



2022

ANNUAL REPORT & ACCOUNT

FOR THE YEAR ENDED
31ST DECEMBER, 2022





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EXECUTIVE VICE CHAIRMAN/CEO'S REPORT 2022



EXECUTIVE VICE CHAIRMAN/CEO'S REPORT 2022

INTRODUCTION

It is with great pleasure that I present the NCC 2022 Annual Report and Accounts to our valued stakeholders.

The year 2022 unfolded against the backdrop of a world emerging from the grip of the COVID-19 pandemic. This unprecedented global challenge led to societal and economic upheavals across nations. The consequences of this unfortunate event were felt deeply, impacting not only lives but also the way businesses were conducted.

The new reality prompted a shift to remote working and the adoption of digital technologies to maintain business continuity, resulting in a reduction of Operational Expenditures (OPEX) references.

Although the Commission, like other Federal Government agencies (MDAs), continued on-site operations, we embraced collaborative tools like Microsoft Teams, Zoom, OneDrive, Office365, and more to ensure little or no disruptions to the provision of services. The Pandemic's aftermath had a mixed impact on the telecommunications sector. While it propelled the adoption of remote work modes, leading to increased ICT demand and adoption, it also cast a shadow on global economies, including Nigeria's Economic challenges such as limited access to forex, high exchange rates, and persistent inflation were felt throughout the year.

Significant Achievements of the NCC

As a Commission which understands the importance of the telecommunications sector to all other sectors, continuous improvement of our processes has enabled us to entrench growth and development of the Information and Communication Technology ecosystem

This report stands as a testament to the milestones achieved during the reviewed period:

Industry Statistics

The industry's progress was evident across various metrics, from Active Voice to Internet segments. Notably, Total Active Voice subscriptions surged by 13.87%, reaching an impressive 222,571,568 from the previous year's 195,463,898. Internet Subscriptions marked 154,847,901; and Teledensity ascended from 102.40 to 116.60 by December 2022. Factors such as lifting SIM Card registration bans, enhanced customer experiences, and a surge in subscriber reactivations played a pivotal role in driving this positive growth.

The Market Share of Service Deployment by Technology for Mobile, Fixed Wired and Voice over Internet Protocol (VoIP) segments accounted for 99.8%, 0.1% and 0.1%, respectively. In the aspect of market share relating to mobile GSM Operators, MTN dominated the market with subscriber number of 89,016,678 (40.06%). This was followed by GLO with 60,290,012 (27.13%); Airtel with 60,065,904; (27.03%); and EMTS with 12,852,706, (5.78%).

During the year under review, Total Active Internet Subscriptions also sprang from 141,971,560 in December 2021 to 154,847,901 as at December 2022 indicating a percentage increase of 9.07%. Similarly, Mobile Active Internet increased by 8.94%. There was also a significant surge in the volume of data consumed which was 518,381.78 Terabytes (TB), representing 46.8% increase from the previous year.

Contribution to Gross Domestic Product (GDP)

The telecommunications sector continued to be a vital contributor to Nigeria's Gross Domestic Product (GDP), accounting for 13.55% by Q4 2022, equivalent to N2.851 Trillion Naira. This percentage increase from 12.61% in Q4 2021 reaffirms the sector's substantial role in propelling our nation's economic progress.

Spectrum Assignment

The Commission achieved significant milestones in Spectrum Assignment, including the issuance of fifteen new frequency assignments in the Wireless Local Loop and microwave frequency bands. A noteworthy accomplishment was the licensing of a 100MHz Time Division Duplex (TDD) in the 3.5 GHz Spectrum band to Airtel Networks Limited for International Mobile Telecommunication (IMT) services.

Strategic Partnership

Recognizing the power of partnership, we actively engaged with Government MDAs and international bodies, resulting in collaborations with CBN on financial inclusion and digital currency (eNaira) development. Implementing the USSD model aligned with CBN objectives, while facilitating cost-saving

agreements between CBN and Mobile Network Operators (MNOs) demonstrated our dedication to driving industry advancement, promoting inclusive, sustainable, and resilient growth of the country.

Consumer Protection

An impressive 99.82% resolution rate was achieved for the 11,075 consumer complaints received. Though slight year-on-year reductions were recorded due to unforeseen circumstances and enhanced complaint-handling efficiency, our commitment to addressing consumer concerns remains unwavering. These complaints were received via the NCC complaint channels i.e., the NCC Contact Centre, NCC Consumer Portal, NCC Social Media Platforms (NCC Facebook and Twitter), Written Complaints and the Consumer Affair Bureau (CAB) Twitter Handle.

Licensing Activities

We introduced a comprehensive 5-tiered Mobile Virtual Network Operator (MVNO) License framework, licensed a 100MHz Time Division Duplex (TDD) to Airtel Networks Limited in the 3.5GHz band, and granted SpaceX a landing permit for Low Earth Orbit Satellite Broadband services.

Navigating Challenges and Forging Ahead

Acknowledging the regulatory challenges faced by the Nigerian Telecom Sector in 2022, including taxation issues, infrastructure limitations, we remain steadfast in our resolve to surmount these obstacles and ensure sustained sectorial growth.

A Vision for Tomorrow

Our future strategies encompass stakeholder engagement, fostering infrastructure investment, designing efficient regulations, and enhancing a competitive landscape. Through these measures, we aspire to navigate challenges, drive growth, protect the consumers, encourage operators' efficiency and amplify the sector's potential.

Closing Thoughts

The strides achieved in the past year, coupled with ongoing collaborations with stakeholders, government entities, and industry players, position us for a future full of promises. As Nigeria journeys into a digital economy, our commitment to proactive policies and collaborative engagements remains resolute.

I would like to thank Mr. Clement Omeiza Baiye for his contributions to the industry while serving as a Board Commissioner. I am pleased to welcome Professor Mansur Bindawa Auwalu, the Commissioner representing the North-West Zone on the Board of the Commission. I believe the Commission and the Telecom Industry as a whole will greatly benefit from his wealth of experience.

My heartfelt appreciation extends to our stakeholders, the Federal Government, the National Assembly, the National Judiciary, the Ministry of Communications and Digital Economy, fellow Ministries and Agencies, Telecom Operators, Consumers, and our dedicated staff. Together, we forge ahead, united in our pursuit of the Commission's goals and objectives.

Thank you.



Prof. Umar Garba Danbatta, FNSE, FRAES, FAENG, FNIEEE.
Executive Vice Chairman/CEO

CHAPTER



THE COMMISSION'S MANDATE

INTRODUCTION

1.1 The Commission's Mandate

The mandate of the Commission has been carefully crafted and presented in the Commission's Commitment, Vision Statement, Mission, and Core Values as shown below:

1.2 Our Commitment

The Nigerian Communications Commission (NCC) is committed to creating a world-class telecommunications environment for all Nigerians. The Commission is driven by three guiding principles (the 3Fs); to be Fair, Firm, and Forthright in carrying out its duties and functions as the National Telecommunications Regulator. NCC has adopted the following Vision and Mission Statements to guide its operations.

1.3 Our Vision

A dynamic regulatory environment that ensures universal access to affordable and equitable service and supports the nation's economic growth.

1.4 Our Mission

To support a market driven communications industry and promote universal access.

1.5 Our Core Values



1.6 Our Credo

- Our goal is to ensure the availability of high quality and affordable communications services to everyone and everywhere in Nigeria.
- We shall strive to be fair, firm and forthright in carrying out our mandate with commitment to protect the interests of stakeholders.
- We commit to provide a level playing field in the industry with integrity and transparency.
- We shall work as a team with a Management that is accountable and responsive; a workforce that is hard working, loyal, committed and bounded by professionalism.
- We shall be sensitive to the yearnings of our employees for whom we shall provide conducive working environment for the attainment of job satisfaction and self-actualization.
- We shall treat our employees with respect and dignity, and we shall recognize and reward merit.

1.7 Objectives of the Nigerian Communications Commission

- a. To promote the implementation of the national communications or telecommunications policy as may be modified and amended from time to time.
- b. To establish a regulatory framework for the Nigerian telecommunications industry and for this purpose, create effective, impartial, and independent regulatory authority.
- c. To promote the provision of modern, universal, efficient, reliable, affordable, and easily accessible communications services and the widest range thereof throughout Nigeria.
- d. To encourage local and foreign investments in the Nigerian communications industry and the introduction of innovative services and practices in the industry in accordance with international best practices and trends.
- e. To ensure fair competition in all sectors of the Nigerian communications industry and also encourage participation of Nigerians in the ownership, control and management of communications companies and organizations.
- f. To encourage the development of a communications manufacturing and supply sector within the Nigerian economy and also encourage effective research and development efforts by all communications industry practitioners.
- g. To protect the rights and interests of service providers and consumers within Nigeria.
- h. To ensure that the needs of the disabled and elderly persons are taken into consideration in the provision of communications services.
- I. To ensure an efficient management including planning, coordination, allocation, assignment, registration, monitoring and use of scarce national resources in the communications sub-sector, including but not limited to frequency spectrum, numbers, and electronic addresses, and also promote and safeguard national interest, safety and security in the use of the said scarce national resources.

1.8 FUNCTIONS OF THE NIGERIAN COMMUNICATIONS COMMISSION

- a. The facilitation of investments in and entry into the Nigerian market for provision and supply of communications services, equipment, and facilities.
- b. The protection and promotion of the interests of consumers against unfair practices including but not limited to matters relating to tariffs and charges for and the availability and quality of communications services, equipment, and facilities.
- c. Ensuring that licensees implement and operate the most efficient and accurate billing system, at all time.
- d. The promotion of fair competition in the communications industry and protection of communications services and facilities providers from misuse of market power or anticompetitive and unfair practices by other service or facilities providers or equipment suppliers.
- e. Proposing and effecting amendments to license conditions in accordance with the objectives and provisions of this Act.
- f. Fixing and collecting fees for grant of communications licenses and other regulatory services provided by the Commission.
- g. The development and monitoring of performance standards and indices relating to the quality of telephone and other communications services and facilities supplied to consumers in Nigeria having regard for the best international performance indicators.
- h. Making and enforcement of such regulations as may be necessary under this Act to give full force and effect to the provisions of this Act.
- I. Management and administration of frequency spectrum for the communications sector and assisting the National Frequency Management Council (NFMC) in developing a national frequency plan.
- j. Development, management and administration of a national numbering plan and electronic addresses plan and the assignment of numbers and electronic addresses to licensees.
- k. Proposing, adopting, publishing, and enforcing technical specifications and standards for the importation and use of communications equipment in Nigeria and for connecting or interconnecting communications equipment and systems.
- l. The formulation and management of Nigeria's inputs into the setting of international technical standards for communications services and equipment.
- m. Encouraging and promoting infrastructure sharing amongst licensees and providing regulatory guidelines thereon.

- n. Examining and resolving complaints and objections filed by and disputes between licensed operators, subscribers or any other person involved in the communications industry, using such dispute-resolution methods as the Commission may determine from time to time including mediation and arbitration.
- o. Preparation and implementation of programmes and plans that promote and ensure the development of the communications industry and the provision of communications services in Nigeria.
- p. Designing, managing and implementing Universal Access strategy and programme in accordance with Federal Government's general policy and objectives thereon.
- q. Advising the Minister on the formulation of the general policies for the communications industry and generally on matters relating to the communications industry in the exercise of the Minister's functions and responsibilities under this Act.
- r. Preparation and implementation of programmes and plans that promote and ensure the development of the communications industry and the provision of communications services in Nigeria.
- s. Implementation of the Government's general policies on communications industry and the execution of all such other functions and responsibilities as are given to the Commission under this Act or are incidental or related thereto.
- t. Generally advising and assisting communications industry stakeholders and practitioners with a view to the development of the industry and attaining the objectives of this Act and its subsidiary legislation.
- u. Representation of Nigeria at proceedings of international organizations and fora on matters relating to regulation of communications and matters ancillary and connected thereto.
- v. The general responsibility for economic and technical regulation of the communications industry.

CHAPTER



NCC BOARD OF COMMISSIONERS

NCC BOARD OF COMMISSIONERS



Professor Adeolu Akande, PhD is the Chairman of the Board of Commissioners of the Nigerian Communications Commission.

Until his appointment by President Muhammadu Buhari to the Governing Board of NCC, Prof. Akande was the Chairman, Board of National Information Technology Development Agency (NITDA).

An eminent academic, consummate professional and all-round gentleman, a significant part of Prof. Adeolu Akande's life has been devoted to the service of Nigeria and her people – as a resourceful journalist, a teacher and top-level public servant.

Akande is a Professor of Comparative Politics and Political Communication at the Igbinedion

University, Okada, Edo State where he also served as the Director of the Centre for Presidential Studies. He attended Anwar-ul-Islam High School, Iseyin and the Oyo State College of Arts and Science, Ile-Ife before studying Political Science at the University of Ibadan. He obtained his B.SC, M.SC and PhD at Nigeria's premier university, University of Ibadan, where he also worked as a lecturer. Professor Akande is also a Barrister and Solicitor of the Supreme Court of Nigeria.

As a veteran journalist, he left indelible footprints in Nigeria's vibrant newspaper industry as Regional Editor, Southwest of the Punch Newspapers; Deputy Editor/Acting Editor, Sunday Tribune, and Editor-in-Chief of the pro-democracy magazine, Omega Weekly.

Beyond his journalism and academia credentials, Akande served as Deputy Chief Press Secretary and later as Special Assistant, Research and Communications Strategy to the President of the Federal Republic of Nigeria. He was also Chief of Staff to the former Governor of Oyo State, Senator Abiola Ajimobi (late).

