutions who are beneficiaries of this initiative.

- **Wireless Cloud and e-Learning/e-Health**

In line with technological dynamics and complementary with the ADAPTI project, the Commission initiated the deployment of Wireless Cloud Project for higher institutions of learning across Nigeria. This platform supports campus-wide wireless access to internet service for teaching, learning, research and development in Five (5) schools each in the Six (6) Geopolitical Zones of Nigeria. Apart from the provision of the Wireless cloud infrastructure, the Commission provides 12 months bandwidth supply, and 12 months maintenance support. Again, the principal objective of the project is to encourage pervasive use of ICT in academic development.

During the period under review, the Commission carried out assessment exercise in One Hundred and Thirty-Four (134) institutions who are part of the beneficiaries of this initiative.

- **Computer Based Test (CBT) Centers/ Virtual Examination Centres**

The CBT intervention project is a collaborative project in conjunction with the Joint Admission Matriculation Board (JAMB) aimed at establishing state-of-the-art facilities where online examinations can be conducted to entrench efficiency, effectiveness and curb examination malpractices. In addition, the Commission initiated the Virtual Examination Centre (VEC) which is a variant of the CBT project. The only difference is that this is implemented unilaterally by the Commission.

During the period under review, the Commission carried out assessment exercise in six (6) institutions who are part of the beneficiaries of this initiative.

- **ICT Parks**

The initiative is aimed at providing ICT Parks in some States in the Country thereby providing an enabling environment for the promotion of local contents, awareness and accessibility of current ICT tools and equipment. The Commission has kicked-off these projects by awarding the Contracts of these Projects in Ogun, Enugu, Kano and Maiduguri States.



CHALLENGES

15.1. POWER SUPPLY

Power supply continued to be one of the major challenges faced by the industry within the period under review. As experienced in the past, the importance of power to the industry cannot be overemphasized. Inadequate power supply has negatively impacted the quality of service delivery by telecom operators. While the issue of power is not within the purview of the Commission, it is worthy of note that it has attracted huge overhead cost for operators, who are forced to seek alternate source of power to keep running.

15.2. INSECURITY

Insecurity in some parts of the country still continued to manifest its impact on the telecommunications industry within the year under review. Despite Government's effort to stem the resurgence of attacks, violence continued to be unleashed by the armed Boko Haram on both the military and civilian population. Telecoms installations that were not spared in the attacks by the terrorist have not been replaced as a result of the lingering insecurity tensions in parts of the North East of the Country. This led to the consequent severe service disruptions in the area during the year under review.

15.3. QUALITY OF SERVICE (QoS)

The Commission had extensively monitored Quality of Service (QoS) from Service Providers. The need for expansion of telecommunications infrastructure has become imperative especially in light of emerging technology and appetite of telecoms consumers. There remains an inherent risk posed to the industry should this required upgrade be neglected as the current infrastructure base may be unable to sustain telecoms services at the standard that the Commission stipulates.

15.4. RIGHT OF WAY CHARGES

Additionally, permits, prohibitively high Right of Way charges and community issues amongst others also contribute negatively to this challenge; yet, the Commission continues to engage all stakeholders within its statutory boundry to address relevant issues and reach a mutually acceptable compromise.

15.5. MULTIPLE TAXATION AND MULTIPLE REGULATION

Multiple taxation and multiple regulation continued to linger across arms of government thereby inhibiting network roll out by operators. Agencies of Federal, State and Local Government continued to demand frivolous permits, fees and taxes from operators. This has further compounded the problem of inadequate infrastructure.

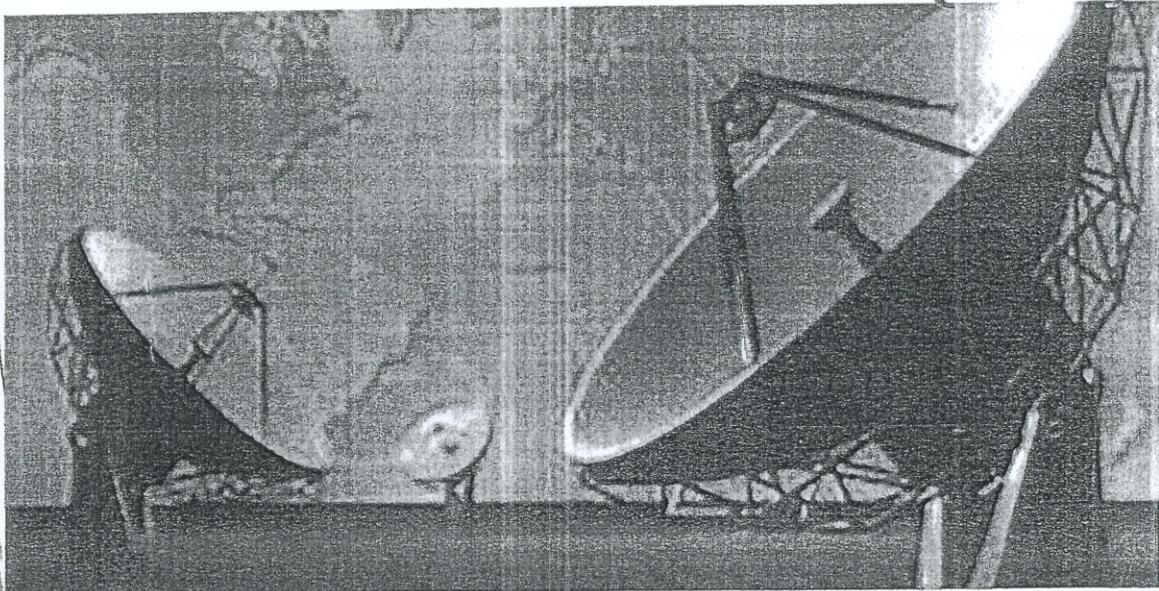


16.0.



2019 FINANCIAL STATEMENT

NIGERIAN COMMUNICATIONS COMMISSION (NCC)



AUDITED FINANCIAL STATEMENT
FOR THE YEAR ENDED DECEMBER 31, 2019

abdulkadeer & Co

NIGERIAN COMMUNICATIONS COMMISSION (NCC)
(Nigerian Communications Act No. 19 of 8th July 2003)

FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2019

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The reports and statements set out below comprise the financial statements presented to the Board:

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Level of assurance

These financial statements have been audited in compliance with the applicable requirements of the Nigerian Communications Act No 19 of 2003, International Public-Sector Accounting Standards (IPSAS), Financial Regulation Act, Treasury Circulars and Financial Reporting Council of Nigeria Act of section 77 on Public Interest Entity (PIE).

NIGERIAN COMMUNICATIONS COMMISSION (NCC)
(Nigerian Communications Act No. 19 of 8th July 2003)

FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2019

CORPORATE INFORMATION

Country of Incorporation and domicile:

Nigeria

Nature of business and principal activities:

The activities of the Commission continue to be the regulator of the Nigeria Telecommunication industry to make rules / policies governing the supply of telecommunication services and facilities, set standards for all the players in the industry and to promote fair competition and market efficiency.

Commissioners

The under listed Commissioners held office during the year 2019:

Name	Position
Prof. Adeolu Akande	Chairman
Senator Olabiyi Durojaiye mni, JP	(Past Chairman)
Prof. Umar Garba Danbatta (FNSE):	Ex. Vice Chairman/CEO
Engr Ubale Ahmed Shehu Maska (FNSE):	Ex. Commissioner- Technical Standards
Mr. Sunday Akin Dare (exited)	Ex. Commissioner- Stakeholders Management
Mr. Adeleke Adewolu	Ex. Commissioner- Stakeholders Management
Senator Ifeanyi Godwin Araraume (exited)	Member
Mr. Clement Omeiza Baiye:	Member
Mr. Abdulazeez Salman	Member
Mr. Abubakar Aliyu	Member
Mr. Prof. Millionaire F.N. Abowei	Member
Mr. Uche Onwude	Member

Registered / business office

Plot 423 Aguiyi Ironsi Street, Maitama, Abuja.

Auditors

Abdulkadeer & Co. (Chartered Accountants)
Suite 500/501, Bank of Industry Building,
18/19 Muhammadu Buhari Way, Kaduna.

