



# **Stakeholders Consultation Process for the Telecoms Identity Risks Management Platform**

**February 2026**

## Consultation Guidance

This Consultation Process is initiated as part of the expectations of Section 58 of the Nigerian Communications Act 2003 and intended to activate the rule making process. The outcome of this Stakeholders Consultation Process will guide the reviews of the Business Rules of the Quality of Service (QoS) Regulations 2024 and the Registration of Communications Subscribers Regulations 2022. The Commission will consider all comments and recommendations as part of its participatory approach to attainment of the objectives of the Nigerian Communications Act 2003.

This consultation aligns with a desire to deploy a cross – sectoral platform that co-locates all anti-fraud measures and mitigation in relation to the fraudulent use or reliance on Mobile Station International Subscriber Directory Number (MSISDNs). Therefore, the TIRMS Platform will provide a uniform approach for all sectors in relation to the integrity and utilisation of registered MSISDNs<sup>1</sup> on the Nigerian Communications network.

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<sup>1</sup> This well known in Nigeria as SIM Number or Mobile Phone Number

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## 1. Background

The Commission has commenced the process of implementing a cross-sector Platform, the Telecoms Identity Risk Management System (TIRMS). The TIRMS is a secure, regulatory-backed Platform that helps prevent fraud stemming from churned, swapped, barred Mobile Station International Subscriber Directory Number (MSISDNs)<sup>2</sup> in Nigeria. The TIRMS is a multi-regulatory effort of the Nigerian Communications Commission (NCC) and it will provide an avenue to manage all risks that relate to identity management for all telecoms services in Nigeria. It will support security agencies and key regulators such as Central Bank of Nigeria (CBN), National Pension Commission (PENCOM), National Identity Management Commission (NIMC), National Insurance Commission (NAICOM), Corporate Affairs Commission (CAC), etc.

The Commission intends to strengthen its regulatory processes, regulations and rules to support the implementation of the TIRMS Platform. It is in this regard that the Commission initiates this stakeholder's consultation process to highlight the changes it proposes and give stakeholders the opportunity to respond. The Commission will hold a Stakeholders Forum to discuss collated stakeholders' comments and feedback in line with the expectations of Section 58 of the Nigerian Communications Act 2003. Stakeholders will also be allowed to provide feedback at the Forum.

### TIRMS's Objectives:

The objectives of the TIRMS are as follows:

1. Improve access to mobile number services across key sectors to aid user accountability.
2. Reducing fraud risks by enabling service providers verify mobile numbers that have been recycled, swapped, barred and/or backlisted for dormancy, suspicious, criminal and fraudulent activities before granting access to services.
3. Enhancing digital and mobile number services security by ensuring service providers across all sectors can proactively verify and validate customer mobile numbers status.

To achieve this, the Commission is working closely with key regulators, particularly the Central Bank of Nigeria (CBN) to develop the required comprehensive framework by putting together a consolidated and joint effort. This joint effort will cover existing areas of collaboration and is flexible enough to cover future needs. These combined regulatory efforts will focus on these key areas:

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<sup>2</sup> This well known in Nigeria as SIM Number or Mobile Phone Number

1. Strengthening Payment Systems
2. Prevention of E-fraud
3. Implementation of the TIRMS as a Cross Sectoral mechanism and system.
4. Collaborative framework/governance for other issues that arise from time to time

## **The TIRMS Implementation**

The first phase of the TIRMS Platform will focus on churned (inactive due to dormancy), recycled (reassigned), and swapped numbers. The Commission will initiate the following steps as part of the first phase of implementation:

1. Develop, test, and launch the TIRMS Platform with an initial scope of providing number status limited to churned, recycled, and swapped numbers to key regulators and their licensees. This will allow the Commission and stakeholders to address the most immediate risk, identify takeovers due to number recycling while establishing a robust foundation for the Platform.
2. Review, update and formal collaboration between the Commission and other sector regulators.
3. The Mobile Network Operators (MNOs) will provide the data baselines for recycled/churned in real time or within a specified timeframe to minimize gaps in status visibility.
4. Other sector regulators and their licensees will be on board the TIRMS Platform for coordination and alignment of all fraud prevention processes.
5. Sector regulators will access the cross-sectoral TIRMS when required for any anti-fraud or verification process within their sectors.