Among his other initiatives and affiliations, Akande is the founder of the Adeolu Akande Foundation – a non-profit organization with the vision of interventions based on promoting the dignity of the individual. Rather than give philanthropy away, the foundation invests in people through scholarships, seed funding, youth empowerment and skill acquisition.



Prof. Umar Garba Danbatta is the Executive Vice-Chairman and Chief Executive Officer (EVC/CEO) of the Nigerian Communications Commission (NCC). He is currently serving a second term of five years in office, following the approval of President Muhammadu Buhari in 2020.

Danbatta earned BEng and MSc degrees from the Technical University of Wroclaw in Poland and received his PhD from the University of Manchester Institute of Science and Technology.

The multiple award-winning professor successfully spearheaded the attainment and surpassing of Nigeria's national broadband target in 2018, and he is currently among those leading the charge for the

realisation of the new national broadband target of 70% by 2025, after the country achieved and surpassed its earlier national target of 30% penetration in 2018.

Through effective regulatory regime and various cutting-edge initiatives, Danbatta has strengthened the role of telecommunications sector as a major contributor to the country's Gross Domestic Product (GDP) growth, and boosted telecoms investment inflows from \$36 billion to over \$70 billion since 2015, among others.

Before his appointment to lead NCC in 2015, Danbatta, who is a Professor of Telecommunications Engineering, worked in academia as a lecturer where he supervised more than sixty (60) PhD, MEng and BEng projects in diverse areas of telecommunications, rising to the position of Acting Vice-Chancellor in a Nigerian university.

He was the Vice-President of the Digital Bridge Institute (DBI), an international centre for advanced communications studies established in 2004 by the NCC for capacity building in diverse areas of Information and Communication Technology (ICT).

While at DBI, Danbatta developed expertise in key areas of ICT implementation, policy and regulation, including: Regulation of the Telecommunications Sector of the Nigerian Economy; Competition, Interconnection and Price Regulations in a Developing Economy; and Issues Concerning Authorisation of Telecommunications Services in a Developing Economy.

The other areas of his expertise are Strategies for ensuring Universal Access and Service to Telecommunications Services; Strategies towards Effective Spectrum Management in a Developing Economy; Issues on Institutional and Legal Framework for Effective Regulation of Telecommunications Services; and, New and Emerging Technologies and Impact on Regulation of the Telecommunications Sector of a Developing Economy, among others.

Prof. Danbatta has served two terms of five years each as a Member of Council for the Regulation of Engineering in Nigeria (COREN). He is a Fellow of many professional bodies and has received several distinguished awards and certificates of honour both nationally and internationally, including the prestigious Zik Prize in Professional Leadership. His strides in reviving the Emergency Communications Centres (ECCs) and the introduction of harmonised national emergency communication number, 112, helped the NCC to win the International Public Relations Association Golden Award in the year 2020, as the ECCs played a pivotal role in containing the COVID-19 pandemic in Nigeria. The fellowships and awards conferred on him include:

Fellowships:

- Fellow, Nigeria Academy of Engineering (FAEng);
- Fellow, Nigerian Society of Engineers (FNSE);
- Fellow, Institute of Electrical and Electronic Engineering (FIEEEE);
- Fellow, Renewable and Alternative Energy Society of Nigeria (FRAES).

Honorary Degrees:

- Ph.D. (Honorary Causa), University of Jos

Selected Awards for Danbatta and NCC under his leadership:

- European Award for Best Practices 2016 by an EU Organisation in Brussels, Belgium.
- Quality Achievement Award for Best Practices by European Society for Quality Research (ESQR) 2017
- Exceptional Public Service Performance in the Platinum Category (Bureau of Public Service Reform) Leadership Newspapers Award of Government Agency of the Year
- Chief Executive Officer of the Year (Tell Magazine)
- African Regulator of the Year at the African Information Technology and Telecom Awards (AITTA) in Accra, Ghana.
- Regulator of the Year by African Leadership Magazine in New York, USA.
- Telecoms Personality of the Year - 12th Nigerian Telecoms Award, Lagos
- Telecom Man of the Year 2017--Nigeria Tech Innovation & Telecom Awards (NTITA)
- Telecoms Man of the Year 2018--Nigeria Tech Innovation & Telecom Awards (NTITA)
- Lead Presenter- Senior Executive Course (SEC) of the national Institute for Policy and Strategic Studies (NIPS)
- 2016 Nigerian Academy of Engineering Lecture Presenter

- Regulator of the Year by Nigerian Communications Week
- Fellow of Renewal and Alternative Energy Society of Nigeria (RAESON)
- Personality of the Year by the Lagos Chamber of Commerce Industry, Mines and Agriculture
- African Quality Achievement Award 2016 by African Quality Institute
- Human Rights Government Agency of the Year by Constitutional Rights Awareness and Liberty Initiative (CRALI)
- 2017-Beacon of ICT Awards as Telecom Regulator of the Year
- Beacon of ICT Awards: Best Use of Social Media
- Authority Newspaper Exemplary Public Service Award, 2017
- Most Responsive CEO of the Year (Public Service) by House of Representatives Press Corp (2018)
- The Outstanding Leadership in Broadband Penetration (The 2nd Daar Awards for Outstanding Performance & Good Governance) 2018
- Award of excellence in Technological Development & Leadership Heroes (Kano Heroes Awards 2017).
- Pan African Telecomm Regulatory Excellence Nigerian Communications Commission (Africa Digital Heroes Awards (October 2019)
- Government Agency of the Year (Beacon of ICT Awards)
- Telecom Personality of the Year Nigeria Tech Innovation & Telecom Awards (NTTTA) September 2019.
- Regulator of the Year Award (NCC) Nigeria Tech Innovation & Telecom Awards (NTTTA) September 2019.
- National Public Servant of the Year, 2018 Business Journal Award (September 2019)
- Telecom Personality of the Year ICT Watch Awards (July 2019)
- Regulator of the Year Award ICT Watch Awards (July 2019)
- Award of Excellence by Head of Civil Service of the Federation to NCC (September 2019)
- ITU Telecom World Awards 2019 to NCC for its commitment as a valuable partner (September 2019)
- Most Innovative Federal Regulatory Agency of the Year (NiTA Awards November 2019)
- Goodwill Ambassador Award in security and emergency management (Security and Emergency Management Awards SAEMA 2019.
- Outstanding Accomplishments in Emergency Management (SEMA 2020)
- Man of the Year 2020, Money Report Magazine

Prof Danbatta, an author and philanthropist, is married with children.



Engr. Ubale Ahmed Shehu Maska is the Executive Commissioner (Technical Services) of the Nigerian Communications Commission.

Following his graduation with a Bachelor of Engineering (B.Eng.) - Electrical from the Ahmadu Bello University (ABU), Zaria in 1982, Engr. Ubale Maska proceeded to Rivers State University of Science and Technology in Port Harcourt where he served as a teaching and laboratory assistant in the Electrical Engineering Department during his National Youth Service Corps (NYSC) primary assignment.

He returned to ABU in 1983 as a Graduate Assistant in the Department of Electrical Engineering and was later promoted to Assistant Lecturer in 1986.

During this period, he pursued and obtained a master's degree (MSc.) in Electronics and Telecommunications from his alma mater.

Engr. Maska joined the National Universities Commission (NUC) in 1989, leaving in 1997 as Head of Hardware & Networking Division after also having served as Head of the System Administration Team of the NUC's computer network, and representing the NUC on the steering committee of the Nigerian Internet Group (NIG). Engr. Maska obtained his second master's degree in software systems Engineering from the University of Sheffield in the United Kingdom, gaining experience in the design and deployment of automatic control systems as part of the Master's programme in Lunen, Germany.

Engr. Maska later joined the Petroleum Equalisation Fund (Management) Board (PEFB) as Manager in charge of its Management Information System (MIS) in May, 1997, where he spearheaded the development of various software packages to meet the needs of all arms of the fund and the training of more than half the workforce of the PEFB in basic computing skills. He also led the planning of the PEFB's computerisation project for deploying Local Area Networks (LANs) in the Fund's Abuja and Lagos offices and other smaller installations in 22 NNPC depots across the country and connecting all networks together into a Wide Area Network (WAN) via satellite.

Following his stint at the PEFB, Engr. Maska moved to the Nigeria Social Insurance Trust Fund (NSITF) in October 1999 as a Deputy General Manager in charge of Information Technology where

he was responsible for all computing facilities and the LAN deployment and networking of the NSITF's Northern offices.

In 2001, Engr. Ubale Maska joined the Nigerian Communications Commission as a Deputy Director in the Engineering Directorate (now split into the Spectrum Administration and Technical Standards & Network Integrity Departments). He was part of the team that pioneered the Spectrum Administration procedures and processes in respect of commercial Spectrum in Nigeria and the creation of a Spectrum Pricing Structure for the nation. He was also a member of the team responsible for the initial automation of Frequency Management Records, the establishment of the initial National Frequency Allocation Table in accordance with the ITU's recommendations and participated in the resolution of several frequency interference issues. Notably, he represented the NCC at the International Telecommunications Union (ITU) – World Radio Conference (WRC), 2003. He then moved to the Technical Research & Standards Directorate where he participated in the preparatory meetings of the ITU – World Telecommunication Standardization Assembly (WTSA), 2008. He was then appointed Head of Cyber Security in the newly created New Media & Information Security Department, where he initiated the process of establishing the Computer Emergency Response Team (CERT) for Nigeria, and initiated collaborative relationships with numerous international bodies, most notably the United States Federal Bureau of Investigation (FBI) on Cyber Security issues.

Engr. Maska was then posted to Compliance Monitoring and Enforcement Department in 2011, where he spearheaded the formation of the Industry Working Group on Multiple Taxation/Regulation in Nigeria and was promoted Director of the Department in 2012.

Engr. Ubale A. S. Maska is currently the chairman of the Broadband Implementation Steering Committee (BISC) of the Nigerian Broadband Plan (2020-2025), which was launched by the President of the Federal Republic of Nigeria on 19th of March 2020. He is also a member of the Nigerian Society of Engineers and is happily married with children.



Mr. Adeleke Morounfolu Adewolu is the Executive Commissioner (Stakeholder Management) of the Nigerian Communications Commission.

A lawyer by profession, a seasoned administrator and project manager, Adeleke Adewolu has acquired extensive experience in legal practice, governance, reform and public administration. He is a Barrister and Solicitor of the Supreme Court of Nigeria (1986) and Solicitor of the Supreme Court of England & Wales (1999).

Over a career spanning 30 years, Adeleke has served in numerous private and public institutions of repute in Nigeria and the United Kingdom. He served as State Commissioner for

Special Duties and Inter Governmental Affairs in Ogun State from 2015 - 2019. Prior to that he was Special Adviser (Research & Documentation) to the Governor of Ogun State (2011-2015), where he coordinated the Fast Track Recruitment of 10,000 workers during the first 100 days of Senator Ibikunle Amosun led administration. Between 2005 and 2007, he worked as a Special Assistant on Legal and Legislative Matters to the Senate President in the National Assembly.

An experienced project manager and legal practitioner with vast, hands-on knowledge of the implementation of Reform and Social Investment Programmes, Adeleke has direct experience managing multi-party stakeholders and high-level representation from the government, the private sector, multilateral agencies and international organisations including the Bureau of Information Communication Technology (ICT). He has served as liaison with the National Economic Council (NEC), Nigerian Governors Forum (NGF), Progressive Governors Forum (PGF), D.A.W.N Commission and the South-West Governors Forum.

As Ogun State Commissioner for Special Duties, he managed the implementation and performance monitoring of the French Development Agency (AFD) funded Ogun Water Sector Reform project. In his capacity as the State Focal Person for the Federal Government of Nigeria's Social Investment Programme (SIP), he coordinated, mobilised resources, and managed stakeholder relationships with partner institutions and engaged over 2000 women as Food Vendors under the Home-Grown School Feeding Programme that provided a hot meal daily to over 200,000 primary school pupils. He also coordinated and monitored the placement of over 18,000 unemployed graduate youths

under the N-Power Graduate Employment programme.

A certified PRINCE2 Project Manager, Adeleke also served in several roles for 13 years, as Senior Caseworker, Business Information System Team Lead and IT System Releases Manager at the Legal Services Commission of the United Kingdom where he oversaw the maintenance of IT systems, related training and guidance material, user management, configuration management, risk identification management and data validation.

Adeleke attended Igbobi College, Lagos and Abeokuta Grammar School, Abeokuta. An alumnus of the University of Ife (now Obafemi Awolowo University (1981- 1985), he was called to the Nigerian Bar in 1986 and began his legal practice in the Chambers of Prince Bola Ajibola S.A.N & Co. He undertook the Qualified Lawyers Transfer Test for England & Wales at BPP Law School, Holborn, London in 1998 and was admitted as a Solicitor of the Supreme Court of England & Wales in 1999.

He has travelled extensively across four continents of the world and remains a staunch proponent of the global economy and believes that the continuous growth of the digital economy in Nigeria will be a major factor in the attainment of sustainable development for the country. Adeleke is married with children.



PROF. MILLIONAIRE FREEBORN NESTOR ABOWEI
Commissioner/Member of the Board

Prof. Millionaire Freeborn Nestor Abowei

Prof. Abowei currently serves on the Board of the Nigerian Communications Commission as a Commissioner. He was appointed as a member of the Board in 2019, having had a successful career in research, advocacy, public administration and oil and gas. With over 39 years post-graduation experience, his illustrious career in the private and public sectors exemplifies the multi-sectoral and multi-disciplinary mix required for the challenging role he currently plays at the Commission.