Secretary

Felix Adeoye

Supervising Ministry

Ministry of Communications

NIGERIAN COMMUNICATIONS COMMISSION (NCC)
(Nigerian Communications Act No. 19 of 8th July 2003)

FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2019

COMMISSIONERS' RESPONSIBILITIES AND APPROVAL

The Commissioners are required by the Nigerian Communication Act No 19. of 8th July 2003 to maintain adequate accounting records and are responsible for the content and integrity of the financial statements and related financial information included in this report. It is their responsibility to ensure that the financial statements fairly present the state of affairs of the Commission as at the end of the financial year and the results of its operations and cash flow for the year ended December 31, 2019 in conformity with the International Public Sector Accounting Standard, The Nigerian Communications Acts No 19 of 2003, and in line with "Public Interest Entity" reporting as prescribed by The Financial Reporting Council of Nigeria (FRC). The External Auditors are engaged to express an independent opinion on the financial statements.

The financial statements are prepared in accordance with the International Public-Sector Accounting Standard (IPSAS) and are based upon appropriate accounting policies consistently applied and supported by Federal Government Policies in the Financial Regulations.

The Commissioners acknowledge that they are ultimately responsible for the system of internal financial control established by the Commission and place considerable importance on maintaining a strong control environment. To enable the Commissioners to meet these responsibilities, the board sets standards for internal control aimed at reducing the risk of error or loss in a cost-effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the Commission and all employees are required to maintain the highest ethical standards in ensuring the Commission's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the Commission is on identifying, assessing, managing and monitoring all known forms of risk across the Commission. While operating risk cannot be fully eliminated, the Commission endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

NIGERIAN COMMUNICATIONS COMMISSION (NCC)
(Nigerian Communications Act No. 19 of 8th July 2003)

FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2019

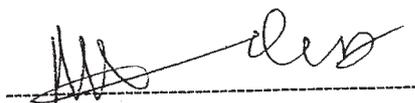
COMMISSIONERS' RESPONSIBILITIES AND APPROVAL

The Commissioners are of the opinion, based on the information and explanations given by management that the system of internal control provides reasonable assurance that the financial records may be relied upon for the preparation of the financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

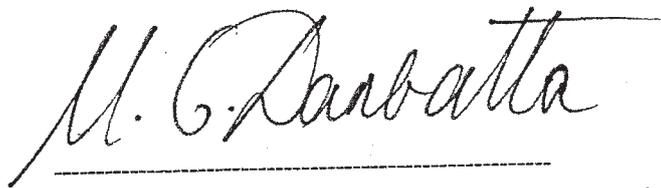
The Commissioners have reviewed the Commission's cash flow forecast for the year to December 31, 2019 and, in the light of this review of the current financial position, they are satisfied that the Commission has access to adequate resources to continue in operational existence for the foreseeable future.

The external auditors are responsible for independently auditing and reporting on the Commission's financial statements. The financial statements have been examined by the Commission's external auditors and their report is presented on page 5 to 6 of the financial statement.

The financial statements set out on pages 10 to 14, which have been prepared on the going concern basis, were approved by the Board on 2020 and were signed on its behalf by:



Prof. Adeolu Akande
Chairman



Prof. Umar Garba Danbatta (FNSE, FRAES, FAEng, FNIEEC)
Executive Vice Chairman /CEO

INDEPENDENT AUDITORS' REPORT TO THE COMMISSIONERS OF

NIGERIAN COMMUNICATIONS COMMISSION (NCC)

We have audited the financial statements of Nigerian Communications Commission (NCC), as set out on pages 10 to 14, which comprise the Statement of Financial Position as at December 31, 2019, and the Statement of Financial Performance, Changes in Net Assets / Equity, Statement of Cash Flow and Statement of Comparison of Budget and Actual for the year then ended, and the notes to the accounts, comprising a summary of significant accounting policies and other explanatory information.

Commissioners' Responsibility for the Financial Statements

The Commissioners are responsible for the preparation and fair presentation of these financial statements in accordance with the International Public-Sector Accounting Standards (IPSAS), and the requirements of the Nigerian Communications Acts No 19 of 2003, other Government Financial Regulations and Financial Reporting Council and for such internal control as the Commissioners determine necessary to enable the preparation of financial statements that are free from material misstatements, whether due to errors or intentional mistakes.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. These require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements to design audit procedures that are appropriate in the circumstances, but not for expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements. We believe that the audit evidence we have obtained is enough and appropriate to provide a basis for our audit opinion.

KADUNA: Suit 500 & 501 Bank of Industry Building, Muhammadu Buhari Way

ABUJA: Suit 401 & 402, Midel Center, Oladipo Diya Street, Gudu/Apo

BAUCHI: Suit 409 Bank of Industry Building, Maiduguri Road,

WEBSITE: www.abdulkadeerandco.com.ng EMAIL: info@abdulkadeerandco.com.ng abdulkadeerandco@gmail.com

TEL: 08034720552, 08055118872

**INDEPENDENT AUDITORS' REPORT TO THE COMMISSIONERS OF
NIGERIAN COMMUNICATIONS COMMISSION (NCC)**

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Nigerian Communications Commission (NCC) as at December 31, 2019, and its financial performance and its cash flows for the year then ended in accordance with the International Public Sector Accounting Standards (IPSAS), and the requirements of the Nigerian Communications Act No 19 of 2003 and the reporting requirement for "Public Interest Entity" (as prescribed on section 77) by Financial Reporting Council of Nigeria (FRC).

We have read the Commissioners' Report for identifying whether there are material inconsistencies between these reports and the audited financial statements. This report is the responsibility of the respective preparer.

Based on reading this report, we have not identified material inconsistencies between this report and the financial statements.

Kaduna, Nigeria
26/10/2020



Umarfaruk Idiagi FCA
FRC/2015/ICAN/00000011258
For: Abdulkadeer & Co.
[Chartered Accountants]

NIGERIAN COMMUNICATIONS COMMISSION (NCC) (Nigerian Communications Act No. 19 of 8th July 2003)

FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2019

COMMISSIONERS' REPORT

The Commissioners have pleasure in submitting their report on the financial statements of Nigerian Communications Commission (NCC) for the year ended December 31, 2019.

1. The Commission

Nigerian Communications Commission (NCC) was established by Decree number 75 of November 24, 1992 as repealed and replaced by Nigerian Communications Act No. 19 of July 8, 2003.

2. Nature of Business

The activities of the Commission continue to be the regulation of the Nigeria Telecommunication industry to make rules / policies governing the supply of telecommunication services and facilities, set standards for all the players in the industry, to promote fair competition and market efficiency.

3. Review of financial results and activities

The financial statements have been prepared to comply with the provisions of the Nigerian Communication Act 19. of 2003, International Public-Sector Accounting Standard (IPSAS), and in line with "Public Interest Entity" reporting as prescribed by The Financial Reporting Council of Nigeria (FRC). Full details of the financial position, results of operations and cash flows of the Commission are set out in these financial statements.

4. Commissioners

The Commissioners in office at the date of this report are as follows:

Name	Position	Effective Date
Prof. Adeolu Akande	Chairman	February 5, 2020
Senator Olabiyi Durojaiye mni, JP	Past Chairman	Exited 23 Dec 2019
Prof. Umar Garba Danbatta (FNSE)	Executive Vice Chairman/CEO	August 4, 2015
Engr Ubale Ahmed S. Maska (FNSE)	Executive Commissioner	July 31, 2019
Mr. Sunday Akin Dare	Executive Commissioner	Exited 26 Aug 2019
Mr. Adeleke Adewolu	Executive Commissioner	October 15, 2019
Senator Ifeanyi G. Araraume	Member	Exited Feb 28, 2018
Mr. Clement Omeiza Baiye	Member	January 1, 2017
Mr. Abdulazeez M. Salman	Member	July 31, 2019
Mr. Aliyu S. Abubakar	Member	July 31, 2019
Mr. Prof. Millionaire F.N. Abowei	Member	July 31, 2019
Mr. Uche Onwude	Member	February 5, 2020

NIGERIAN COMMUNICATIONS COMMISSION (NCC)

(Nigerian Communications Act No. 19 of 8th July 2003)/

FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2019**COMMISSIONERS' REPORT (CONTINUED)****5. Management Team**

The Management Team in office at the date of this report are as follows:

