



CONDITIONS FOR OFFERING CLOSED USER GROUP (CUG) SERVICES IN THE NIGERIAN TELECOM INDUSTRY (AS AMENDED)

**Issued by the
Nigerian Communications Commission**

This 23rd Day of June 2025

CONDITIONS FOR OFFERING CLOSED USER GROUP (CUG) SERVICES IN THE NIGERIAN TELECOM INDUSTRY

The following Conditions apply for the provision of Closed User Group Services (CUGs):

1. CUG services may be offered to subscribers in the following entities:
 - I. Large Corporate Organisations;
 - II. Government;
 - III. Not-For-Profit Organisations;
 - IV. Duly Registered Residential Estate Associations;
 - V. Trade Associations; and
 - VI. Medium Small and Medium Enterprises (MSMEs).
2. A CUG offering must have a minimum of **three (3)** Mobile Station International Subscriber Directory Number (MSISDNs) (Subscribers) and maximum numbers as detailed in 3 below.
3. The maximum number of MSISDNs (Subscribers) permissible for the respective categories are presented below:
 - I. MSME- **200**;
 - II. Resident Estates Associations- **2,000**;
 - III. Not for Profit (NGO)- **10,000**;
 - IV. Government Agencies- **20,000**;
 - V. Large Corporate Organisations- **30,000**; and
 - VI. Trade Associations **2,000**
 - VII. Where a compelling justification is provided, the Commission will consider on a case-by-case basis, an upward review of the maximum number for Government owned Security/Law Enforcement Agencies.
4. The minimum access fee for both prepaid and postpaid CUG Services shall be N400 while the maximum shall be N5,000.
5. CUG services should be restricted to the provision of Voice Calls and Short Messaging Service (SMS) only. CUG rental/access fee must not be bundled with Data, VAS, or other ancillary services.
6. All Calls and SMS within a CUG (on net) shall not be below the rates of **N0.50/min** for voice services and **N1.02** for SMS.

7. All calls outside the CUG (off net) shall not be below the price floor of **N6.40/min** for voice services and **N1.02** for SMS.
8. The price cap for voice shall be N50/Min and N6 per SMS.
9. Operators are advised to directly manage the relationship with the entities being offered CUG services by liaising directly with a designated staff of the organisation. However, in the event that a Third Party/Agent is engaged to manage any CUG relationship, it is deemed that the Operator who engages a Third Party/Agent is vicariously liable for any infraction by same.
10. All SIM cards for CUG services shall be in accordance with the requirements for Corporate SIM registration as stated in the Registration of Communications Subscribers Regulations 2022 and SIM Replacement Guidelines 2022 as well their Business Rules.
11. In addition to the provisions of clause 10, the following documents are mandatory and must be submitted before onboarding for CUG services:

A. Large Corporate Organisation, Not-for- Profit Organisation and MSME:

- I. Business Registration Document (Certificate for Business Names, Certificate of Incorporation, or Certificate of Registration of Cooperatives/Associations, or Certificate of Incorporated Trustees);
- II. Provision of Tax Identification Number (TIN);
- III. Signed and executed contract agreement between the organisation and the MNO;
- IV. Proof of Identification of members within the given CUG;
- V. The NIN of two (2) company representatives either; C-Level Director, CEO or Executive Management Staff;
- VI. For MSME, the NIN of the person serving as CEO will be sufficient for onboarding of CUG services.
- VII. A signed standard terms and conditions of service document with the MSME or a contract agreement will be considered as sufficient documentation, provided it is signed by both parties.

- VIII. A request for the service shall be signed by two (2) company representatives either; C-Level Director, CEO or Board Member/Trustees or the Primary Telecom Master (Executive Management Staff and above) on the letter head of the organisation;
- IX. A request for the service can also be signed by a Primary Telecom Master, in accordance with the Registration of Communication Subscribers Regulation 2022 and Business Rules, 2024.”
- X. To add or remove members from an existing CUG Community, an email from the authorized Primary Telecom Master from the Organisation is considered a sufficient form of identification.
- XI. Student Union Associations are categorized as Not-for-Profit Organisation

B. Trade Associations and Resident Estates Associations:

- I. Business Registration Document (Certificate of Incorporation, or Certificate of Incorporated Trustees or Certificates for Registered Cooperatives);
- II. Provision of Tax Identification Number (TIN);
- III. Signed contract agreement between the organisation and the MNO;
- IV. Proof of Identification of members within the given CUG;
- V. The NIN of two (2) Association representatives either; Board Member or Trustees;
- VI. The request for the service shall be signed by two (2) Trustees or Members of EXCO of the Association on the letter head of the Association;
- VII. Each subscriber shall provide a valid means of identification.
- VIII. A list of staff ID on a signed letter may surface in place of ID card

C. Government Agencies (Federal, State and Local)

- I. Signed and executed contract agreement between the organisation and the MNO;
- II. Proof of Identification of members within the given CUG;
- III. A list of staff on a signed letter may suffice in place of an ID card.

- IV. The NIN of two (2) representatives of the agency either; Member of the Agency's Executive Management or a senior Executive Management Staff;
 - V. A request for the service shall be signed by two (2) company representatives either; directorate cadre, CEO or senior executive management staff on the letter head of the organisation;
12. Organisations with subsidiaries should be treated as separate entities especially if the business functions are different; however, if such entities are registered under the same Primary Telecom Master, they are considered as a single organisation.
13. The Operators would be required to withhold CUG Services from entities found to have contravened provisions of this Conditions. Also, this does not preclude the Commission sanctioning the operators if deemed necessary.
14. Operators shall on a Quarterly basis furnish the Commission with a report detailing:
- I. All CUGs newly registered in the relevant Quarter;
 - II. All new subscribers added to an existing CUG; and
 - III. All subscribers that have left an existing CUG.
15. The Amended Condition shall take effect from the **1st Day of July 2025** and will remain valid and binding on Licensees until further reviewed by the Commission;
16. The Commission reserves the right to review, vary and modify these Conditions from time to time as it may deem fit.

Dated this 23rd Day of June 2025.



Dr. Aminu Maida
Executive Vice-Chairman
Nigerian Communications Commission