A consummate engineer with bias in chemical and petroleum engineering, Prof. Abowei is an alumnus of University of Lagos where he obtained his Doctor of Philosophy Degree (Phd) in 1991. He had earlier obtained his Masters and Bachelor Degrees from the Rivers State University of

Science & Technology (RSUST) in 1982 and 1986 respectively. Prof Abowei served the Nation as a Youth Corp Member under the mandatory National Youth Service Scheme in 1982/83 and upon successful completion, he was awarded a National Certificate for meritorious service by the then President, Alhaji Shehu Shagari.

His career profile dates back to 1985 when he was appointed a lecturer in his alma mater, RSUST, on account of his exceptional academic performance. In that same year, Prof Abowei was honoured with the best graduating student award from the RSUST, in recognition of his stellar performance during his Masters in Technology programme.

At RSUST, he taught, researched and supervised degree candidates at various levels in the fields of chemical, petrochemical and petroleum engineering courses. On the heels of a distinguished academic trajectory spanning 3 decades, he was promoted by RSUST to the rank of a Professor in Chemical Engineering in 1997.

As a public administrator, the high point of his career was in 2012 when he was appointed as Secretary to the Bayelsa State Government. He was later to become the gubernatorial candidate of the All National Progressives Party in the 2003 elections.

Prof. Abowei is a member of various national and international professional bodies such as the Council for the Regulation of Engineering in Nigeria, Nigerian Society of Engineers, and American Society of Environmentalists.

He is a prolific writer who has to his credit, over 110 publications in respected academic journals and is the author of several literatures and reference materials in his field of expertise- Chemical Engineering. He is happily married with children and enjoys reading, swimming and travelling.



Mr. Aliyu Saidu Abubakar is a Commissioner/Member of the Board of the Nigerian Communications Commission.

Hailing from Bauchi State, Aliyu Saidu is an experienced technocrat, administrator, and mobilisation expert. Academically trained at the Abubakar Tafawa Balewa University and the Professor Iya Abubakar Resource Centre, Bauchi, he has worked in numerous companies and organisations including S. A. Hawajo Enterprises Limited and NAL Merchant Bank. His career includes serving as General Manager/CEO Yankari Transport Corporation and Managing Director of Hydar Investment Nigeria Limited. His interests include agriculture, politics, and ICT. He is happily married with children.

**Mallam Abdulazeez Mohammed Salman**

is a Commissioner/Member of the Board of the Nigerian Communications Commission.

A native of Ilorin from Ilorin-East Local Government Area in Kwara State, Mallam Salman attended the Nigerian Military School Zaria, and proceeded to the prestigious University of Ilorin, where he obtained a B.Sc. in Computer Science. He has a master's degree in information technology from LAUTECH Ogbomoso, and has attended several international conferences and trainings on Digital Transformation, Strategic Innovation, Emotional Intelligence, Enhancing Management and Leadership Impact (ILM endorsed), Inter-African Group Board of Directors program, World Radio Conference, etc.

A renowned political activist, Mallam Salman is also a member of many non-political associations, such as Guards Polo, Abuja and a philanthropist. He was a member of the Contact and Mobilisation Committee during the APC 2018/19 Presidential Campaign Council. In 2019, Mallam Salman was appointed by President Mohammed Buhari, as a Commissioner representing North-Central Geopolitical Zone on the Governing Board of the Nigerian Communications Commission. He is happily married with children.



Chief Uche Onwude is a Commissioner/Member of the Board of the Nigeria Communications Commission (NCC).

An indigene of Imo State, Onwude's rich and illustrious professional career, spanning over 18 years in the downstream Oil and Gas sector of the Nigerian economy, has seen him serve as Account Officer in MRS Oil and Gas Co. Ltd, Financial Controller and subsequently General Manager, Finance and Administration at Northwest Petroleum and Gas Company Ltd., and Managing Director/Chief Executive Officer at Aximites Energy Limited.

Chief Onwude earned a BSc. in Accountancy from Enugu State University of Science and Technology and MBA from Nnamdi Azikiwe University. He has attended various courses, workshops and seminars on ICT, as well as numerous leadership and managerial courses, within and outside the country.

He is the Chairman of Omenka Foundation, a reputable Non-Governmental Organisation actively involved in education (providing scholarships) and health (providing medical interventions and outreaches) in rural areas. Onwude is a member of various professional bodies including, but not limited to, the African Business Roundtable, the Nigeria Institute of Management (Chartered), the Energy Institute (MEI) London. He is a United Nations Ambassador of Peace and has received various awards and recognitions of excellence, humanitarianism, and philanthropy, including the African Business Roundtable's prestigious honour of Humanitarian/Inspirational Award of Excellence in Paris, 2015.

In 2018, Chief Onwude was appointed by President Muhammadu Buhari as a member, representing the South-East Zone on the Governing Board of the National Information Technology Development Agency (NITDA). He held this position until his appointment as Commissioner/Member of the Board of the Nigeria Communications Commission (NCC). He is happily married with a child.



Professor Mansur Bindawa Auwalu is a Commissioner/ Member of the Board of the Nigerian Communications Commission.

An indigene of Bindawa in Katsina State, Prof. Auwalu obtained a Bachelor of Science degree in Agriculture (Upper Second Class (Honours) division) from the famous Ahmadu Bello University (ABU), Zaria in 1984, a Master of Science degree in Agronomy from the same University, in 1989, and a Ph. D (Agronomy) awarded by Abubakar Tafawa Balewa University (ATBU), Bauchi in 1995.

Prof. Auwalu is a teacher, researcher, and university administrator. The academic career of

Auwalu saw him rise to become a Professor of Horticulture in 2004 at the ATBU. Besides his copious contributions to global knowledge pool with over fifty (50) published articles in international and local journals and edited proceedings, Prof. Auwalu has also mentored many undergraduate, masters, and doctorate candidates. In administration, he was a Head of Department, Dean of Faculty and Director of Endowment at the ATBU among other responsibilities, in addition to being an External Examiner to many universities in Nigeria.

In 2007, Prof. Auwalu transferred his services from ATBU, Bauchi to Bayero University Kano (BUK) in order to strengthen a newly established Faculty of Agriculture. At BUK, he has mentored many young academics and served as Dean of Agriculture between 2009 and 2013.

In addition to academic and administrative responsibilities, Prof. Auwalu has been involved in many community services. He is a member of several philanthropic and non-profit organisation as well as learned societies.

Prof. Auwalu has visited many universities in the UK, Egypt, Ghana, Iran, Malaysia and United Arab Emirates for the purposes of collaboration and capacity building.

He is happily married with children and grandchildren.

CHAPTER



NCC'S ORGANISATIONAL STRUCTURE

NCC'S ORGANISATIONAL STRUCTURE

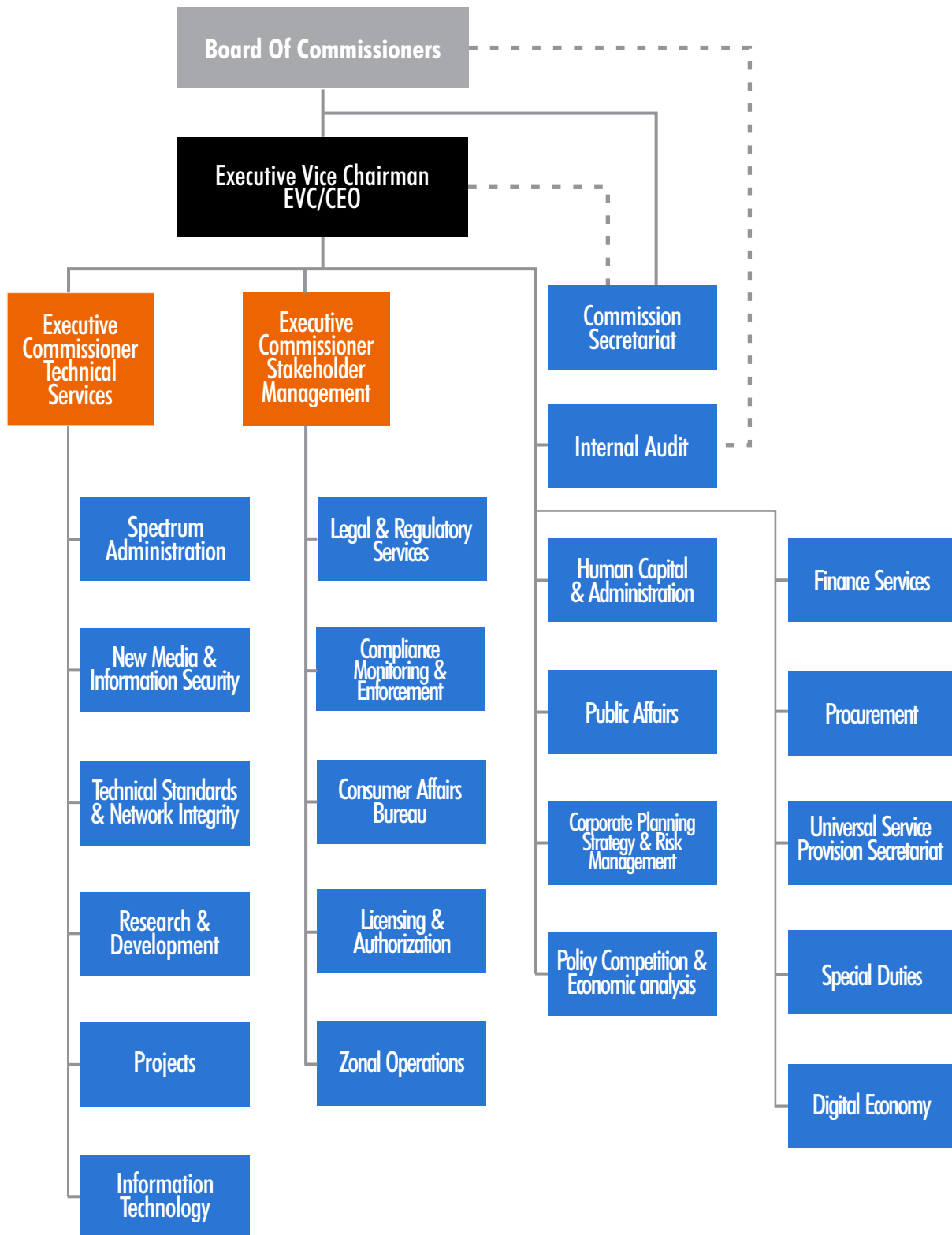
The Nigerian Communications Commission's organisational structure is comprised of the Office of the Board Chairman, Office of Executive Vice Chairman (EVC), Office of the Executive Commissioner, Stakeholder Management (ECSM), Office of the Executive Commissioner, Technical Services (ECTS) and Twenty-two (22) Departments.

The Executive Vice Chairman (EVC) is the Chief Executive Officer of the Commission and directly oversees nine (9) Departments.

The ECSM directly supervises the Departments charged with addressing the needs of telecommunications industry stakeholders including vendors, service providers and consumers. The Departments under this office are: Legal & Regulatory Services (L&RS), Compliance Monitoring & Enforcement (CME), the Consumer Affairs (CA), Licencing & Authorisation, and Zonal Operations.

The ECTS directly supervises the Departments charged with the oversight of Technical Standards, Spectrum and Engineering issues governing the Nigerian Telecommunications Industry. The Departments are: Spectrum Administration, New Media and Information Security, Technical Standards and Network Integrity, Research and Development, Projects and Information Technology.

The organogram depicts the Commission's structure.



CHAPTER



INDUSTRY STATISTICS

INDUSTRY STATISTICS

4.1 Annual Industry Statistics Performance Report for The Year 2022

The analysed data contained in the performance report table below were provided by the Mobile (GSM) Operators; [MTN, GLOBACOM, AIRTEL, and EMTS], Fixed Wired Operators; [MTN FIXED, GLO FIXED, 21st CENTURY TECHNOLOGIES and IPNX] and Voice over Internet Protocol Operators (VoIP) [SMILE and NTEL].

Service Category	Connected Lines		Active Voice Subscribers		%Change
	Dec-21	Dec-22	Dec-21	Dec-22	
Mobile (GSM)	304,048,720	316,639,381	195,128,265	222,225,300	13.89
Fixed Wired	218,354	218,905	106,385	96,996	(8.83)
VoIP	1,114,366	1,202,561	229,248	249,272	8.73
Total	305,381,440	318,060,847	195,463,898	222,571,568	13.87
Teledensity (190M)	159.98	166.62	102.40	116.60	13.87
Total Active Internet	305,229,003	317,909,668	141,971,560	154,847,901	9.07
Broadband Penetration	-	-	40.88%	47.36%	15.85%

Table 4.1: Telecoms Industry Statistics as of December, 2021 (Q4) and December, 2022 (Q4)

4.2 Active Voice and Internet Segments

The number of Total Active Voice Subscriptions recorded at the end of year 2022 was 222,571,568 subscriptions while Active Internet Subscription stood at 154,847,901. A year -on- year comparative review of the year 2021 and year 2022 indicates that the Total Active Voice Subscription increased from 195,463,898 in 2021 to 222,571,568 at the end of 2022. This shows 13.87% growth in Total Active Voice subscriptions within the period. This phenomenal rise in Operators' subscriber base was attributed to the lifting of the ban on SIM card registration, sustained new subscriber acquisition drive, improved customer experience/satisfaction, and high volume of reactivation by subscribers within the year. Teledensity also appreciated from 102.40 in 2021 to 116.60 as at December 2022.

