



PUBLIC NOTICE

UNAUTHORISED USE OF TELECOM SUBSCRIBERS' PHONE NUMBERS AND OTHER PERSONAL INFORMATION BY TELEMARKETERS

The attention of the Nigerian Communications Commission (NCC) has been drawn to the criminal activities of telemarketers who illegally access the telephone numbers of telecom subscribers for their commercial activities and gains.

These telemarketers also falsely claim that they obtain telecom consumers' phone numbers from the Nigerian Communications Commission. Otherwise, they claim that the Commission gave them access to the numbers through the Subscriber Identity Module (SIM) Registration Database. These claims are not true.

Accordingly, the Commission hereby states as follows:

1. The Commission fully abides by the principles and rules guiding the protection of privacy as a right of all consumers and users of telecommunications services. Therefore, no service provider or telemarketer is authorized to invade, harvest, or use subscriber data in any form or guise without the express approval of the consumer, except otherwise provided by law.
2. The protection of the data of telecom subscribers by the Commission is guaranteed in Section 35 (1) of the Consumer Code of Practice Regulations, 2007; Section 9 (1) of the Nigerian Communications (Registration of Communications Subscribers) Regulations, 2022; and Section 4.2 (a) & (b) of the NCC's Internet Code of Practice.
3. Therefore, any telemarketer involved in harvesting telecom subscribers' phone numbers and other personal details through dishonest means and using such for commercial purposes without regulatory approval is hereby strongly warned to desist from this illegal act, as anyone found guilty shall be arrested and prosecuted in keeping with the law.
4. Telecom consumers are reminded to activate the Do-Not-Disturb (DND) Short Code introduced by the NCC to manage their subscription to Value Added Services with the option to stop unsolicited text messages and other telemarketing offers. This can be done by sending 'STOP' to 2442 Short Code for FULL DND.
5. Telecom consumers, who observe such illegal activities by telemarketers, are also encouraged to report such cases to the Commission by calling the NCC Toll-Free Number 622 for necessary enforcement actions

Signed:

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