S/N	NAME	DESIGNATION	S/N	NAME	DESIGNATION
1	Prof. Umar G. Danbatta	Executive Vice Chairman/ CEO	14	Mrs. Yetunde Akinloye	Director- Legal & Regulatory Services
2	Engr. Ubale Maska	Executive Commissioner (Technical Services)	15	Mrs. Felicia Onwuegbuchulam	Director - Consumer Affairs
3	Mr. Adeleke Adewolu	Executive Commissioner (Stakeholder Management)	16	Mr. Ike Adinde	Head – Projects
4	Mrs Abigail Sholanke	Director - Corporate Planning & Strategy and Risk Management	17	Mrs. Stella Erebor	Head, Internal Audit
5	Dr. Henry Nkemadu	Director, Public Affairs	18	Mr. Ayuba Shuaibu	Ag Executive Secretary USP Secretariat
6	Engr. Augustine Nwaulune	Director- Spectrum Administration	19	Engr. Bako Wakil	Director, Technical Standard & Network Integrity
7	Mr. Ephraim Nwokenneya	Director- Research & Development	20	Mr. Yakubu Gontor	Director, Financial Services
8	Mrs. Josephine Amuwa	Director- Policy Competition & Economic Analysis	21	Mr Usman Mamman	Head, Human Capital
9	Alh. Muh'ammadu Babajika	Director- Licensing & Authorisation	22	Mr. Usman Malah	Chief of Staff to EVC
10	Mr. Felix Adeoye	Commission Secretary	23	Mal. Ibrahim Aliyu	Head, Administration Department
11	Mrs. Maryam Bayi	Director- Human Capital & Administration	24	Mrs. Amina Shehu	Director, Zonal Operations
12	Engr. (Dr) Haru Alhassan	Director- New Media & Information Security	25	Mr. Yusuf A Argungu.	Director, Procurement Department
13	Mr. Efosa Idehen	Director- Compliance Monitoring & Enforcement	26	Mr. Abraham Oshadami	Head, Information Technology

6. Property, Plant and Equipment

There were no changes in Property, Plant and Equipment of the Commission in policy regarding their use. As of December 31, 2019, the Commission's investment in Tangible assets (Property, Plant and Equipment) for the year under review is ₦ 64,852,939,489 with a Carrying Cost of ₦ 30,452,370,571 and Intangible Assets is ₦ 2,014,263,553 with a Carrying Cost of ₦ 765,916,664. This includes the Special Intervention Programme which was capitalized during the year.

NIGERIAN COMMUNICATIONS COMMISSION (NCC)

(Nigerian Communications Act No. 19 of 8th July 2003)

FINANCIAL STATEMENTS FOR THE YEAR ENDED DECEMBER 31, 2019

COMMISSIONERS' REPORT (CONTINUED)

7. Events after the reporting period

The Commissioners are not aware of any material event which occurred after the reporting date and up to the date of this report.

8. Auditors

Abdulkadeer and Co (Chartered Accountants) continued in office as auditors for the Commission for 2019. At the Board meeting on, 2020 a request will be made for the reappointment of Abdulkadeer and Co (Chartered Accountants) as the independent external auditors of the Commission.

9 Date of authorisation for issue of financial statements

The financial statements have been authorised for issue by the Commissioners on 2020. No authority was given to anyone to amend the financial statements after the date of issue.

**NIGERIA COMMUNICATION COMMISSION
STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 31ST DECEMBER 2019**

PERFORMANCE

	Note	2019 ₦	2018 ₦
Revenue from Exchange Transactions			
Licenses and permits			
Administrative Fees	3.0	57,550,356	68,221,731
Annual Operational Levy	4.0	44,760,294,141	41,857,904,183
License Fee	5.0	124,846,451	28,681,201
New Numbering Plan	6.0	4,883,669,471	2,547,719,500
Sale of Form	7.0	1,823,731	1,614,408
Sanction Fees	8.0	110,148,803,968	110,120,709,885
Spectrum Fees	9.0	27,325,108,176	16,154,224,119
Type Approval Fees	10.0	370,048,547	285,604,961
Other Revenue	11.0	62,268,246	72,564,425
Total from Exchange Transactions		187,734,413,087	171,137,244,413
Revenue from Non-Exchange Transactions			
Gain on Disposal of Asset	12.0	7,832,600	12,131,281
Gain on Foreign Exchange Transaction	13.0	267,457	-
Total Revenue from Non-Exchange Transactions		8,100,057	12,131,281
Total Revenue for the period		187,742,513,144	171,149,375,694
Expenditure			
Personnel Cost	14.0	20,595,969,866	16,954,372,751
Administrative and General Expenses	15.0	16,078,830,458	11,667,852,580
Depreciation Expenses	21	1,214,948,713	857,246,792
Amortisation Expenses	22	-	4,593,750
Total Operating Expenses		37,889,749,037	29,484,065,873
Surplus from Operating Activities for the Period		149,852,764,107	141,665,309,821
Surplus from Operating Activities for the Period Carried		149,852,764,107	141,665,309,821

**NIGERIA COMMUNICATION COMMISSION
STATEMENT OF FINANCIAL PERFORMANCE (CONT.)
FOR THE YEAR ENDED 31ST DECEMBER 2019**

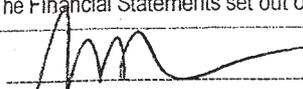
	Note	2019 ₦	2018 ₦
Surplus from Operating Activities for the Period Brought Forward		149,852,764,107	141,665,309,821
Special Intervention Expenditures	16.0		
School Support	16.1	11,115,414,000	16,817,824,921
Universal Service Provision Funds	16.2	13,428,676,998	12,557,558,755
Emergency Communication Centres- (ECC)	16.3	3,098,543,851	1,036,689,500
Subscribers Identity Management System	16.4	829,099,598	814,468,198
State Accelerated Broadband Initiative (SABI)	16.5	47,542,395,098	331,156,882
ICT Park	16.6		2,629,950,290
Project Consultancies	16.7	1,227,071,550	730,406,096
Total Special Capital Expenditure		77,241,201,094	34,918,054,642
Transfer to Federal Government			
Remittance of Operating Surplus /Spectrum Fees	16.8	63,554,272,046	104,153,224,119
Surplus / (Deficit) retained for the Period		9,057,290,968	2,594,031,060

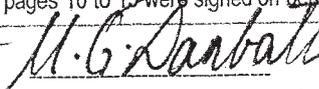
The notes set out on pages 16 to 39 form an integral part of the Financial Statements

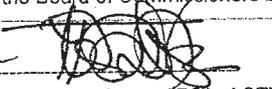
NIGERIA COMMUNICATION COMMISSION
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31ST DECEMBER 2019

	Note	31.12.2019	31.12.2018
		₦	₦
Asset			
Current Assets			
Cash and Cash Equivalents	17.0	76,005,858,500	73,519,167,845
Inventories	18.0	33,876,334	55,205,847
Receivables	19.0	16,100,953,841	122,244,384,406
Prepayment	20.0	31,671,000	-
		92,172,359,675	195,818,758,098
Non-Current Assets			
Property, Plant and Equipment	21.0	73,158,011,140	25,877,152,192
Intangible Assets	22.0	765,916,664	311,490,838
Employee benefit obligation	23.0		74,196,054
Total Non-Current Assets		73,923,927,804	26,262,839,084
Total Asset		166,096,287,479	222,081,597,182
Liabilities			
Current Liability			
Payables	24.0	89,677,000,987	90,823,492,496
		89,677,000,987	90,823,492,496
Non-Current Liability			
Deferred Income	25.0	5,662,660,690	4,686,920,868
Unrealised Income (MTN Sanction)	26.0		110,000,000,000
Related Party Transaction	27.0	5,946,569,001	3,519,409,607
Total Non -Liabilities		11,609,229,691	118,206,330,475
Total Liabilities		101,286,230,678	209,029,822,971
Net Assets		64,810,056,802	13,051,774,213
Net Assets/Equity			
Reserves	28.0	64,810,056,802	13,051,774,213
Total Net Assets and Liabilities		64,810,056,802	13,051,774,213

The Financial Statements set out on pages 10 to 15 were signed on behalf of the Board of Commissioners by:


Ubale Ahmed
Executive Commissioner
FRC/2020/004/00000021908


Prof. Umar Garba Danbatta (FNSE)
Executive Vice Chairman
FRC/2018/COREN/00000018690


Yakubu Y. Gontor (FCA, ACTI)
Director, Financial Services
FRC/2018/ICAN/00000018689

**NIGERIA COMMUNICATION COMMISSION
STATEMENT OF CHANGES IN NET ASSETS /EQUITY
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	Reserves ₦	TOTAL ₦
Balance as at 1 January, 2019	13,051,774,213	13,051,774,213
Total Surplus (Deficit) for the period	9,057,290,968	9,057,290,968
Assets Reclassification	42,700,991,622	42,700,991,622
Balance as at 31 December, 2019	64,810,056,802	64,810,056,802
Changes in net equity for 2018:		
Balance as at 1 January, 2018	14,456,927,769	14,456,927,769
Equity Contribution during the year	-	-
Total Surplus for the period	2,594,031,060	2,594,031,060
Provisions no longer required	(3,999,184,617)	(3,999,184,617)
Balance as at 31 December, 2018	13,051,774,213	13,051,774,213