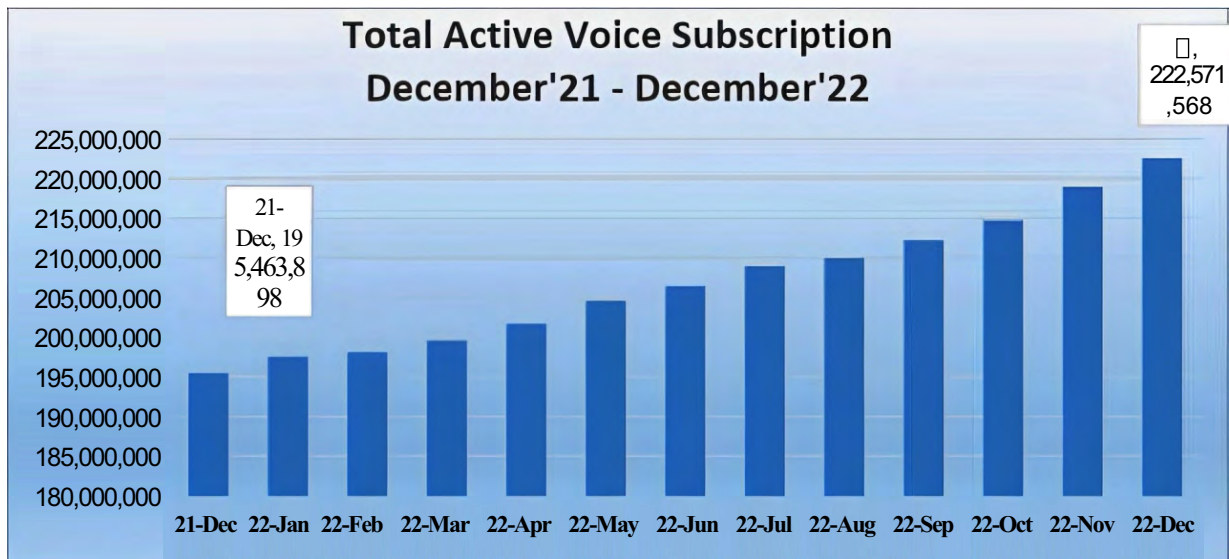


Fig 4.1: Trend of Total Active Voice Subscriptions (December 2021– December 2022)

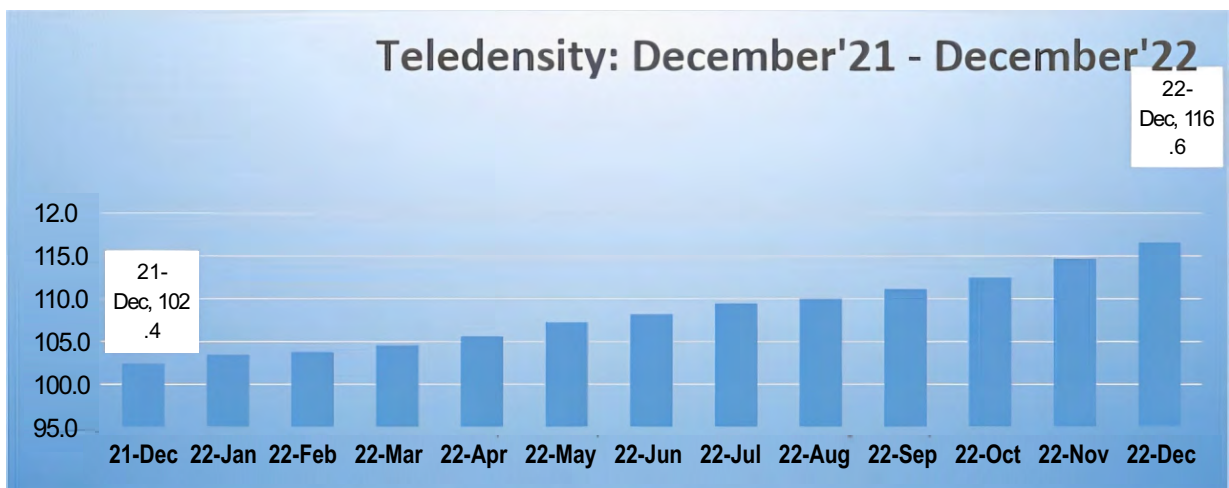


Fig 4.2: Trend of Teledensity (December 2021 – December 2022)

Note: Teledensity was calculated based on population estimate of 190 million (UN/ITU 2017 Nigerian population estimate).

4.3 Market Share of Service Deployment by Technology as at December 2022

As of December 2022, the Mobile (GSM), Fixed Wired and Voice over Internet Protocol (VoIP) market segments accounted for 99.8%; 0.1%; and 0.1% respectively of the entire market share in terms of technology deployment.

MOBILE (GSM)	FIXED WIRED/WIRELESS	VOICE OVER INTERNET PROTOCOL (VOIP)
99.8%	0.1%	0.1%

Table 4.2: Percentage of Market Share of Service Deployment by Technology as of Dec 2022

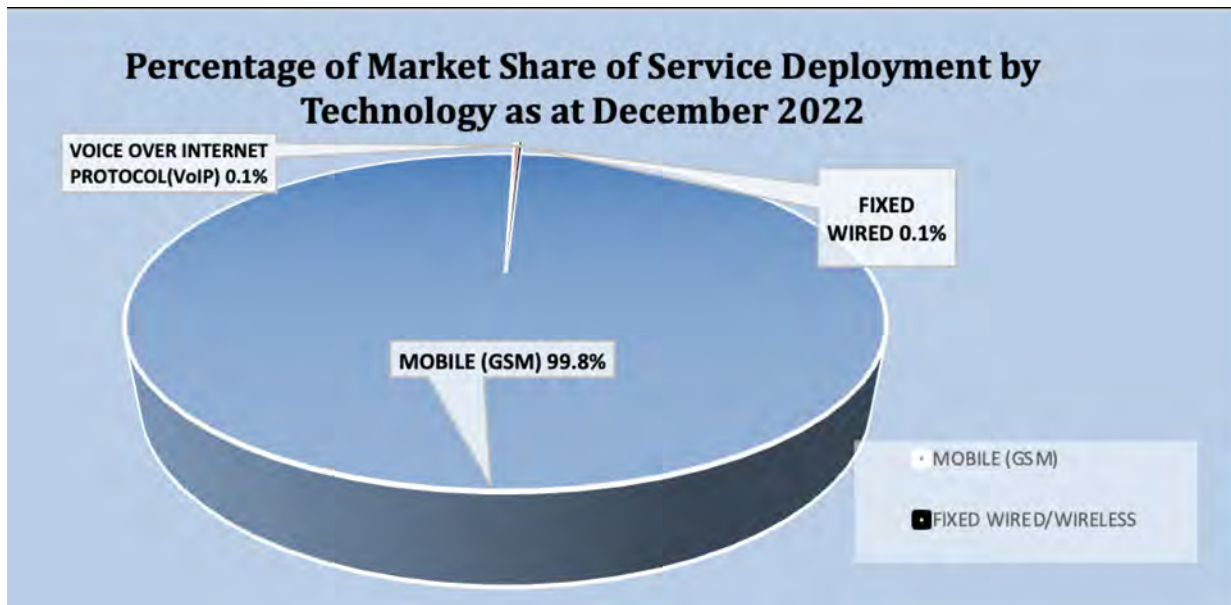


Fig 4.3: Market Share of Service Deployment by Technology as of December 2022

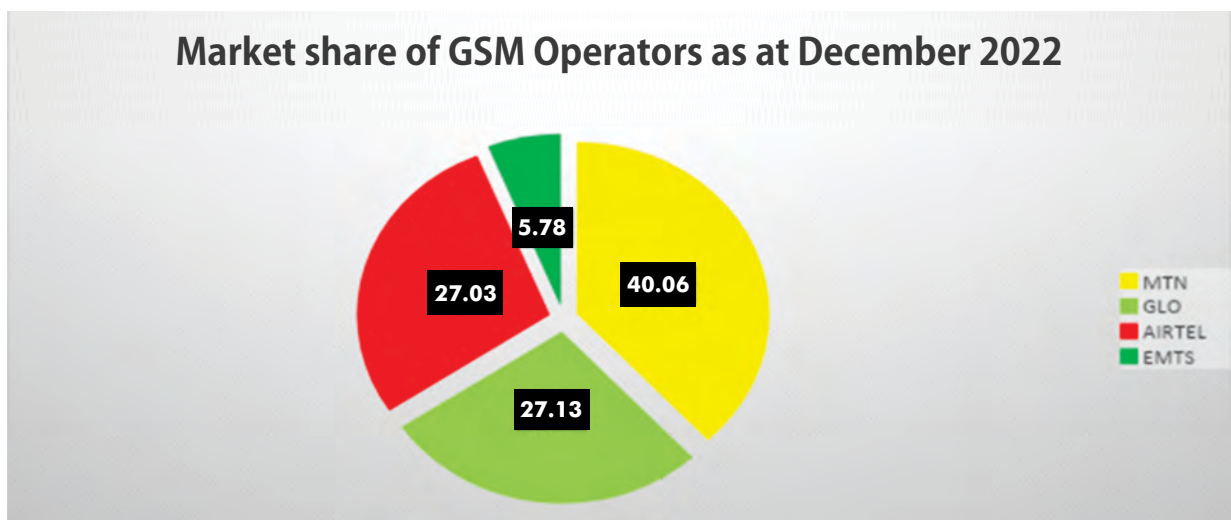


Fig 4.4: Market Share of Mobile (GSM) Operators as at December, 2022

<i>MTN</i>	<i>GLO</i>	<i>AIRTEL</i>	<i>EMTS</i>
89,016,678	60,290,012	60,065,904	12,852,706
40.06%	27.13%	27.03%	5.78%

Table 4.3: Market Share of Mobile (GSM) Operators as at December 2022

4.4 Active Internet Segment

Total Active Internet Subscriptions increased from 141,971,560 in December 2021 to 154,847,901 as at December 2022. This demonstrates a percentage rise of 9.07%.

Also, Mobile Active Internet had a boost from 141,617,023 subscriptions in December 2021 to 154,277,373 subscriptions as at the end of December 2022. This indicates a percentage growth of 8.94% growth within the period under review.

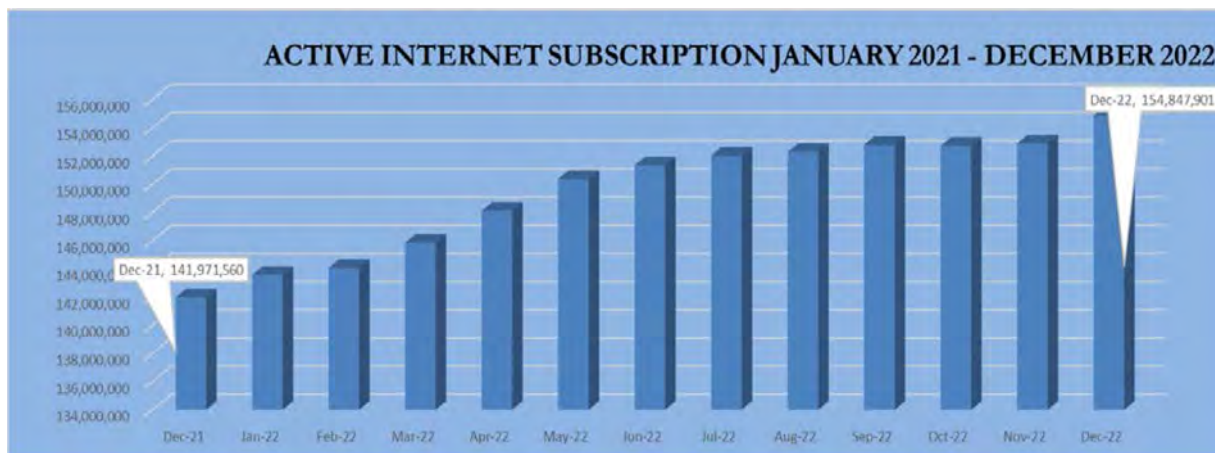


Fig 4.5: Trend of Total Active Internet Subscriptions (December 2021 – December, 2022)

TOTAL ACTIVE INTERNET SUBSCRIPTION DEC 2021 – DEC 2022							
MONTH	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Active Internet Subscriptions	141,971,560	143,564,481	144,059,086	145,851,496	148,101,789	150,363,423	151,332,090
MONTH	July-22	Aug-22	Sept-22	Oct-22	Nov-22	Dec-22	
Active Internet Subscriptions	152,081,551	152,279,645	152,784,980	152,710,160	152,891,470	154,847,901	

Table 4.4: Total Active Internet Subscription Dec 2021 – Dec 2022

4.5 Broadband Penetration

The Broadband penetration figure as at December 2022 stood at 47.36% which represents 15.8% growth, compared to 40.88% reported in December 2021.