## 2. Regulatory Review

The regulatory review will make changes to the Quality of Service (QoS) Business Rules and the Registration of Communications Subscribers Business Rules and below are the specific proposals for these changes:

Quality of Service (QoS) Business Rules		
Section	Existing Provisions	Proposed Changes
Section 2.3.1 (Item 36) Line I	<p><b>Disconnection Resolution Time</b></p> <p>(i) A text notice after reaching 75% of credit limit (ii) On reaching 100% of credit limit a constant IVR notice of credit expiry remains ON for the next 1 week, during which the Operator is at liberty to allow/disallow outgoing calls until debt is settled. (b) If there is dispute, resolution time &lt; 24 Hours</p> <p>(ii) <input type="checkbox"/> • 1/30th of average monthly spending should be allowed for out-going calls to be used by the customer within the dispute resolution time.</p>	<p>A new sub-clause (ii) will be added</p> <p>(ii) prior to churning of a post-paid line, the Operator shall send a notification to the affected subscriber through an alternative line or an email on the pending churning of his line.</p> <p>This notification shall be sent at least 14 days before the final date for the churn of the number.</p>
Section 2.3.1 (Item 36) Line II	<p><b>Disconnection Resolution Time</b></p> <p>A subscriber line may be deactivated if it has not been used, within six (6) months, for a Revenue Generating Event (RGE). If the situation persists for another 6 months the subscriber may lose his/her number, except for Network related fault inhibiting an RGE.</p> <p>• Monies left in account on deactivation can be claimed by subscribers once proof of ownership can be established at any given time within 1 year (less any fee paid by the operator for the number within the 1-year of non-RGE).</p>	<p>A new sub-clause (ii) will be added</p> <p>(ii) prior to churning of a pre-paid line, the Operator shall send a notification to the affected subscriber through an alternative line or an email on the pending churning of his line.</p> <p>This notification shall be sent at least 14 days before the final date for the churn of the number.</p>

	Deduction of Line rental charge (if any) is regarded as an RGE. • A subscriber with a proof of good reason for absence is at liberty to request for line parking	
<b>Section 2.3.2</b>	New provisions	An Operator shall submit details of all churn numbers to the Telecoms Identity Risks Management System (TIRMS) within seven (7) days of completion of the churn process.

**Registration of Communications Subscribers Regulations Business Rules**

<b>Section</b>	<b>Existing Provisions</b>	<b>Proposed Changes</b>
<b>Part VI Governance  Section 6.1 (10)</b>	Communications Service Provider to have a mechanism for flagging off suspected infractions in sim registration and the SIMs involved in such infractions should be deactivated or blocked from the network. These include SIMs that were registered using fraudulent NINs.	This Provisions will be moved to a new Part VII that will set out the procedures for blocking any MSISDN that may have been fraudulently registered or used for any fraudulent activity.
<b>Part VII MSISDN Blocking and Access Limitations</b>	New Part & will aggregate all provisions on blocking and limited access of MSISDNs	This Part will set out clear procedure and rules for blocking fraudulently registered MSISDNs and MSISDNs identified to have been used in fraud or suspected of fraudulent activities.

### **3. Stakeholders Consultation Process**

This Consultation process is for twenty-one thirty (21) days from the date of its publication on the website of the Commission. The expected comments/feedback will guide the Commission in determining the specific areas for review and changes when it commences its rule making process as outlined by Section 71 of the Nigerian Communications Act 2003. The Process is open to licensees in the Nigerian Communications Sector, consumers, agencies of government, international agencies and Civil Society Organisations (CSOs).

### **4. Submission and Feedback Process**

All feedback and comments on this Consultation document should be sent on or before **Friday, 20 March 2026** via email to [stakeholders@ncc.gov.ng](mailto:stakeholders@ncc.gov.ng).

### **5. Conclusion**

The Commission has created a consultation layer in its rule making process to open it up for more participation and engagement. This is also intended to help the Commission feel the pulse of the Nigerian Communications Sector in its review procedure. Clearly, this approach will enhance the rule making process, build cross-sectoral consensus and ease the bottlenecks in the legislative process. The Commission looks forward to robust feedback from all stakeholders, within and outside Nigeria.

**Dated 26<sup>th</sup> February 2026**

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