**NIGERIA COMMUNICATION COMMISSION
STATEMENT OF CASHFLOW
FOR THE YEAR ENDED 31ST DECEMBER 2019**

Note	2019 ₦	2018 ₦
Cash flows from operating activities		
Surplus / (Deficit) for the year	9,057,290,968	2,594,031,060
Adjustment for:		
Items not Involving Cash Movement		
Adjustment	(4,648,947)	(3,999,184,614)
Adjustment for:		
Depreciation	1,214,948,713	857,246,792
Amortization		4,593,750
	10,267,590,734	(543,313,011)
Changes in Receivables		
Change in trade and other receivables	106,143,430,565	109,575,868,834
Change in prepayments	(31,671,000)	15,315,000
Changes In Inventory	21,329,514	(27,692,145)
Payables under non-exchange transactions	(110,170,751,687)	(41,693,582,407)
Changes Employee benefit obligation	74,196,054	(14,254,376)
Cash generated from operating activities	6,304,124,180	67,312,341,894
Cash flow from investing activities		
Acquisition of property, plant and equipment	(5,790,167,093)	(2,180,513,138)
Acquisition /Disposal of Intangible Asset	(454,425,826)	1,722,259
Adjustment to work in progress		(7,865,500,968)
Net cash used in investing activities	(6,244,592,919)	(10,044,291,847)
Cash flow from financing activities		
Related parties payables	2,427,159,394	(4,040,133,580)
Net cash used in financing activities	2,427,159,394	(4,040,133,580)
Net increase/(decrease) in cash and cash equivalents	2,486,690,655	53,227,916,467
Cash and Cash Equivalent at January 1	73,519,167,845	20,291,251,379
Cash and Cash Equivalent at December 31	76,005,858,500	73,519,167,845

**NIGERIA COMMUNICATION COMMISSION
STATEMENT OF COMPARISON OF BUDGET AND ACTUAL AMOUNTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	Original and final Budget	Actual on Comparable basis	Difference
	₦	₦	₦
RECEIPT			
Licenses and Permits			
Administrative Fees	88,612,000	57,550,356	(31,061,644)
Annual Operational Fees	45,000,000,000	44,760,294,141	(239,705,859)
License Fee	886,116,000	124,846,451	(761,269,549)
National Numbering Fees	3,100,000,000	4,883,669,471	1,783,669,471
Sales Form	-	1,823,731	1,823,731
Sanction Fees	110,000,000,000	110,148,803,968	148,803,968
Spectrum	34,952,410,000	27,325,108,176	(7,627,301,824)
Type Approval Fees	220,000,000	370,048,547	150,048,547
Other Revenue	25,520,000	62,268,246	36,748,246
Total Receipts	194,272,658,000	187,734,413,087	(6,538,244,913)
Expenditure			
Personnel Cost	23,053,994,000	20,595,969,866	2,458,024,134
Administrative and General expenses	21,280,692,000	14,883,491,567	6,397,200,433
Depreciation/ Amortization	-	-	-
Total Operating Expenses	44,334,686,000	35,479,461,433	8,855,224,567
School Support	11,115,414,000	11,115,414,000	-
Universal Service Provision Funds	13,500,000,000	13,428,676,998	71,323,002
Emergency Communication Centres- (ECC)	3,598,700,000	3,098,543,851	500,156,149
SIM Registration Project	829,100,000	829,099,598	402
Project Consultancies	1,227,072,000	1,227,071,550	450
ICT Park	350,000,000	-	350,000,000
GSM, CDMA QoS Monitoring	3,303,967,000	888,590,170	2,415,376,830
R & D in Emerging Trends Telecoms	2,012,485,000	306,748,721	1,705,736,279
State Accelerated Broadband Initiative	5,695,646,000	47,542,395,098	(41,846,749,098)
Remittance to FGN	122,952,409,000	63,554,272,046	59,398,136,954
	164,584,793,000	141,990,812,031	22,593,980,969
Total Payment	208,919,479,000	177,470,273,464	-

NIGERIA COMMUNICATION COMMISSION

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2019

1. Statement of Compliance and Basis of Preparation – IPSAS 1

The entity's financial statements have been prepared in accordance with and comply with International Public-Sector Accounting Standards (IPSAS). The financial statements are presented in Nigerian Naira, which is the functional and reporting currency of the entity and all values are rounded to the nearest Naira. The accounting policies have been consistently applied to all the years presented.

The financial statements have been prepared on the basis of historical cost, unless stated otherwise. The cash flow statement is prepared using the indirect method. The financial statements are prepared on accrual basis.

2. Summary of Significant Accounting Policies

A) Revenue Recognition

(i) Revenue from Non-Exchange Transactions – IPSAS 23

Fees, Levies and Fines

The entity recognizes revenues from fees, levies and fines when the event occurs and the Asset Recognition criteria are met. To the extent that there is a related condition attached that would give rise to a liability to repay the amount, deferred income is recognized instead of revenue. Other non-exchange revenues are recognized when it is probable that the future economic benefits or service potential associated with the asset will flow to the entity and the fair value of the asset can be measured reliably.

Transfers from Other Government Entities

Revenues from non-exchange transactions with other government entities are measured at fair value and recognized on obtaining control of the asset (cash, goods, services and property) if the transfer is free from conditions and it is probable that the economic benefits or service potential related to the asset will flow to the entity and can be measured reliably.

(ii) Revenue from Exchange Transactions – IPSAS 9

Rendering of Services

The entity recognizes revenue from rendering of services by reference to the stage of completion when the outcome of the transaction can be estimated reliably. The stage of completion is measured by reference to labour hours incurred to date as a percentage of total estimated labour hours. Where the contract outcome cannot be measured reliably, revenue is recognized only to the extent that the expenses incurred are recoverable.

NIGERIA COMMUNICATION COMMISSION

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2019

Sale of Goods

Revenue from the sale of goods is recognized when the significant risks and rewards of ownership have been transferred to the buyer, usually on delivery of the goods and when the amount of revenue can be measured reliably, and it is probable that the economic benefits or service potential associated with the transaction will flow to the Entity.

Interest Income

Interest income is accrued using the effective yield method. The effective yield discounts estimated future cash receipts through the expected life of the financial asset to that asset's net carrying amount. The "approach applies this yield to the principal outstanding to determine interest income each period."

Dividends

Dividends or similar distributions must be recognized when the shareholder's or the entity's right to receive payments is established.

Rental Income

Rental income arising from operating leases on investment properties is accounted for on a straight-line basis over the lease terms and included in revenue.

B) Budget Information – IPSAS 24

The annual budget is prepared on the accrual basis, that is, all planned costs and income are presented in a single statement to determine the needs of the entity. As a result of the adoption of the accrual basis for budgeting purposes, there are no basis, timing or entity differences that would require reconciliation between the actual comparable amounts and the amounts presented as a separate additional financial statement in the statement of comparison of budget and actual amount

C) Taxes – IAS 12

Sales Tax

Expenses and assets are recognized net of the amount of sales tax, except: when the sales tax incurred on a purchase of assets or services is not recoverable from the taxation authority, in which case, the sales tax is recognized as part of the cost of acquisition of the asset or as part of the expense item, as applicable when receivables and payables are stated with the amount of sales tax included, the net amount of sales tax recoverable from, or payable to, the taxation authority is included as part of receivables or payables in the statement of financial position.

NIGERIA COMMUNICATION COMMISSION**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019****D) Investment Property – IPSAS 16**

Investment properties are measured initially at cost, including transaction costs. The carrying amount includes the replacement cost of components of an existing investment property at the time that cost is incurred if the recognition criteria are met and excludes the costs of day-to-day maintenance of an "investment property."

Investment property acquired through a non-exchange transaction is measured at its fair value at the date of acquisition. Subsequent to initial recognition, investment properties are measured using the cost model and are depreciated over a 30-year period. Investment properties are derecognized either when they have been disposed of or when the investment property is permanently withdrawn from use and no future economic benefit or service potential is expected from its disposal. The difference between the net disposal proceeds and the carrying amount of the asset is recognized in the surplus or deficit in the period of derecognition. Transfers are made to or from investment property only when there is a change in use.