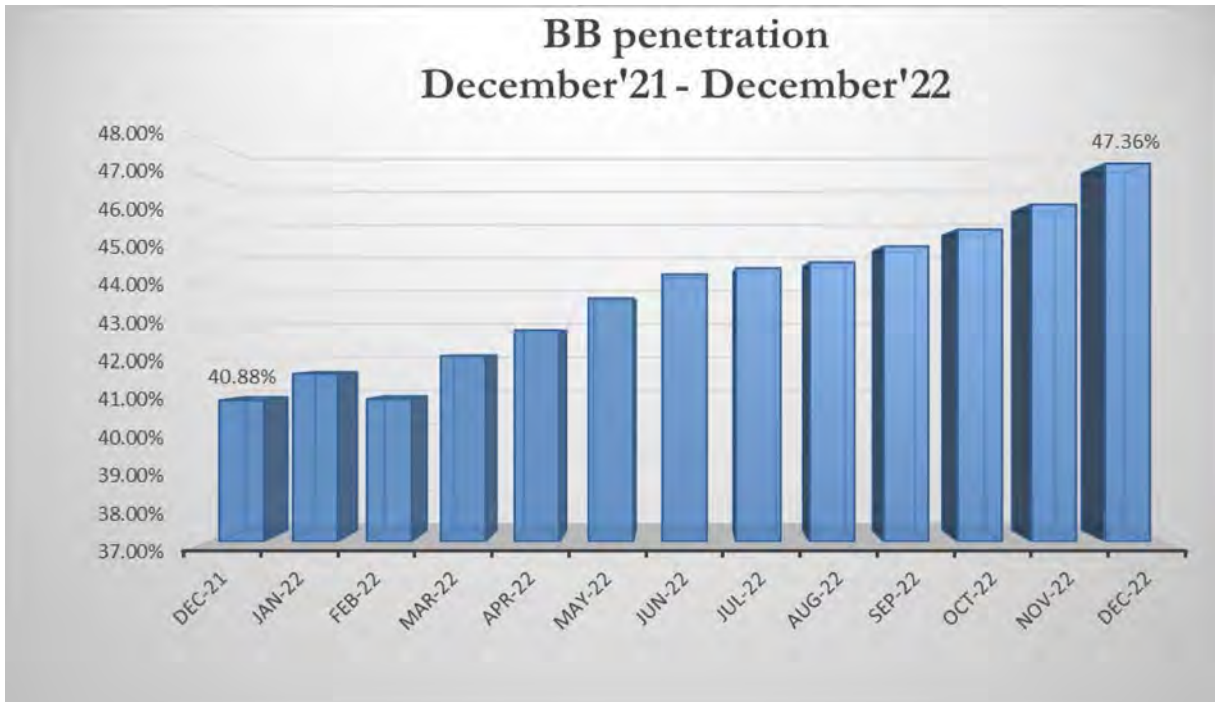


Fig 4.6: Broadband Penetration Rate December 2021 – December 2022

4.6 Internet Usage Summary

The total volume of data consumed by subscribers increased to 518,381.78 Terabytes (TB) in the year 2022 from 353,118.89TB in the year 2021. This represents 46.8% surge in data consumption within the period (See fig 1.6 below).

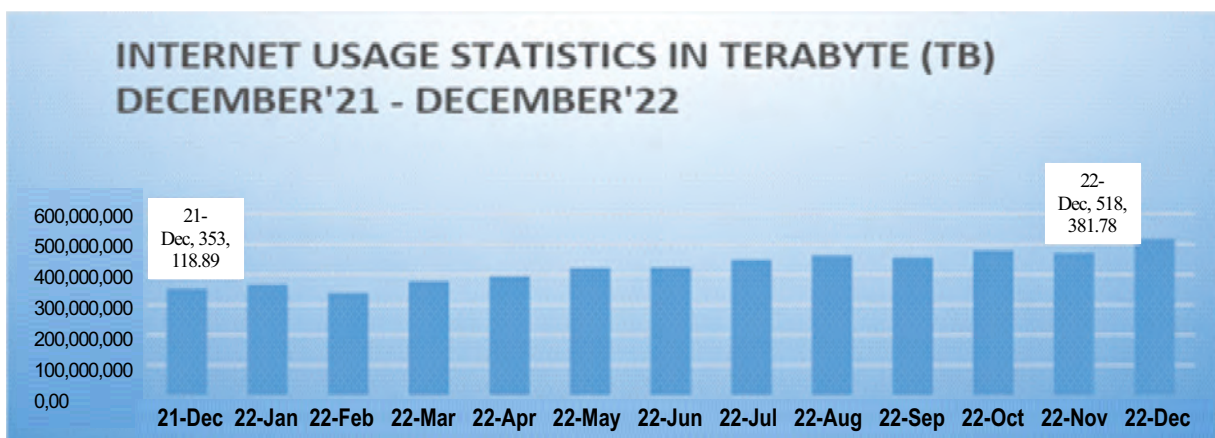


Fig 4.7: Internet Data Usage Statistics December 2021 – December 2022

4.7 Balance of Payment

During the period under consideration, the Commission participated in all the quarterly meetings of the National Balance of Payments Technical Committee (NBOPTC). The objective of the meetings was to collect and validate data input from MDAs for the compilation of the Balance of Payments (BOP) Statistics for Nigeria by Central Bank of Nigeria (CBN). The data sets presented were reviewed and validated by the Committee members. Below is a summary and comparison between Q3 and Q2, 2022.

	Q1, 2022 (₦ '000)	Q2, 2022 (₦ '000)	Q3, 2022 (₦ '000)	Q4, 2022 (₦ '000)	% Q2 –2022
TOTAL TELECOMS INCOME	12,345,678 .910.11	25,293,483,675.25	31,154,972,156.47	12,345,678.910.11	23.17
TOTAL TELECOMS EXPENDITURE	12,345,678 .910.11	22,603,328,323.60	24,430,393,755.17	12,345,678.910.11	8.08

Table 4.5: Balance of Payment figures for the 4th Quarter, 2022

4.8 Telecommunications and Information Services Sector's Contribution to Nigerian Gross Domestic Products (GDP) at the End of Fourth Quarter (Q4), 2022

According to the latest quarterly publication released by the National Bureau of Statistics (NBS), the contribution of the Telecommunications and Information Services sector to GDP at the end of Fourth Quarter (Q4) 2022 stood at 13.55%. In terms of financial value, the sector's contribution to the Nation's GDP was N2.851 Trillion Naira as at the end of Fourth Quarter (Q4) 2022. Comparatively, Telecoms' contribution to GDP increased from 12.61% in Fourth Quarter 2021 to 13.55% as at the end of Fourth Quarter 2022 representing 0.94% increase in that year.

Quarters	Q4'20	Q1'21	Q2'21	Q3'21	Q4'21	Q1'22	Q2'22	Q3'22	Q4'22
% Contribution	12.45	11.66	14.42	11.94	12.61	12.94	15.00	12.85	13.55

Table 4.6: Percentage Contribution of the Telecommunications Sector to GDP (Q4, 2020–Q4, 2022)
Source: National Bureau of Statistics (NBS) website.

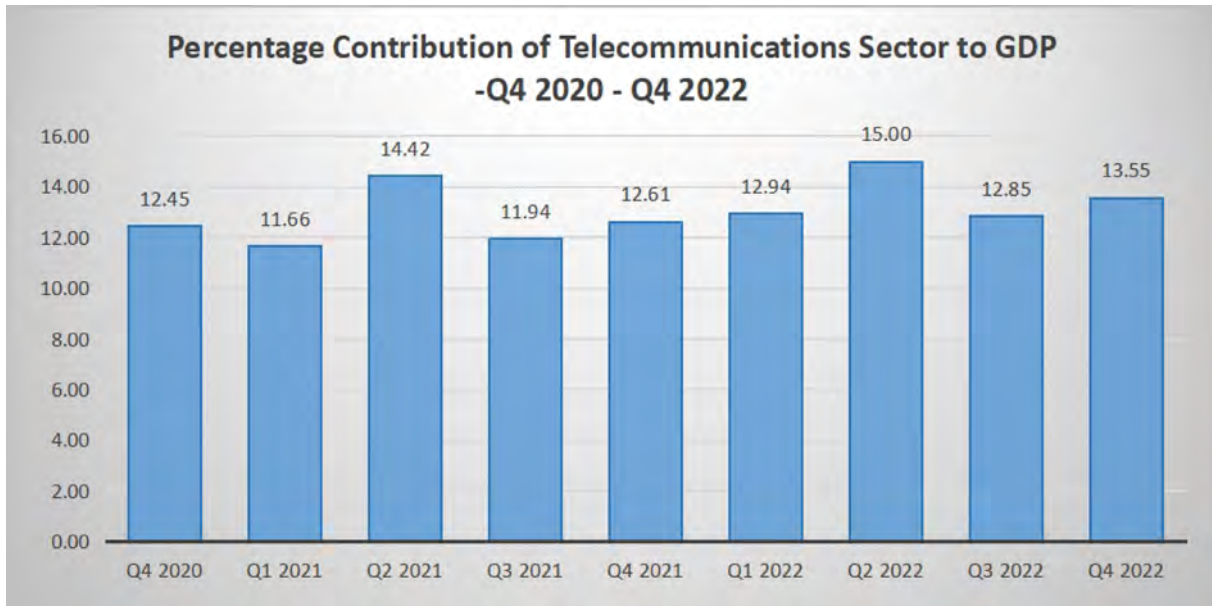


Fig4.8: Percentage Contribution of the Telecommunications Sector to GDP (Q4, 2020– Q4, 2022)
Source: National Bureau of Statistics (NBS) website.

4.9 Internet Service Providers' Activity Summary

During the period under review, questionnaires were administered to 190 operational Internet Service Providers for submission of subscriber/network statistical data in year 2022.

S/N	INDICATORS	Q1,2022	Q2, 2022	Q3,2022	Q4,2022	% CHANGE Q3&Q4,2022
1	Total Connected Internet Subscriptions	376,740	394,007	415,099	NIL	-
2	Total Active Subscriptions	210,597	191,426	204,810	208,612	2%
3	Installed Bandwidth Capacity	5,454	5,707	5,769	5,966	3.3
4	Total Corporate subscriptions	22,974	21,500	41,504	26,724	-55%
5	Total Retail subscriptions	187,142	170,071	165,686	164,004	-1.0%
6	Point of Presence (PoP)	1,953	2,063	2,146	1,977	-9%
7	Number Of Responses from Submissions Made by ISPs	102	110	114	121	6%

Table 4.7: Internet Service Providers year 2022 activity

- I. Total number of Active Internet subscriptions increased to 208,612 in the 4th Quarter, 2022 from 204,810 recorded in the 3rd Quarter, 2022 indicating a 2% increase.
- ii. Installed Bandwidth Capacity increased to 5,966Gbps in the 4th Quarter, 2022 indicating a 3.3% increase over the 3rd Quarter, 2022 which recorded 5,769Gbps bandwidth capacity.
- iii. Corporate subscriptions decreased to 26,724 in the 4th Quarter, 2022 from 41,504 subscriptions recorded in the 3rd Quarter, 2022 indicating a decrease of 55% in the total corporate subscriptions.
- iv. Retail subscriptions decreased to 164,004 in the 4th Quarter, 2022 from 165,686 subscribers recorded in the 3rd Quarter, 2022 indicating a decline of 1.0% in total subscriptions.
- v. Point of Presence decreased from 2,146 as at 3rd Quarter, 2022 to 1,977 in the 4th Quarter, 2022 indicating a decrease of 9% in PoPs within the reporting period.
- vi. A comparative analysis of the 4th Quarter, 2022 figures with the 3rd Quarter, 2022 indicates an increase in the number of submissions received from 114 to 121 operators indicating an increase of 6%.

The List containing names of ISPs that were not responsive for the 4th Quarter, 2022 was referred to the Compliance, Monitoring and Enforcement Department (CMED) for necessary enforcement action.

CHAPTER



COMPETITION AND TARIFF ADMINISTRATION

5.1 Tariff Application

5.1.1 MTN Communications Limited

Eighty-four (84) tariff applications were processed from MTN. The table below shows the breakdown of status of tariff requests/ modification/renewal during the period under review:

Total Applications Submitted	New Tariff Requests & Promo	Tariff Modifications/ Renewal/ Revalidation	Approved Tariffs/Promo/ Modification/ Renewal/Revalidation	Declined Request	Total Approved Tariff/Modifications/ Promo
84	24	60	84	0	84

Table 5.1: MTN tariff applications

5.1.2 AIRTEL Networks

Sixty-eight (68) tariff applications were processed from Airtel. The table below depicts the breakdown of status of tariff requests/ modification/renewal during the period under review:

Total Applications Submitted	New Tariff Requests & Promo	Tariff Modifications/ Renewal/ Revalidation	Approved Tariffs/Promo/ Modification/ Renewal/Revalidation	Declined Request	Total Approved Tariff/Modifications/ Promo
68	15	53	67	1	67

Table 5.2: AIRTEL tariff applications

5.1.3 Globacom

Nine (9) tariff applications were processed from Globacom. The table below illustrates the breakdown of status of tariff requests/modification/promo during the period under review:

Total Applications Submitted	New Tariff Requests & Promo	Tariff Modifications/ Renewal/ Revalidation	Approved Tariffs/Promo/ Modification/ Renewal/Revalidation	Declined Request	Total Approved Tariff/Modifications/ Promo
9	3	6	9	0	9

Table 5.3: GLO tariff applications

5.1.4 EMTS

Nineteen (19) tariff applications were processed from EMTS. The table below shows the breakdown of status of tariff requests/modification/promo during the period under review:

Total Applications Submitted	New Tariff Requests & Promo	Tariff Modifications/ Renewal/ Revalidation	Approved Tariffs/Promo/ Modification/ Renewal/Revalidation	Declined Request	Total Approved Tariff/Modifications/ Promo
19	11	8	18	1	18

Table 5.4: EMTS tariff applications

5.1.5 SMILE Communications

Fourteen (14) tariff applications were processed from SMILE. The table below describes the breakdown of status of tariff requests/ modification/promo during the period under review:

Total Applications Submitted	New Tariff Requests & Promo	Tariff Modifications/ Renewal/ Revalidation	Approved Tariffs/Promo/ Modification/ Renewal/Revalidation	Declined Request	Total Approved Tariff/Modifications/ Promo
14	4	10	14	0	14

Table 5.5: SMILE tariff applications

5.1.6 NATCOM Communications (Ntel)

Two (2) tariff applications were processed from NTEL. The request was approved.

