

OPENING REMARKS BY DR. AMINU MAIDA, EVC/CEO, NIGERIAN COMMUNICATIONS COMMISSION AT THE VIRTUAL LAUNCH OF THE NCC QUARTERLY NETWORK PERFORMANCE REPORTS — 20 OCTOBER 2025

Protocols

Distinguished guests, colleagues, operators, consumer advocates, members of the press—good morning, and welcome.

It is a pleasure to launch our new Quarterly Network Performance Reports. In every modern economy, reliable information is the foundation of trust and accountability. Regulation in the 21st century cannot be only about enforcement; it must also be about enlightenment—putting usable facts in the hands of citizens, investors, and operators so the market performs better for all stakeholders.

Why we are doing this

Over recent months, you may have noticed a clear shift in our approach: more proactive information disclosure, more transparency, and more accountability. When we publish credible performance data, consumers make smarter choices; investors allocate capital with confidence; and operators, knowing their results are visible and comparable, improve quality, coverage, and innovation.

This approach draws on a well-established regulatory toolset in which “information” sits alongside command, incentives, and markets as a legitimate strategy to create better outcomes—especially where consumer choice and competition can do the heavy lifting.

What we are launching today

Today we introduce the **NCC Industry Public Performance Reports**—six quarterly publications that track core Quality of Service (QoS) and Quality of Experience (QoE) outcomes across Nigeria’s networks. Built on large-scale, crowdsourced measurements, these reports present an independent, data-driven view of how networks actually perform in the hands of users, not just in theory or advertising.

Each set of reports cover:

- **National network performance and the 5G opportunity**—including where demand for 5G outstrips current access in our biggest markets.
- **Device adoption and performance benchmarking**—how real-world experience depends on the pairing between popular device chipsets and operator networks.
- **Comparative QoS/QoE assessment**—download/upload throughput, latency/jitter, web browsing and video experience, by operator and location.
- **Unpacking network capacity**—pinpointing where peak-hour congestion creates local bottlenecks and how to relieve them.
- **The technology behind your connection**—the mix of 3G/4G/5G in use, and why 4G remains the workhorse while 5G scales.

- **The urban–rural divide**—where experience is improving and where a consistent speed and upload gap persists that we must close.

What the early insights show

Three themes stand out across the first set of our quarterly publications:

1. **Location matters.** Performance varies widely by geography; the urban–rural gap is real and must narrow if we are to deliver inclusive digital opportunity.
2. **4G is the baseline, 5G is the uplift.** For most Nigerians, today’s experience is still anchored in 4G. Expanding 4G coverage—while accelerating 5G in dense areas—delivers the biggest near-term gains.
3. **Congestion is local and solvable.** Capacity strain concentrates in high-density zones and peak hours; targeted modernization and spectrum utilization can materially improve responsiveness.

Competition, innovation, and why this data matters

Let me be explicit about how this ties to our pro-competition mandate as an economic regulator:

- **Competition is rivalry for the consumer’s business** across the dimensions that matter—**price, quality, and innovation.**
- **When operators compete, incentives align with the public interest.** Operators have the strongest reasons to give customers what they want—better prices, better quality—and to seek advantage through **innovation and new services** rather than through opacity.
- **Transparent performance information strengthens competition.** Public, comparable metrics help consumers reward better networks and encourage laggards to catch up; they also guide investment to the right places and reduce information asymmetries that can dull market discipline.

In short, **transparency is regulation by sunlight**: it sharpens consumer choice, improves operator incentives, and supports evidence-based policy.

How different stakeholders should use these reports

- **Consumers:** Compare coverage, speed, and responsiveness where you live and work; choose the plans and devices that best match your needs.
- **Operators:** Use the benchmarks to target investments, optimize for popular devices, improve latency/jitter, and accelerate 4G densification and 5G rollout where the gaps are largest.
- **Policy makers & investors:** Align programmes and capital with the highest-impact bottlenecks—particularly urban capacity hot-spots and underserved regions.

Going further: making telecoms understandable

Alongside these publications, we are adding simple, plain-language explainers on our website that unpack how network services work. Telecoms can often feel technical; we want every Nigerian to understand what affects their experience and what to expect from modern networks.

These reports will be published **quarterly** on the NCC website. We will track progress over time, highlight improvements, and candidly call out persistent gaps. This is a living accountability mechanism—**not a one-off event**—and we welcome feedback to make it even more useful.

Closing

Ladies and gentlemen, this launch is a statement of principle: **regulation must be open; data must serve the public good; competition should deliver quality and innovation; and every Nigerian deserves a reliable, fast connection.** With that, it is my honour to officially e-launch the **NCC Quarterly Network Performance Reports**.

Thank you.

Dr. Aminu Maida
Executive Vice Chairman/CEO
Nigerian Communications Commission