E) Property, Plant and Equipment – IPSAS 17

All property, plant and equipment are stated at cost less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the items. When significant parts of property, plant and equipment are required to be replaced at intervals, the entity recognizes such parts as individual assets with specific useful lives and depreciates them accordingly. Likewise, when a major inspection is performed, its cost is recognized in the carrying amount of the plant and equipment as a replacement if the recognition criteria are satisfied. All other repair and maintenance costs are recognized in surplus or deficit as incurred. Where an asset is acquired in an exchange transaction for nil or nominal consideration the asset is initially measured at its fair value.

F) Leases – IPSAS 13

Finance leases are leases that transfer substantially all of the risks and benefits incidental to ownership of the leased item to the Entity. Assets held under a finance lease are capitalized at the commencement of the lease at the fair value of the lease property or, if lower, at the present value of the future minimum lease payments. The Entity also recognizes the associated lease liability at the inception of the lease. The liability recognized is measured as the present value of the future minimum lease payments at initial recognition.

Subsequent to initial recognition, lease payments are apportioned between finance charges and reduction of the lease liability so as to achieve a constant rate of interest on the remaining balance of the liability. Finance charges are recognized as finance costs in surplus or deficit.

NIGERIA COMMUNICATION COMMISSION

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2019

An asset held under a finance lease is depreciated over the useful life of the asset. However, if there is no reasonable certainty that the Entity will obtain ownership of the asset by the end of the lease term, the asset is depreciated over the shorter of the estimated useful life of the asset and the lease term.

Operating leases are leases that do not transfer substantially all the risks and benefits incidental to ownership of the leased item to the Entity. Operating leases are recognized as an operating expense in surplus or deficit on a straight-line basis over the lease term

G) Intangible Assets – IPSAS 31

Intangible assets acquired separately are initially recognized at cost. The cost of intangible assets acquired in a non-exchange transaction is their fair value at the date of the exchange. Following initial recognition, intangible assets are carried at cost less any accumulated amortization and accumulated impairment losses. Internally generated intangible assets, excluding capitalized development costs, are not capitalized and expenditure is reflected in surplus or deficit in the period in which the expenditure is incurred. The useful life of the intangible assets is assessed as either finite or indefinite.

H) Research and Development Costs (Intangible Assets IPSAS 31)

The Entity expenses research costs as incurred. Development costs on an individual project are recognized as intangible assets when the Entity can demonstrate: The technical feasibility of completing the asset so that the asset will be available for use or sale, its intention to complete and its ability to use or sell the asset, how the asset will generate future economic benefits or service potential, the availability of resources to complete the asset and the ability to measure reliably the expenditure during development.

Following initial recognition of an asset, the asset is carried at cost less any accumulated amortization and accumulated impairment losses. Amortization of the asset begins when development is complete, and the asset is available for use.

I) Financial Instruments – IPSAS 29

(i) Financial Assets Initial Recognition and Measurement

Financial assets within the scope of IPSAS 29 Financial Instruments: recognition and measurement are classified as financial assets at fair value through surplus or deficit, loans and receivables, held-to maturity investments or available-for-sale financial assets, as appropriate. The Entity determines the classification of its financial assets at initial recognition.

NIGERIA COMMUNICATION COMMISSION

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2019

Loans and Receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. After initial measurement, such financial assets are subsequently measured at amortized cost using the effective interest method, less impairment. Amortized cost is calculated by taking into account any discount or premium on acquisition and fees or costs that are an integral part of the effective interest rate. Losses arising from impairment are recognized in the surplus or deficit."

Impairment of Financial Assets

The Entity assesses at each reporting date whether there is objective evidence that a financial asset or an entity's financial assets is impaired. A financial asset or an Entity's financial assets is deemed to be impaired if, and only if, there is objective evidence of impairment as a result of one or more events that has occurred after the initial recognition of the asset (an incurred 'loss event') and that loss event has an impact on the estimated future cash flows of the financial asset or the entity's financial assets that can be reliably estimated. Evidence of impairment may include the following indicators: The debtors or an entity of debtors are experiencing significant financial difficulty; Default or delinquency in interest or principal payments; The probability that debtors will enter bankruptcy or other financial reorganization; Observable data indicates a measurable decrease in estimated future cash flows (e.g. changes in arrears or economic conditions that correlate with defaults)

ii) Financial Liabilities Initial Recognition and Measurement

Financial liabilities within the scope of IPSAS 29 are classified as financial liabilities at fair value through surplus or deficit or loans and borrowings, as appropriate. The Entity determines the classification of its financial liabilities at initial recognition. All financial liabilities are recognized initially at fair value and, in the case of loans and borrowings, plus directly attributable transaction costs.

Loans and Borrowing

After initial recognition, interest bearing loans and borrowings are subsequently measured at amortized cost using the effective interest method. Gains and losses are recognized in surplus or deficit when the liabilities are derecognized as well as through the effective interest method amortization process. Amortized cost is calculated by taking into account any discount or premium on acquisition and fees or costs that are an integral part of the effective interest rate.

NIGERIA COMMUNICATION COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2019

J) Inventories – IPSAS 12

Inventory is measured at cost upon initial recognition. To the extent that inventory was received through non-exchange transactions (for no cost or for a nominal cost), the cost of the inventory is its fair value at the date of acquisition. Costs incurred in bringing each product to its present location and conditions are accounted for, as follows:

Raw materials: purchase cost using the weighted average cost method, Finished goods and work in progress: cost of direct materials and labour and a proportion of manufacturing overheads based on the normal operating capacity but excluding borrowing costs.

After initial recognition, inventory is measured at the lower of cost and net realizable value. However, to the extent that a class of inventory is distributed or deployed at no charge or for a nominal charge, that class of inventory is measured at the lower of cost and current replacement cost.

Net realizable value is the estimated selling price in the ordinary course of operations, less the estimated costs of completion and the estimated costs necessary to make the sale, exchange, or distribution. Inventories are recognized as an expense when deployed for utilization or consumption in the ordinary course of operations of the Entity.

K) Provisions – IPSAS 19

Provisions are recognized when the Entity has a present obligation (legal or constructive) as a result of a past event, it is probable that an outflow of resources embodying economic benefits or service potential will be required to settle the obligation where the Entity expects some or all of a provision to be reimbursed, for example, under an insurance contract, the reimbursement is recognized as a separate asset only when the reimbursement is virtually certain. The expense relating to any provision is presented in the statement of financial performance net of any reimbursement.

Contingent Liabilities

The Entity does not recognize a contingent liability but discloses details of any contingencies in the notes to the financial statements, unless the possibility of an outflow of resources embodying economic benefits or service potential is remote.

Contingent Assets

The Entity does not recognize a contingent asset but discloses details of a possible asset whose existence is contingent on the occurrence or non-occurrence of one or more uncertain future events not wholly within the control of the Entity in the notes to the financial statements. Contingent assets are assessed continually to ensure that developments are appropriately reflected in the financial statements. If it has become virtually certain that an inflow of economic benefits or service potential will arise, and the asset's value can be measured reliably, the asset and the related revenue are recognized in the financial statements of the period in which the change occurs.

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

L) Nature and Purpose of Reserves

The Entity creates and maintains reserves in terms of specific requirements and appropriate policies adopted.

M) Changes in Accounting Policies and Estimates – IPSAS 3

The Entity recognizes the effects of changes in accounting policy retrospectively. The effects of changes in accounting policy are applied prospectively if retrospective application is impractical.

N) Employee benefits – IPSAS 25

(i) Retirement benefit plans

The Entity provides retirement benefits for its employees. Defined contribution plans are post-employment benefit plans under which an entity pays fixed contributions into a separate entity (a fund) and will have no legal or constructive obligation to pay further contributions if the fund does not hold sufficient assets to pay all employee benefits relating to employee service in the current and prior periods. The contributions to fund obligations for the payment of retirement benefits are charged against income in the year in which they become payable.

Defined benefit plans are post-employment benefit plans other than defined-contribution plans. The defined benefit funds are actuarially valued tri-annually on the projected unit credit method basis. Deficits identified are recovered through lump sum payments or increased future contributions on proportional basis to all participating employers. The contributions and lump sum payments reduce the post-employment benefit obligation.