Total Applications Submitted	New Tariff Requests & Promo	Tariff Modifications/ Renewal/ Revalidation	Approved Tariffs/Promo/ Modification/ Renewal/Revalidation	Declined Request	Total Approved Tariff/Modifications/ Promo
2	0	2	2	0	2

Table 5.6: NATCOM tariff applications

5.1.7 Spectranet

Twenty-six (26) tariff applications from Spectranet were processed. The table below depicts the breakdown of status of tariff requests/ modification/promo during the period under review:

Total Applications Submitted	New Tariff Requests & Promo	Tariff Modifications/ Renewal/ Revalidation	Approved Tariffs/Promo/ Modification/ Renewal/Revalidation	Declined Request	Total Approved Tariff/Modifications/ Promo
26	8	18	18	0	26

Table 5.7: SPECTRANET tariff applications

5.2 Tariff Breakdown Analysis

A total number of Two Hundred and Twenty-Two (222) tariff requests were processed for Tier 1 and Tier 2 Operators in 2022. MTN submitted the highest number of requests (84) at 38%, followed by Airtel (68) at 31%, Spectranet (26) at 12%, EMTS (19) at 8%, Smile (14) at 6%, Globacom (9) at 4%, whilst NTEL (2) at 1%. The charts below illustrate volume of tariff applications processed during the period under review.

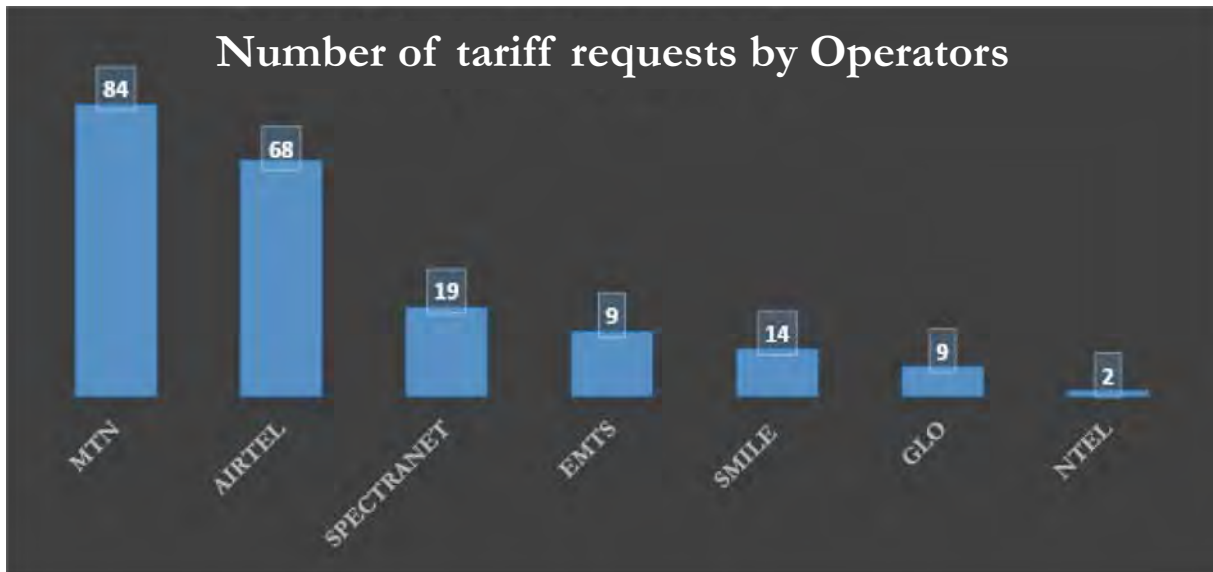


Fig 5.1: Number of tariff requests by Operators.

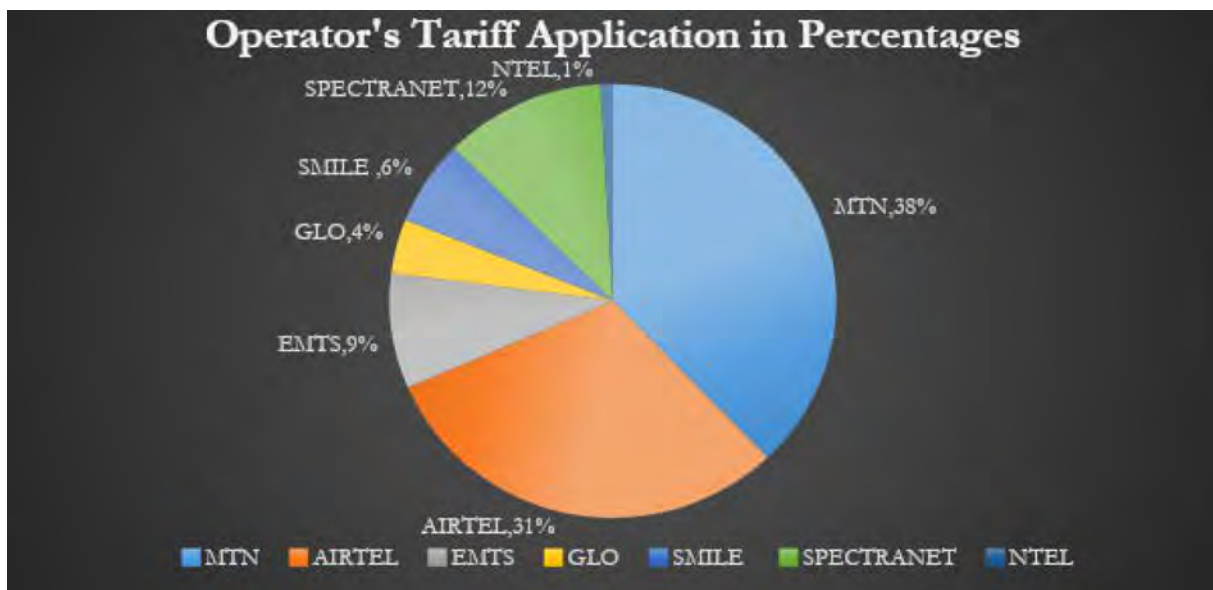


Fig. 5.2: Operator's Tariff Application in Percentages

The Commission also received and processed One hundred and forty-eight (148) pricing requests from VAS Operators. One hundred and forty-two (142) requests were approved whilst six (6) requests were declined.

5.3 Computation of Monthly Average Cost of Data

In line with the targets set for affordability of Data in the Nigerian National Broadband Plan 2020-2025 (NNBP), the Commission computed the average cost of 1GB of Data on a monthly basis. It should be noted that the industry has already met the average of N390 for 1GB/Month target set to be achieved by the year 2025. The data is presented in the table below.

MONTH	AVERAGE COST OF 1GB OF DATA (₦)
January	373.80
February	379.69
March	350.56
April	347.71
May	335.25
June	344.48
July	344.32
August	348.14
September	347.28
October	345.98
November	345.18
December	340.54

Table 5.8: Monthly average cost of data

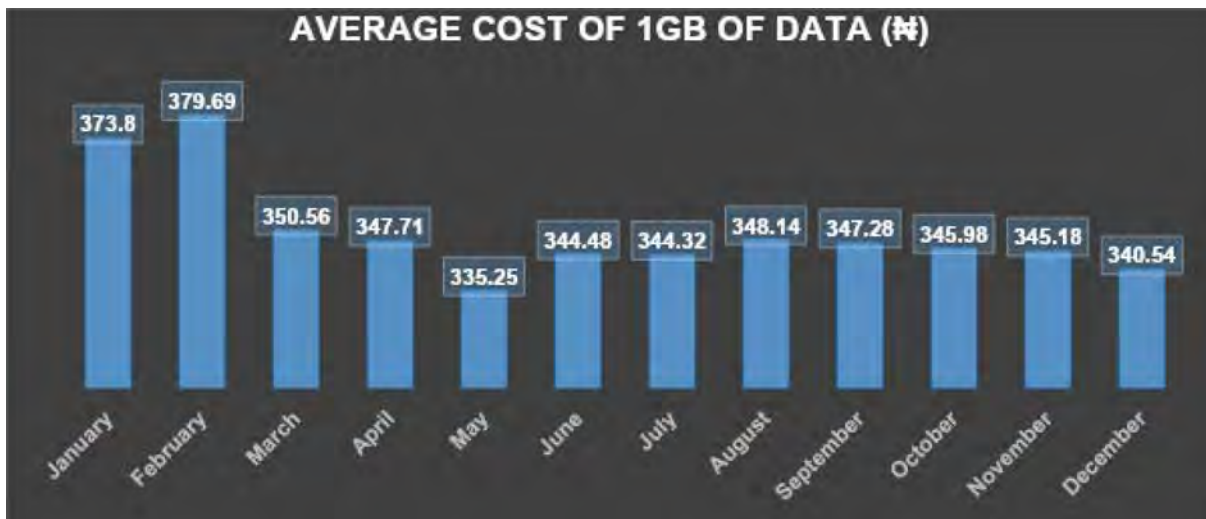


Fig. 5.3: Average cost of 1GB of data

5.4 Projects and Studies

i. Amended Determination of Mobile (Voice) International Termination Rate (ITR)

The implementation of the Determination on Mobile Voice International Rate (IT) took effect from January 1, 2022 but was subsequently amended and became operative from September 1, 2022. The International Termination Rate for voice services paid by overseas carriers for terminating international calls on local networks in Nigeria is pegged at 0.10 United States Dollars (USD- US\$).

- a. The US\$0.10 is the fixed price for ITR services.
- b. The ITR will be paid in US\$ and so operators will receive an increasing rate in Naira terms, should devaluation continue.
- c. ITR rate (US\$) only pertains to the cost of bringing traffic into Nigeria. Operators will continue to pay the regulated MTR.

ii. Determination for special numbering services

The Commission issued an Interim Determination for Special Numbering Services which took effect from November 1, 2022. A summary of the Determination is indicated below:

i. Fee for the Non-Toll-Free Number:

Total Price/Minute = Floor Price + MNO Margin + VAS Charge + VAT
= N6.40+N2.77+N2.00+N0.83 = N12

ii. The fee for the Toll-Free Number

Total Price/Minute = Floor Price + MNO Margin + VAS Charge + VAT
= N6.40+N1.40+N2.00+N0.75 = N10.55

iii. Confirmation of Reasonableness Service (CRS)

During the period under review, the Commission processed Seventeen (17) CRS requests from various commercial banks on behalf of telecom Operators. The total amount confirmed was One Million, Six Hundred and Fifty-Five Thousand, Four Hundred and Thirty-Four Dollars and Eighty-Four Cents Only (\$1,655,434.84). Breakdown of all transactions processed are as detailed in the table below:

S/N	Services	Period Captured	Beneficiary Company	Bank	Amount Requested (US Dollar)
1	Operation And Maintenance	October 2019 to December 2021	Orange	Zenith	487,210.89
2	Connection/Internet Access	Dec-21	Cogent	Zenith	9,380.00
3	Operation And Maintenance	October to December 2021	PT Telecom	Zenith	21,332.42
4	Offshore Lastmile Connection	November to December 2020	Interserve	First Bank	40,000.00
5	Annual Recurrent Charge	March 2020 to September 2021	Interserve	Rmb	685,520.00
6	Offshore Lastmile Connection	January to December 2020	Interserve	First Bank	249,425.00
7	Offshore Lastmile Connection	August to October 2020	Interserve	Citibank	60,000.00
8	Overview Report of International Services	Jul-22	Belgamcom Ics	Zenith	1,000.00
9	Overview Report of International Services	Jul-22	Belgamcom Ics	Zenith	7,000.00
10	Overview Report of International Services	Apr-21	Belgamcom Ics	Zenith	1,000.00
11	Overview Report of International Services	Apr-21	Belgamcom Ics	Zenith	7,000.00
12	Overview Report of International Services	Feb-22	Belgamcom Ics	Polaris	13,159.02
13	Overview Report of International Services	Apr-22	Belgamcom Ics	Polaris	14,661.68
14	WACS Segment S O&M And SEGMENT	January to March 2022	Vodafone	Polaris	43,189.59
15	WACS Segment S O&M And SEGMENT	April to June 2022	Vodafone	Polaris	5,540.54

16	Public IP And Cross Connection Charges	Oct-22	Epsilon Telcom	Zenith	7,945.7
17	Public IP And Cross Connection Charges	Oct-22	Epsilon Telcom	Zenith	2,070
	Total				1,655,434.84

Table 5.9: Confirmation of Reasonableness Service (CRS)

Projects and Consultancies

a. **Study on 10years Regulatory & Socio-economic Impacts Assessment of Telecommunications Services in Nigeria**

This study seeks to measure the socio-economic impacts of the telecoms industry and suggest appropriate policies to promote the development of the telecoms sector and the provision of enabling economic environment that will attract foreign investments into the sector.

b. **Consultancy Study on Trends of Household & Individual ICT Access and Usage Survey**

This study seeks to provide data on ICT usage at homes & businesses that will aid the Commission and Policy formulators to have relevant and up to date statistical data as well as make decisions on empirical basis.

