



PUBLIC NOTICE

**ISSUANCE OF DIRECTION TO EMERGING MARKETS
TELECOMMUNICATIONS SERVICES LIMITED PURSUANT TO SECTION
53(1) OF THE NIGERIAN COMMUNICATION ACT, 2003**

1. The Commission has been inundated with complaints by consumers about lack of clarity and transparency in the billing practices of Service Providers.
2. It has therefore become imperative for the Commission to put in place a process that will ensure that Service Providers are fair, transparent and credible in their billing practices and that tariffs charged by Service Providers comply with the approved tariffs and promotional schemes advertised by such Service Providers.

NOW THEREFORE:

The Commission hereby issues the following Direction to EMERGING MARKETS TELECOMMUNICATIONS SERVICES LIMITED:

- ***That from 1st November, 2012 EMERGING MARKETS TELECOMMUNICATIONS SERVICES LIMITED shall send, free of charge, a message or an alert to both postpaid and prepaid subscribers after every call, SMS, or system generated charge/tariff. Provided that a subscriber can opt out if he/she so wishes.***

The message or alert shall contain the following information:

- a. Exact duration of the call in minutes and seconds***
- b. Total cost for each call/SMS***
- c. Customer Account Balance after the last call (Prepaid)/SMS***
- d. Customer Account Balance after a charge or tariff and the reason for the charge or tariff***
- e. Cumulative call charges up to the last call within the charging period (Post-paid)***
- f. Cost of Services and Credit Balance upon request by customer (Data Services)***

Failure to comply with the Direction issued herein will result in the imposition of sanctions in the amount of **N5, 000,000.00 (Five million naira)** and a further sum of **Five Hundred Thousand Naira (N500, 000.00)** per day for as long as the contravention persists.

Dated this 15th day of August 2012

PP: Nigerian Communications Commission

Josephine Amuwa

Director, Legal and Regulatory Services

For: Executive Vice Chairman/CEO