(ii). **Short-term employee benefits (Employee Cost)**, such as wages, salaries and social security contributions, paid annual leave, paid sick leave, profit-sharing and bonuses (if payable within twelve months of the end of the period) and non-monetary benefits (such as medical care, housing, cars and free or subsidized goods or services) for current employees.

a. Employee Costs:

i. Employee costs including the provision for pension contribution comprise:

	2019	2018
	₦	₦
Salaries, Wages and Allowances	16,295,639,471	15,948,266,267
Pension Contributions	<u>4,300,330,395</u>	<u>1,006,106,484</u>
	<u>20,595,969,866</u>	<u>16,954,372,751</u>

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

ii. The average number of persons employed by the commission as at year end, department by department are:

S/N	DEPARTMENTS	2019	2018
1	ADMINISTRATION	44	61
2	INTERNAL AUDIT	16	22
3	CORPORATE PLANING & STRATEGY	28	30
4	COMMISSION SECRETARY	12	9
5	CONSUMER AFFAIRS	36	49
6	COMPLIANCE MONITORING & ENFORCEMENT	35	58
7	EC (STAKEHOLDERS MANAGEMENT)	5	19
8	EC (TECHNICAL STANDARDS)	9	13
9	EXECUTIVE VICE CHAIRMAN	24	29
10	FINANCIAL SERVICES	35	45
11	HUMAN CAPITAL	31	32
12	INFORMATION TECHNOLOGY	31	32
13	LICENSING & AUTHORIZATION	27	34
14	LEGAL & REGULATORY SERVICES	31	33
15	NEW MEDIA & INFORMATION SECURITY	29	30
16	PUBLIC AFFAIRS	45	54
17	POLICY COMPETITION & ECONOMIC ANALYSIS	41	46
18	PROJECTS	25	35
19	PROCUREMENT	18	18
20	SPECTRUM ADMINISTRATION	41	43
21	RESEARCH & DEVELOPMENT	27	24
22	TECHNICAL STANDARDS	30	39
23	ZONAL OPERATION	18	6
24	SPECIAL DUTIES	33	-
25	USPF	28	-
26	HUMAN CAPITAL & ADMINISTRATION	5	-
	TOTAL	704	761

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

iii. The average number of persons employed by the commission as at year end in the Zonal offices and Headquarter are:

S/NO	ZONAL OFFICES AND HEADQUARTER	2019	2018
1	ENUGU ZONAL OFFICE	13	15
2	IBADAN ZONAL OFFICE	20	18
3	KANO ZONAL OFFICE	34	27
4	LAGOS ZONAL OFFICE	38	35
5	PHC ZONAL OFFICE	17	18
6	HEADQUARTER	704	648
	TOTAL	826	761

O) Foreign currency Transactions – IPSAS 4

Transactions in foreign currencies are initially accounted for at the ruling rate of exchange on the date of the transaction. Trade creditors or debtors denominated in foreign currency are reported at the statement of financial position reporting date by applying the exchange rate on that date. Exchange differences arising from the settlement of creditors, or from the reporting of creditors at rates different from those at which they were initially recorded during the period, are recognized as income or expenses in the period in which they arise.

P) Borrowing Costs – IPSAS 5

Borrowing costs are capitalized against qualifying assets as part of property, plant and equipment. Such borrowing costs are capitalized over the period during which the asset is being acquired or constructed and borrowings have been incurred. Capitalization ceases when construction of the asset is complete. Further borrowing costs are charged to the statement of financial performance.

Q) Related Parties – IPSAS 20

The Entity regards a related party as a person or an Entity with the ability to exert control individually or jointly, or to exercise significant influence over the Entity, or vice versa. Members of key management are regarded as related parties and comprise the Executive Vice Chairman, the Commissioners, Directors, Heads of Departments, and Senior Managers.

NIGERIA COMMUNICATION COMMISSION NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2019

R) Service Concession Arrangements – IPSAS 32

The Entity analyses all aspects of service concession arrangements that it enters in determining the appropriate accounting treatment and disclosure requirements. Where a private party contributes an asset to the arrangement, the Entity recognizes that asset when, and only when, it controls or regulates the services the operator must provide together with the asset, to whom it must provide them, and at what price. In the case of assets other than 'whole-of-life' assets, it controls through ownership beneficial entitlement or otherwise – any significant residual interest in the asset at the end of the arrangement. Any assets so recognized are measured at their fair value. To the extent that an asset has been recognized, the Entity also recognizes a corresponding liability, adjusted by a cash consideration paid or received.

S) Cash and Cash Equivalents

Cash and cash equivalents comprise of cash on hand and cash at bank, short-term deposits on call and highly liquid investments with an original maturity of three months or less, which are readily convertible to known amounts of cash and are subject to insignificant risk of changes in value. Bank account balances include amounts held at the Central Bank of Nigeria and at various commercial banks at the end of the financial year. For the purposes of these financial statements, cash and cash equivalents also include short term cash imprest and advances to authorised officers and/or Zonal operations which were not surrendered or accounted for at the end of the financial year.

Comparative Figures

Where necessary, comparative figures for the previous financial year have been amended or reconfigured to conform to the required changes in presentation.

T) Significant Judgments and Sources of Estimation Uncertainty – IPSAS 1

The preparation of the Entity's financial statements in conformity with IPSAS requires management to make judgments, estimates and assumptions that affect the reported amounts of revenues, expenses, assets and liabilities, and the disclosure of contingent liabilities at the end of the reporting period. However, uncertainty about these assumptions and estimates could result in outcomes that require material adjustment to the carrying amount of the asset or liability affected in future periods.

Estimates and assumptions

The key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are described below. The Entity based its assumptions and estimates on parameters available when the consolidated financial statements were prepared. However, existing circumstances and assumptions about future developments may change due to market changes or circumstances arising beyond the control of the Entity. Such changes are reflected in the financial statements.

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

Assumptions when they occur. IPSAS 1.140

Useful lives and residual values

The useful lives and residual values of assets are assessed using the following indicators to inform potential future use and value from disposal: The condition of the asset based on the assessment of experts employed by the Entity. The nature of the asset, its susceptibility and adaptability to changes in technology and processes. The nature of the processes in which the asset is deployed, availability of funding to replace the asset changes in the market in relation to the asset.

U) Subsequent Events – IPSAS 14

There have been no events subsequent to the financial year end with a significant impact on the financial statements for the year ended December 31, 2019.

NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019

	2019 ₦	2018 ₦
3.0 Revenue (License and Permit)		
Administrative Fees		
ABJ - Administrative Fees	57,525,356	61,676,731
ENU - Administrative Fees		75,000
IBD - Administrative Fees		245,000
KAN - Administrative Fees		100,000
LOS - Administrative Fees		6,020,000
PHC - Administrative Fees	25,000	105,000
Total Administrative Fees	57,550,356	68,221,731
4.0 Annual Operational Levy		
ABJ - Annual Operational Levy	44,760,294,141	40,784,645,232
LOS - Annual Operational Levy		1,073,258,951
Total Annual Operational Levy	44,760,294,141	41,857,904,183

NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019

	2019 ₦	2018 ₦
5.0 License Fee		
ABJ - Vehicular Tracking Services	491,667	166,667
ABJ - Collocation Infrastructure Sharing	1,975,092	316,667
ABJ - Private Network Links	5,015,667	369,917
ABJ - International Data Access Services	20,208,333	5,989,583
ABJ - Unified Access Service	22,018,333	-
ABJ - Class License Fee	8,389,000	4,081,013
ENU - Class License Fee	-	320,000
IBD - Class License Fee	-	240,000
KAN - Class License Fee	-	580,000
LOS - Collocation Infrastructural Sharing	200,000	83,333
LOS - International Data Access Services	5,000,000	3,333,333
LOS - Class License Fee	-	730,000
PHC - Metropolitan Fibre Cable Network	25,000	-
PHC - Vehicular Tracking Services	100,000	66,667
PHC - Class License Fee	-	230,000
ABJ - Sales & Installation	9,909,301	799,997
ABJ - Internet Services Provider	4,303,969	1,190,833
ABJ - Non-Commercial User Networks Links	2,500,000	-
ABJ - Interconnect Exchange Services	366,667	75,000
ABJ - Very Small Aperture Terminal	25,000	-
Amount Carried Down	80,528,028	13,573,009