CHAPTER



CONSUMER AFFAIRS

6.1 Monitoring of Customer Care Centres (CCC) and Authorized Dealers' Shops of Service Providers in Nigeria

The Commission carried out monitoring activities on Customer Care Centres of Telecoms Service Providers. A total of Two Hundred and Sixteen (216) Centres in Twenty – Four (24) States were visited in 2022. Observations and recommendations for remedial actions to be taken were conveyed to the respective Service Providers and a detailed report of the exercise was compiled.

6.2 Complaints Management

99.83% of the eleven thousand and seventy-five (11,075) consumer complaints received were resolved by the respective Service Providers. These complaints were received via the NCC complaint channels i.e. the NCC Contact Centre, NCC Consumer Portal, NCC Social Media Platforms (NCC Facebook and Twitter), Written Complaints and the Consumer Affair Bureau (CAB) Twitter Handle. Below is a year-on-year analysis of the complaints received and resolved so far:

Year	No. of Complaints Received	Resolved	Resolved %	Pending	Pending %
2021	10,635	10,540	99.11	95	0.89
2022	11,075	11,056	99.83	19	0.17

Table 6.1: Number of total complaints received in 2022

MTN had the highest number of complaints received with 5,071 (45.79%) complaints, followed by Airtel with 3,308 (29.87%), Globacom 1,767 (15.95%) and 9Mobile with 599 (5.41%) amongst others.

Service Provider	2022		2021	
	Received	%	Received	%
MTN	5,071	45.79	4451	41.85
AIRTEL	3,308	29.87	3739	35.16
Globacom	1,767	15.95	1583	14.88
9Mobile	599	5.41	608	5.72
Ntel	86	0.78	30	0.28
Smile	12	0.11	47	0.44
Spectranet	49	0.44	58	0.55
Swift	15	0.14	7	0.07
Tizeti	55	0.50	59	0.55
NGComms	12	0.11	17	0.16

Broadbased	1	0.01	0	0.00
Cyberspace	0	0.00	0	0.00
FibreOne Broadband	50	0.45	0	0.00
Suburban (Legend)	28	0.25	1	0.01
IPNX	0	0.01	1	0.01
Vdt Comm	2	0.02	0	0.00
Wifiber	1	0.01	0	0.00
Mangonet	1	0.01	0	0.00
Others	18	0.16	34	0.32
Total	11,075	100	10,635	100

Table 6.2: Number of complaints received by the service providers.

Complaint Type	Received	Resolved	% Resolved	Pending	% Pending
Billing	3603	3600	99.9	3	0.1
Call Centre or Customer Care	403	402	99.8	1	0.2
QoS/Experience(voice)	1564	1561	99.8	3	0.2
Faulty Terminal	25	25	100	0	0
BTS Issues	40	40	100	0	0
QoS/ Experience (Data)	1688	1680	99.5	8	0.5
Sales Promotions & Advertisements	249	247	99.2	2	0.8
Recharge/Top-up issues	621	621	100	0	0
SMS/MMS	167	167	100	0	0
Other SIM related issues	1214	1213	99.9	1	0.1
SIM replacement	168	168	100	0	0
Value Added Services	764	764	100	0	0

Mobile Number Portability	63	63	100	0	0
Do Not Disturb	451	451	100	0	0
International roaming	6	6	100	0	0
Fraud	1	1	100	0	0
Others	48	47	97.9	1	2.1
TOTAL	11,075	11,056	99.83	19	0.17

Table 6.3: Analysis of type of complaints received in 2022.

6.3 Establishment of the Telecom Consumer Assistance, Resolution and Enquiries (TELCARE) Desk

The Commission established the Telecom Consumer Assistance, Resolution and Enquiry (TELCARE) desk at the Nnamdi Azikiwe Airport Abuja and engaged the Management of the Federal Airport Authority of Nigeria (FAAN) to work out modalities for the implementation of the project. The TELCARE desk will support the drive of the Commission on increased consumer complaints resolution; provide a means through which consumers and citizens can make inquiries on consumer issues; provide a platform for advocacy on any thematic consumer issue or concerns and further enhance awareness of the Commission's activities.

a. Industry Consumer Advisory Forum (ICAF) Meeting

ICAF was established to act in advisory capacity and make recommendations to the Commission regarding the interests and concerns of Consumers of ICT products and services, including persons with special needs. During the period under review, ICAF meetings and activities were held as follows:

- The First quarter 2022 ICAF meeting was held on Wednesday, April 6, 2022 at the NCC Annex Office, Mborah.
- The combined second and third quarter ICAF meeting was successfully held on Tuesday, 30th August 2022 at the NCC Annex Office, Mborah.

b. 2022 International Girls in ICT Day

The International Girls in ICT Day is an initiative of the International Telecommunications Union (ITU) to raise awareness on empowering and encouraging girls and young women to consider studies and careers in Information and Communication Technologies (ICTs). It is commemorated on the fourth Thursday of every April as established by the ITU. Consequently, the Children

ICT/STEM Summit and Girls in ICT Connect Live (Season 6) were held on Thursday, 26th May 2022, and Tuesday 14th – 15th June 2022 respectively.

c. Investigation of Unclaimed Subscribers Funds on the Telecommunications Network

In line with its mandate to Protect, Inform and Educate Telecom Consumers, the Commission's attention was drawn to the possibility of a potentially large cache of unclaimed subscriber funds/airtime sitting with the Telecom Service Providers. These unclaimed funds mainly comprised unused airtime on churned/recycled lines and other funds abandoned and/or forfeited by subscribers for other reasons.

d. Quarterly on-the Spot Assessment of NCC Contact Centres

Given the importance of the NCC Contact Centre in the Commission's complaint management process, the Management gave approval to the Consumer Affairs Bureau (CAB) to carry out the 2022 quarterly on-the-spot assessment of the Centres. These centres are a critical channel in complaint management as it accounts for over 85% of total consumer complaints.

e. Telecom Consumer Parliament

The Telecom Consumer Parliament is a foremost bi-annual event organized by the Commission for a face-to-face interaction between the telecom's regulator and Service Providers. Consumer Advocacy Groups and other relevant industry stakeholders converge to brainstorm on burning industry issues and proffer solutions towards resolving the identified issues. The 90th edition of TCP was held on Thursday, June 23, 2022 in Lagos with the theme: "5G Technology: Opportunities and Challenges" and a total of 116 Parliamentarians were in attendance. The aim of the 90th edition was to deliberate and brainstorm on the opportunities and challenges associated with the new 5G technology following the successful auction of the 5G spectrum. The resolutions reached at the programme have been forwarded to the relevant stakeholders.

f. Telecom Consumer Conversations (TCC)

TCC is an initiative which targets specific consumer demographics/ segments for the purpose of providing information and education to consumers on telecom services. This is achieved through the following platforms:

- I. Professionals Dialogue: September 18 – 20, 2022 at the International Conference Centre in Ibadan, Oyo State with 1,450 participants.
- ii. Market Conversation: September 27, 2022 at the Gudu Modern Market, Abuja with the theme "Person Wey No Know Him Right, Na Him Dem Dey Cheat" with 364 participants.
- iii. Village Square Dialogue (VSD): held in Ogun, Kano and Oyo State between April 28th to July 29th, 2022 tagged "Protection of Telecom Infrastructure for Improved Quality of Service: The Role of Residents" with 2,140 participants.

- iv. NYSC Camp Sensitization: “Telecom Consumer Rights Awareness: The Role of Youth Corps Members”. The maiden edition (Batch B) of NYSC Camp Sensitization held on 21st June 2022 at the State Orientation camps in Kano, Lagos, Oyo, Enugu, and Rivers States. A total number of 8,951 participants attended the sensitization programme. Also, the 2nd edition of the NYSC Camp Sensitization exercise (Batch “C”) held simultaneously in Enugu, Kano, Lagos, Oyo, Rivers, Nasarawa and Akwa Ibom States on Monday, November 14, 2022.
- v. Telecom Consumer Town Hall on Radio (TCTHR): The 6th edition was held at Treasure FM (98.5) on Friday March 25, 2022 in Port-Harcourt, Rivers State with the theme: “Understanding SIM Replacement Procedures” and the 7th edition was held at Al-Ansar Radio/TV (96.1) FM on Friday, September 2, 2022 in Maiduguri with the theme “Protection of Telecom Infrastructure for improved Quality of Service (QoS) Delivery”. The two programmes were broadcast to over 10 million listeners nationwide.
- vi. Telecom Television Dialogue (TV Dialogue): The maiden edition of the programme was held on Friday, May 27th, 2022 at Arewa24 Television Station, Kano State with the theme: “5G Technology and Conspiracy Theories of Telecom Consumer: A Call for Public Awareness”. The programme which recorded about 35 participants including the Executive Vice Chairman (EVC) of NCC was conducted in Hausa and English languages and aired on DSTV channel 261, GOTV channel 101, STARTIMES channel 138 and CANAL+ channel 285 with over 76 million viewers recorded.

The 2nd edition was held on Friday, June 24, 2022 at Nigerian Television Authority (NTA) 2 Channel 5, Victoria Island Lagos State with the topic “5G Technology: Opportunities and Challenges”. The programme was conducted in English and broadcast nationwide to over 100 million viewers on NTA Channel 2, DSTV channel 369, GOTV channel 114, and STARTIMES channel 104.

- vii. 2022 World Consumer Rights Day: World Consumer Rights Day (WCRD) is celebrated on March 15 every year with the aim of creating global awareness on Consumer rights and needs. The day creates an opportunity to promote the basic rights of all telecom consumers and demand that those rights are respected, while highlighting the market abuses and social injustices which undermine them. The following activities were carried out to commemorate the 2022 WCRD with the theme “Fair Digital Finance”:
- A debate for Nine (9) selected Government Junior Secondary Schools in the Federal Capital Territory (FCT) on the topic “Secondary School Students Should Use Mobile Telephones in School to Enhance Their Academic Performance” hosted in collaboration with Save the Consumers Advocacy Group.

- A world press conference granted by the EVC on the NCC's initiatives in combating cybercrime, e-fraud and other risk associated with digital finance.
- A roadshow in the FCT metropolis, Lagos, Kano, Oyo, Rivers, and Enugu States.

International Trade Fairs and ICT Conferences & Exhibitions: The trade fairs and exhibitions are part of the various platforms used for engagement and information dissemination to telecom consumers. The Commission participated in the following Trade Fairs/ ICT Conferences/Exhibitions and attended to 1,434 Participants at the NCC Stand.

S/N	State	Date
1	Kaduna International Trade Fair	Feb 25 th - March 6 th , 2022
2	32 nd Enugu International Trade Fair	April 4 th , 2022
3	17 th Abuja International Trade Fair	30 th Sept. - 9 th Oct. 2022
4	Maiden edition of Gombe Investment Summit (GOINVEST)	12 th - 14 th Oct. 2022
5	7 th edition of Kaduna Economic and Investment (KADINVEST)	13 th - 15 th Oct. 2022
6	Maiden edition of the Digital Nigeria International Conference	25 th - 27 th Oct. 2022
7	Enjoy Nigeria Expo (ENEx)	3 rd - 4 th Nov. 2022
8	Kaduna Education Fair	9 th - 12 th Nov. 2022
9	36 th Lagos International Trade Fair	4 th - 13 th Nov. 2022
10	43 rd Kano International Trade Fair	30 th Nov - 11 th Dec. 2022

Table 6.4: List of Trade Fairs/ICT Conferences/Exhibitions Attended

6.4 Advert and Sales Promotions

In Accordance with its Guidelines on Advertisements & Promotions (GAP) the Commission reviewed Forty-Eight (48) Promotion applications from various Service Providers to ensure that the applications were in line with the minimum standards and requirements set by the Commission.

During the Year (2022) total of Ninety-Six (96) Advert and Promo applications from various Service Providers were received. Seventy-Two (72) of them were approved having fulfilled the requirements of the Commission's Guidelines on Advert and Promotions (GAP) while a total of Twenty-Four (24) applications were declined for failing to meet the minimum requirements of GAP.

6.5 Supervision of Promotions run by MNOs and VAS Providers

The Commission constituted a team to monitor approved promotions with a view to ensuring adherence to the conditions upon which the promos and/or gaming/lottery services are approved. The team, consisting of Consumer Affairs Bureau, Technical Standards and Network Integrity and Policy Competition & Economic Analysis Departments, visited Eight (8) Licensees to ascertain the following:

- Strict adherence to the terms and condition upon which regulatory approval was granted.
- Licensees' compliance with the Commissions Guidelines on Advertisements (Adverts) and Promotions (Promo) (GAP) 2007.
- That telecom consumers are not unduly exploited and prizes are won as stated during the application process.
- That the Pricing approved is adhered to by the operator

6.6 Individual Consumer Code of Practice (ICCP)

In line with ICCP Regulation 2007, every Licensee of the NCC is required by law to prepare its ICCP which serves as a relationship guide between the Licensee and Consumers. Procedurally, the Licensees submit their respective ICCP draft to a review Committee set up by the Commission.

The Committee consists of eleven (11) members from CAB, two (2) from Legal and Regulatory Services Departments and one (1) from Licensing & Authorization Department. The Committee after each review, ensures that the submissions which meet the minimum requirements are approved while those which do not are directed to be resubmitted.

