



**DETERMINATION OF
MOBILE (VOICE)
TERMINATION RATE FOR
SPECIAL NUMBERING SERVICES
SEGMENT**

Issued by

NIGERIAN COMMUNICATIONS COMMISSION

This 24th Day of September, 2022

DETERMINATION OF MOBILE (VOICE) TERMINATION RATE FOR SPECIAL NUMBERING SERVICES SEGMENT

INTRODUCTION:

- A. The Special Numbering Service is a Value Added Service, introduced into the Nigerian market in 2006 to make communication easier for companies and individuals who would want customised and easily memorisable ways of reaching out to them such as 0700CALLNCC.
- B. There are currently only twenty five (25) active licensees rendering this service offering. The service became out of reach to subscribers due to charges by operators and the revenue generation by the service provider(s) was also very poor. This was due to high cost of interconnect tariffs and settlements on the 0700 and 0800 lines. The high charges to the subscribers occasioned by high termination cost discouraged the use of the service which led to near collapse of this market segment.
- C. Arising from this, the Commission severally engaged the relevant stakeholders with a view to arriving at a Cost Based Determination that would address the challenges in the market segment.
- D. The Committee's investigations revealed that the tariffs charged by MNOs for Special Numbering Licensees (SNL) using the 0800 numbering range were as follows:
- a. ₦15 for all incoming calls to a SNL Service Provider
 - b. ₦3.90 per minute for interconnect to MNOs
 - c. ₦4.70 per minute for interconnect to small operators (Fixed networks)
 - d. ₦3.00 per minute as Value Added Service (VAS) charge
- Any subscriber that uses the 0800 toll free service is charged a total of either **N21.90 per minute (Mobile Network)** or **N22.70 per minute (Fixed Network)**.
- E. The Charges by the various operators for the 0700 numbering range were as follows:
- a. MTN to SNL ₦12 per minute
 - b. Airtel to SNL ₦14 per minute
 - c. Glo to SNL ₦45 per minute
 - d. 9Mobile to SNL ₦25 per minute
 - e. VAS charge ₦3.00 per minute
- F. Arising from this, the Commission met severally with the relevant stakeholders with a view to arriving at an acceptable rate using a cost based Determination.
- G. The final Stakeholders engagement took place on December 15, 2021 where the Commission presented the proposed cost model to be used in developing the Determination. This was well received and accepted by all stakeholders.

Based on the forgoing, the Commission hereby determines as follows:

1. That the tariff to be charged for the **Non Toll-Free Number** is N12.00.

This is broken down as follows:

$$\begin{aligned} \text{Total Price/Minute} &= \text{Floor Price} + \text{MNO Margin} + \text{VAS Charge} + \text{VAT} \\ &= \text{₦6.40} + \text{₦2.77} + \text{₦2.00} + \text{₦0.83} = \text{₦12.00} \end{aligned}$$

2. That the tariff to be charged for the **Toll-Free Number** is N10.75.

This is broken down as follows:

$$\begin{aligned} \text{Total Price/Minute} &= \text{Floor Price} + \text{MNO Margin} + \text{VAS Charge} + \text{VAT} \\ &= \text{₦6.40} + \text{₦1.40} + \text{₦2.00} + \text{₦0.75} = \text{₦10.75} \end{aligned}$$

3. That all operators must ensure strict compliance and seek approval of the Commission in line with this Determination.
4. This Determination shall take effect from **November 1, 2022** and shall remain in force until reviewed/amended by the Commission.
5. The Commission reserves the right to amend this Determination at any time especially where there are significant changes to the input parameters.

Dated this 24th day of September, 2022



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Executive Vice Chairman/CEO