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019 ₦	2018 ₦
Amount Brought Down	80,528,028	18,573,009
ABJ - Value Added Services	34,691,664	4,554,999
ABJ - Open Access Fibre Infrastructure(INFRACO)-License	500,000	437,500
ABJ - Excess Payments	13,442	66,456
ENU - Internet Service Provider	100,000	41,667
IBD - Value Added Services	200,000	158,333
LOS - Sales & Installation	3,400,000	1,758,333
LOS - Internet Services Provider	1,100,000	758,333
LOS - Vehicular Tracking Services	100,000	50,000
LOS - Value Added Services	4,113,318	2,215,035
LOS - Excess Payments		9,202
PHC - Internet Services Provider	100,000	58,333
Total Licence Fee	124,846,451	28,681,201
6.0 New Numbering Plan		
ABJ - New Numbering Plan	4,883,669,471	2,542,018,000
LOS - New Numbering Plan		5,701,500
Total New Numbering Fee	4,883,669,471	2,547,719,500
7.0 Sales Form		
ABJ - Sale of Forms	1,822,731	1,194,408
ENU - Sale of Forms		31,000
IBD - Sale of Forms		36,000
KAN - Sale of Forms		68,000
LOS - Sale of Forms		258,000
PHC - Sale of Forms	1,000	27,000
Total Sales Form	1,823,731	1,614,408

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019 N	2018 N
8.0 Sanction Fees		
Vodacom Business Africa (Nig) Ltd		56,398,500
Tenna Comm Ltd		2,953,125
Net Access Communication Ltd		2,000,000
MTN Nig. Communications Ltd	110,000,000,000	110,005,000,000
Airtel Limited	80,500,000	20,000,000
Emerging Markets Telecom Serv. Ltd	12,001,000	9,000,000
Globacom Nigeria Ltd		10,000,000
Glomobile Ltd	7,000,000	-
Renna Telecoms Limited	2,953,125	-
Simbanet Nigeria Ltd	5,999,843	9,000,000
Funmobile Ltd		2,000,000
Gatpoint Technologies		8,260
Main One Cable Co. Nigeria Ltd		3,250,000
Swifttalk Ltd	2,500,000	1,100,000
70Th Precinct Ltd	2,000,000	-
Avyra Systems Ltd	2,000,000	-
Cloud Interactive Association	2,000,000	-
Conviva Technologies Nig Ltd	1,000,000	-
Coscharis Technologies Ltd	5,000,000	-
Cwg Plc	5,000,000	-
Hedgcom Tech Nigeria Limited	5,000,000	-
Khal Communication Nig Ltd	300,000	-
Nairtime Nigeria Limited	250,000	-
Nextgen Telesolutions Ltd	2,000,000	-
Orange Business Communication	2,000,000	-
Raeanna Nigeria Limited	2,000,000	-
Swift Networks Ltd	100,000	-
Swifttalk Ltd	2,000,000	-
Telcovas Solutions & Services Limited	5,000,000	-
Ver Se Global Innovation Limited	1,000,000	-
Webb Fontaine Nigeria Ltd	1,200,000	-
	110,148,803,968	110,120,709,885
9.0 Spectrum Fees		
ABJ - Spectrum Fees	27,325,108,176	14,795,383,732
LOS - Spectrum Fees		1,358,840,387
Total Spectrum Fees	27,325,108,176	16,154,224,119

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019	2018
	₦	₦
10.0 Type Approval Fees		
ABJ - Type Approval Fees	370,048,547	210,104,961
KAN - Type Approval Fees		2,000,000
LOS - Type Approval Fees		73,500,000
Total Type Approval Fees	370,048,547	285,604,961
11.0 Other Revenue		
ABJ - Other fees (legal)	25,220,000	-
ABJ - Tender Fees	18,030,000	10,421,158
ABJ - Sundry Income	19,018,246	53,083,268
LOS - Other fees (legal)		9,060,000
Total Other Revenue	62,268,246	72,564,425
Total Revenue	187,734,413,087	171,149,375,694
12.0 Fixed Asset Disposal	7,832,600	12,131,281
13.0 Foreign Exchange Gains	267,457	-
14.0 Personnel Cost		
Salary and Wages	14,274,428,258	13,062,153,911
Allowances and Social Contribution	5,920,411,885	3,475,925,198
Staff Welfare	401,129,724	416,293,643
Total Personnel Cost	20,595,969,866	16,954,372,751

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019 N	2018 N
15.0 Administrative and General Expenses		
Advertisement	757,974,697	586,828,954
Audit Expenses	23,490,000	15,754,000
Audit Fees	25,000,000	25,000,000
Board Expenses	332,193,214	304,819,646
Computer and Other Consumables	6,874,734	597,164
Consultancy Fees	448,750	900,000
Contribution to International Bodies	229,968,058	-
Entertainment	85,645,013	18,147,132
Forum, Conference and Seminar	2,232,291,718	2,664,619,677
Fuel and Lubricants	40,962,773	61,461,546
Insurance	225,813,679	281,602,262
Hotel Accommodation	1,083,900	-
Information Technology Expenses	508,289,539	814,406,861
Legal and Professional Services	3,863,319,945	50,740,984
Library Expenses	870,940	690,220
Maintenance of Office Equipment	450,248,330	464,806,556
Maintenance of Plant and Machinery	816,819	530,037
Maintenance of Building	63,376,864	22,956,397
Miscellaneous Expenses	1,695,000	-
Vehicle Running Expenses	23,553,600	56,208,227
Newspapers and Periodical	30,258,913	18,592,136
General Office Expenses	16,121,203	34,029,121
Utilities -Electricity and Water Expenses	244,775,780	158,133,148
Postage and Courier	39,174,016	40,027,912
Printing and Stationery	145,256,117	34,836,221
Recruitment /Relocation Expenses	16,296,654	22,934,731
Research and Studies	306,748,722	19,597,158
Regulation and Enforcement Expenses	889,032,670	2,333,437,670
Bank Interest and Charges	9,345,645	17,263,181
Rent and Rate	18,845,286	18,090,000
Security Expenses	169,987,574	292,327,979
Public Relations	26,454,751	-
Subscription	65,214,989	286,608,607
Tender Expenses	9,618,100	-
Training and Development Expenses	2,082,480,634	27,074,595
Transport and Traveling (Local)	1,614,338,492	836,142,975
Transport and Traveling (Foreign)	1,520,963,339	1,108,359,602
Foreign Exchange Loss	-	1,267,532
Workshop Expenses	-	1,049,060,349
Total Administrative and General Expenses	16,078,830,458	11,667,852,580

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019 ₦	2018 ₦
16.0 Special Intervention Expenditures		
16.1 School Support		
Being the value of Computer labs, Wireless clouds, E-health facilities, Laptops and related accessories distributed to Tertiary Institutions in the Country. This is in effect a school support programme for the Country and tranches of payment were as follows: Advance Digital Bridge Appreciation Programme	11,115,414,000	16,817,824,921
Total School Support -	11,115,414,000	16,817,824,921
16.2 Universal Service Provision Funds	13,428,676,998	12,557,558,755
This represent 40% of the Annual Operating Levy. This is the Commission contribution to U.S.P.F for the year under review, in line with the Nigerian Communications Commissions Act No. 19 of 2003 The U.S.P.F seeks to promote the availability of telecoms and ICT infrastructure in underserved and unserved areas of the Country.		
16.3 Emergency Communication Centres- (ECC)	3,098,543,851	1,036,689,500
Located in the 36 states and Federal Capital Territory (FCT) (Approved by Federal Executive Council in 2005) to provide citizens with emergency response services.		

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019 ₦	2018 ₦
16.4 SIM Registration Project	829,099,598	814,468,198
16.5 State Accelerated Broadband Initiative (SABI)	47,542,395,098	331,156,882
16.6 ICT Park		2,629,950,290
16.7 Project Consultancies	1,227,071,550	730,406,096
Total Other Special Projects	52,697,110,097	5,542,670,966
16.8 Operating Surplus transfer to Federal Government of Nigeria	63,554,272,046	104,153,224,119
<p>This represents calculated operating surplus remitted, recorded in 2019 Financial year to the Federal Government of Nigeria, in line with the provision of the Fiscal Responsibility Commission Act of 2007. Spectrum Fees were remitted 100% by the Commission</p>		
17.0 Cash and Cash Equivalent		
ABJ Main Imprest	228,189	
EVC Office Fuel Imprest	148,360	
Total cash	376,549	-

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019 ₦	2018 ₦
Central Bank of Nigeria TSA A/C	75,657,559,960	73,207,005,769
CBN Domiciliary Acct	142,467,839	110,986,513
U.B.A Current Account (Garnished Account)	101,000,000	101,000,000
Ecobank (Garnished Account)	100,000,000	100,000,000
	76,001,027,798	73,518,992,281
Cash Balance	4,454,153	175,564
	4,454,153	175,564
Total Cash and Cash Equivalent	76,005,858,500	73,519,167,845
18.0 Inventories		
Consumables	33,876,334	55,205,847
	33,876,334	55,205,847
19.0 Receivables		
19.1 Staff		
Staff Cash Advances	442,000	-
Staff Rent Control Account	-	1,283,707
Staff Furniture Grant	5,040,850,293	2,884,762,501
Staff Hard Furnishing Loan	-	33,333
Staff Vehicle Allowance	621,966,733	708,331,274
Staff Housing Loan Scheme	9,258,697,733	7,132,188,961
	14,921,956,758	10,726,599,776
19.2 Other Receivables		
Sundry Debtors	1,132,057,268	1,514,072,496
NSITF	43,227,682	-
KAN - Deferred Income	3,712,134	3,712,134
	1,178,997,083	1,517,784,630
19.3 Operators		
MTN Sanction	-	110,000,000,000
	-	110,000,000,000
Total Receivables	16,100,953,841	122,244,384,406
20.0 Prepayment		
Rent	31,671,000	-

NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019
21 Property, Plant and equipment (PPE)

The movement on these accounts during the year was as follows:

	Plant and Machinery	Land & Building	Office Furniture, Fittings and Equipment	Household Furniture and Equipment	Monitoring Equipment	Motor Vehicle	Library books	Capital WIP	Total
	₦	₦	₦	₦	₦	₦	₦	₦	₦
Cost									
As at 1 January 2018	1,050,623,679	4,645,557,442	2,512,437,642	87,698,132	2,505,285,727	1,343,824,028	98,608,681	36,772,722,958	49,016,758,290
Additions	8,740,103	102,373,143	355,805,258	-	1,321,440,622	392,154,013	-	-	2,180,513,138
Disposal	-	-	-	-	-	-	-	7,865,500,968	7,865,500,968
Balance at 31st December 2018	1,059,363,782	4,747,930,585	2,868,242,900	87,698,132	3,826,726,349	1,735,978,040	98,608,681	44,638,223,926	59,062,772,396
Additions	661,000	43,352,162,177	939,684,528	-	24,850,000	654,310,000	-	3,524,139,956	48,495,807,662
Transfers	-	76,369,248	-	-	-	-	-	(76,369,248)	-
Disposal	-	-	-	-	-	-	-	-	-
Balance at 31 December 2019	1,060,024,782	48,176,462,011	3,807,927,428	87,698,132	3,851,576,349	2,390,288,040	98,608,681	48,085,994,634	107,558,580,058
Depreciation									
As at 1 January 2018	477,492,557	1,178,626,070	1,531,641,461	86,906,523	989,677,166	912,575,695	54,771,383	27,096,682,559	32,328,373,412
Depreciation for the year	67,634,589	102,025,791	90,840,073	306,390	375,800,989	220,638,960	-	-	857,246,792
Impairment Loss	-	-	-	-	-	-	-	-	-
Balance at 31st December 2018	545,127,146	1,280,651,860	1,622,481,534	87,212,913	1,365,478,155	1,133,214,655	54,771,383	27,096,682,559	33,185,620,205
Depreciation for the year	61,474,206	102,025,791	244,003,158	306,390	426,729,071	380,410,098	-	-	1,214,948,713
Disposal	-	-	-	-	-	-	-	-	-
Balance at 31 December 2019	606,601,352	1,382,677,651	1,866,484,692	87,519,303	1,792,207,226	1,513,624,753	54,771,383	27,096,682,559	34,400,568,918
Carrying amounts									
Balance at 31 December 2019	453,423,430	46,793,784,360	1,941,442,737	178,830	2,059,369,124	876,663,287	43,837,298	20,989,312,075	73,158,011,140
Balance at 31st December 2018	514,236,636	3,467,278,725	1,245,761,366	485,220	2,461,248,194	602,763,386	43,837,298	17,541,541,367	25,877,152,192
Balance at 1st January 2018	573,131,122	3,466,931,373	980,796,182	791,610	1,515,608,561	431,248,333	43,837,298	9,676,040,399	16,698,384,878

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

22.0 Intangible Asset

The movement on these accounts during the year was as follows:

	Electronic and Computer (Software)	Type Approval Facility	Research & Development	Total
	₦	₦	₦	₦
Cost				
Balance at 1st January 2018	1,472,589,919	85,525,546	1,722,263	1,559,837,728
Additions	-	-	-	-
Disposal	-	-	-	-
Balance at 31st December 2018	1,472,589,919	85,525,546	1,722,263	1,559,837,728
Additions	454,425,826	-	-	454,425,826
Disposal	-	-	-	-
Balance at 31 December 2019	1,927,015,744	85,525,546	1,722,263	2,014,263,553
Accumulated Amortisation and Impairment Loss				
Balance at 1st January 2018	1,156,505,351	85,525,527	-	1,242,030,878
Amortisation for year	4,593,750	-	-	4,593,750
Disposal	-	-	-	-
Balance at 31st December 2018	1,161,099,101	85,525,527	-	1,246,624,628
Amortisation for year	-	-	-	-
Disposal	-	-	-	-
Balance at 31 December 2019	1,161,099,100	85,525,527	-	1,246,624,626
Carrying Amounts				
At 31st December 2019	765,916,645	19	-	765,916,664
Balance at 31 December 2018	311,490,818	19	-	311,490,838
Balance at 1st January 2018	316,084,568	19	1,722,263	317,806,850

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019 ₦	2018 ₦
23.0 Employee Benefit Obligation		
Pension and Gratuity - Staff Contribution	-	74,196,054
	-	74,196,054
24.0 Current Payables		
Input VAT	171,968,082	171,463,060
N.H.F	523,839	2,309,209
Capital Commitment (Other Payables)	75,770,786,761	89,740,204,563
Output VAT	44,903,090	29,631,204
PAYE	26,176,184	8,718,437
WHT	169,697,582	172,922,064
Retention fees	1,178,456,891	698,243,957
Remittance to FGN	12,215,344,646	-
Pension and Gratuity - Staff Contribution	99,143,912	-
	89,677,000,987	90,823,492,496
25.0 Deferred Income (Unearned Revenue)		
ABJ - Deferred Income	4,944,178,651	3,953,577,443
ENU - Deferred Income	1,241,667	1,341,667
IBD - Deferred Income	8,600,001	9,200,001
KAN - Deferred Income	-	-
LOS - Deferred Income	608,256,452	622,289,783
PHC - Deferred Income	4,420,120	4,620,120
Total Deferred Income	5,566,696,890	4,591,029,013
Deposit for Licenses	95,963,800	95,891,855
Total Unearned Revenue	5,662,660,690	4,686,920,868

**NIGERIA COMMUNICATION COMMISSION
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2019**

	2019	2018
	₦	₦
26.0 Accrued Income		110,000,000,000
This represents the amount yet to be received on sanction fee from MTN		<u>110,000,000,000</u>
27.0 Related Party Disclosure		
Universal Service Provision Fund	5,946,569,001	3,519,409,607
	<u>5,946,569,001</u>	<u>3,519,409,607</u>
28.0 Reserves		
Beginning Balance	13,051,774,213	14,456,927,769
Adjustments	42,700,991,622	(3,999,184,617)
Surplus	9,057,290,968	2,594,031,060
Ending Balance	<u>64,810,056,802</u>	<u>13,051,774,213</u>



2019 IN PICTURES











NCC CONTACT DETAILS

The Commission currently has one (1) National and Five (6) Regional Offices to support the demands of its stakeholders and consumers. Their locations are shown below:

Head Office:

Plot 423 Aguiyi Ironsi Street, Maitama, Abuja.
09-4617000

ZONAL OPERATIONS

Lagos Zonal Office:

9A Bankole Oki Street
Behind Ikoyi Club, Ikoyi,
Lagos State.
Tel: 234-1-72093224
Fax: 234-1-2690750

Ibadan Zonal Office:

102A, DPC Road,
Off Government House Road, Agodi,
GRA, Ibadan, Oyo State.
Tel: 234-2-8104393
Fax: 234-1-8103997

Enugu Zonal Office:

7 Egerton Street, GRA
Behind Police Headquarters
Adjacent to High Court
Enugu State.
Tel: 234-42-250435
Tel: 234-42-250435

Kano Zonal Office:

1 Sokoto Road
By Audu Bako Secretariat
Nasarawa GRA
PMB 3212, Kano State
Tel: 234-64-947822
Fax: 234-64-328855

Port Harcourt Zonal Office:

23A Igbodo Street
Behind First Bank, Aba Road
Old GRA, Port Harcourt,
Rivers State.
Tel: 234-84-465644