A total of One Hundred and Fifty-Five (155) ICCP draft submissions were received from various licensees and reviewed by the Committee. Sixty-Two (62) submissions were approved while Ninety-Three (93) were directed to be resubmitted for failing to meet the minimum requirements of the Commission's Consumer Code Practice Regulation 2007.

CHAPTER



CYBER MONITORING ACTIVITIES

7.0 CYBER MONITORING ACTIVITIES

The Monitoring activities are focused on gathering threat Information from diverse sources with a focus on Nigerian cyberspace. This section provides snapshots of the data captured, correlated, and curated in our cyber intelligence database within the reporting period.

- Vulnerability had the highest Frequency of Occurrence amongst detections, while Lagos had the highest number of occurrences of the threat information data from the monitoring platform. This has been the recurring trend so far.
- Frequency of occurrence and the unique count of IPs are positively correlated in all the data sets observed.
- Virut and Andromeda Malware types were the most prevalent malware samples detected within the reporting period, with Virut maintaining the highest across several weeks.
- A particular IP address “148.81.111.121” accounted for 52% of Command & Control IPs observed.

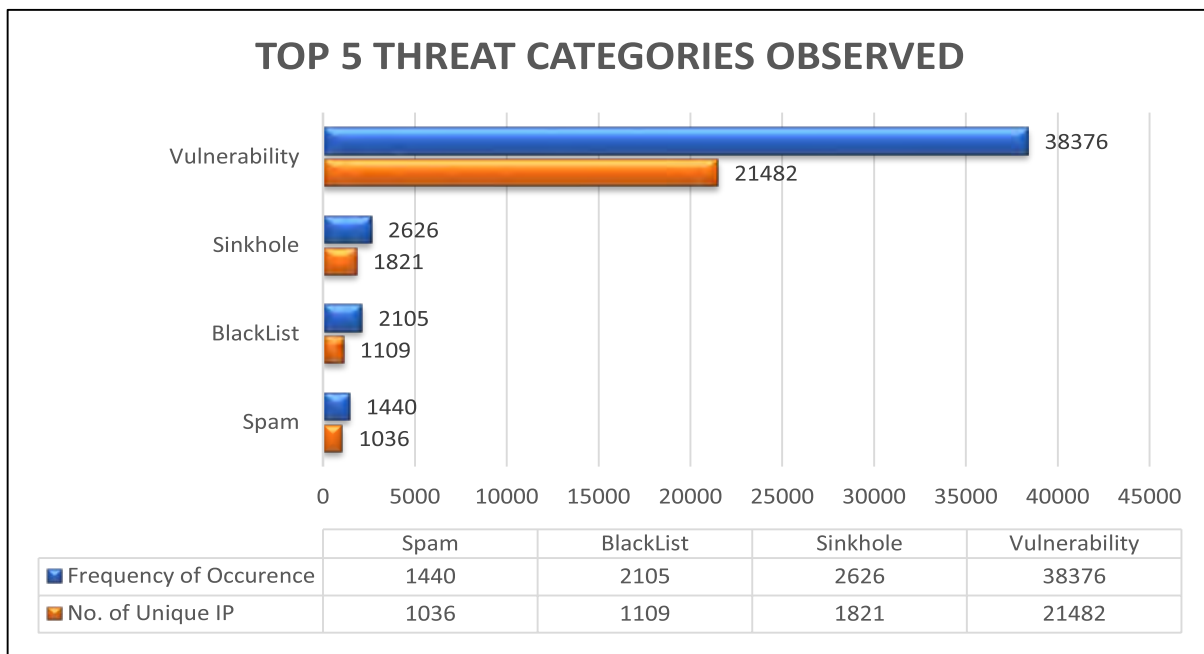


Chart 7.1: Top 5 Threat Categories Observed

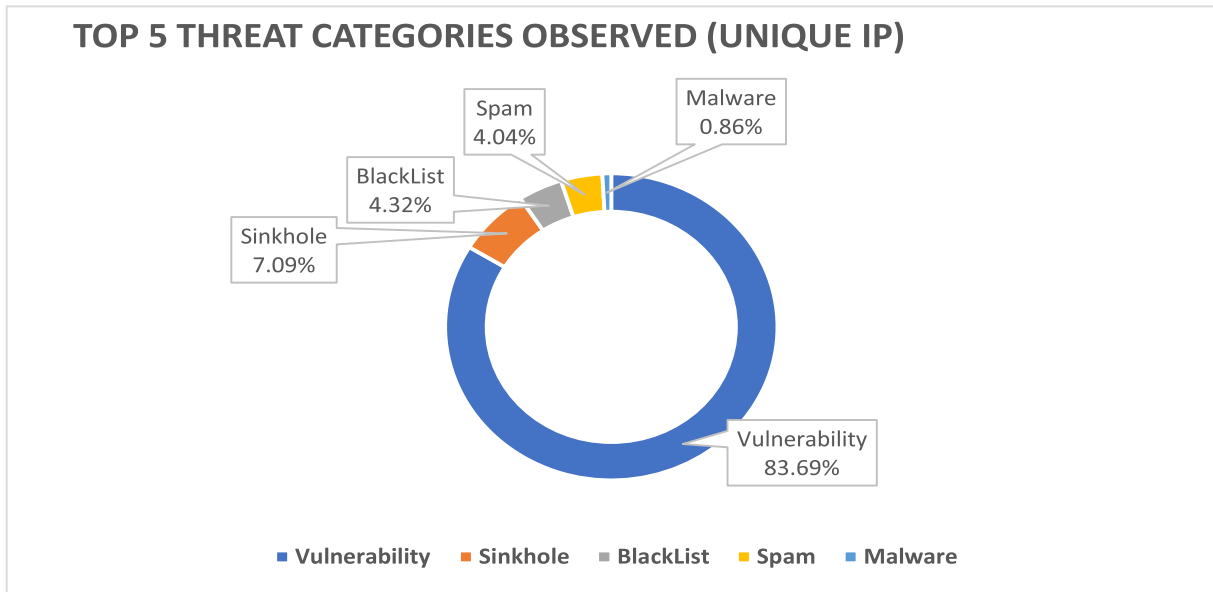


Chart 72: Top 5 Threat Categories Observed (unique IP)

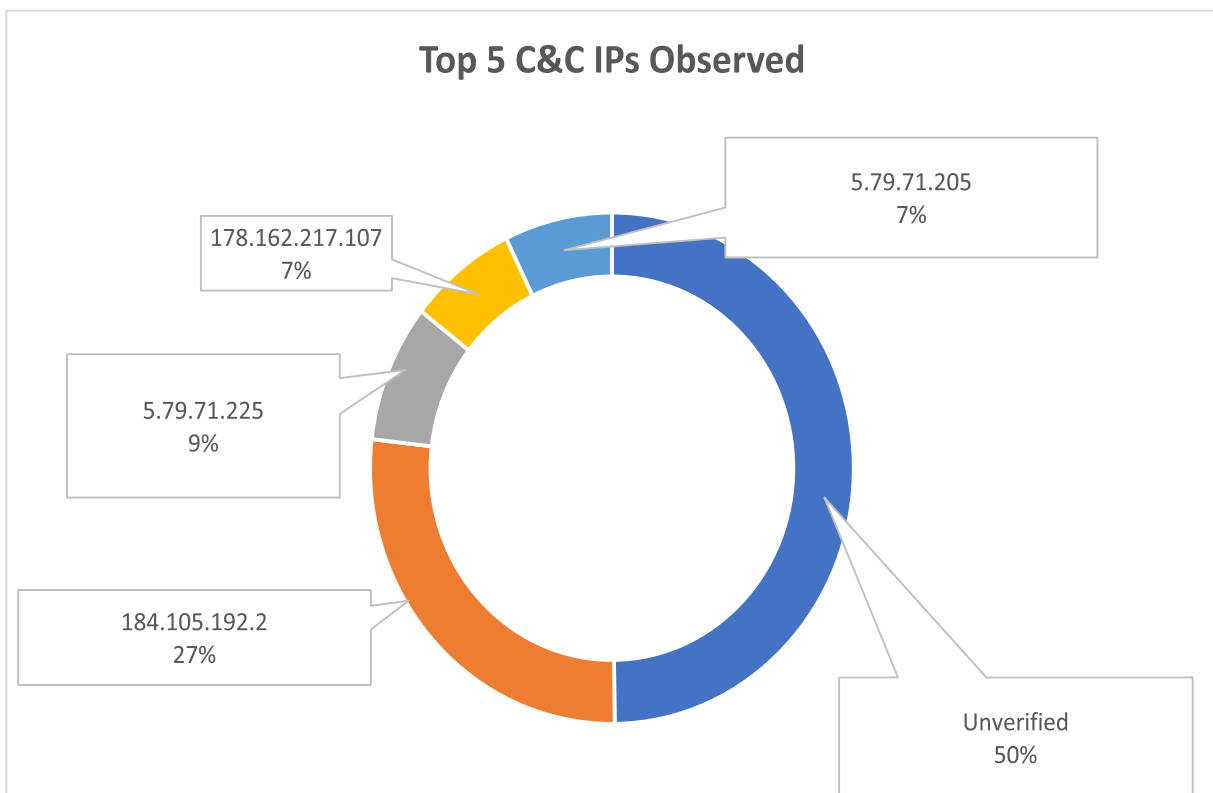


Chart 73: Top 5 C&C Ips Observed

Threats by States

REGION/STATES	FREQUENCY	COUNT OF UNIQUE IP
Abia	100	57
Abuja (FCT)	3533	2188
Adamawa	47	28
Akwa Ibom	279	159
Anambra	171	99
Bauchi	18	11
Bayelsa	72	42
Benue	19	12
Borno	208	116
Cross River	65	37
Delta	192	107
Ebonyi	21	11
Edo	276	159
Ekiti	25	15
Enugu	193	113
Gombe	28	14
Imo	167	91
Jigawa	17	9
Kaduna	237	134
Kano	298	164
Katsina	14	7
Kebbi	24	13
Kogi	18	11
Kwara	157	88
Lagos	18773	11360
Niger	15	9
Ogun	512	279
Ondo	39	23
Osun	190	111
Oyo	1850	1057
Plateau	27	15
Rivers	931	568
Sokoto	32	20
Yobe	26	14

Table 7.1: Threats by States

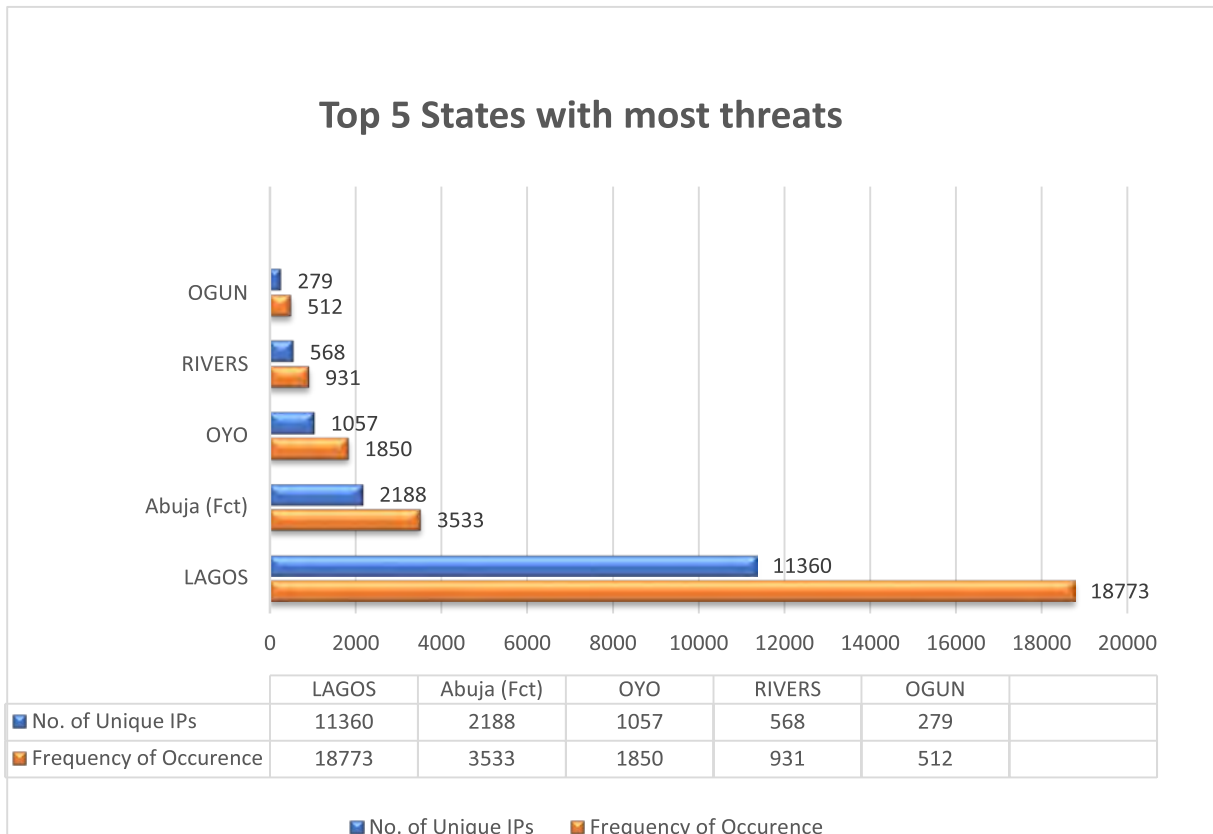


Chart 74: Top 5 States with most threats

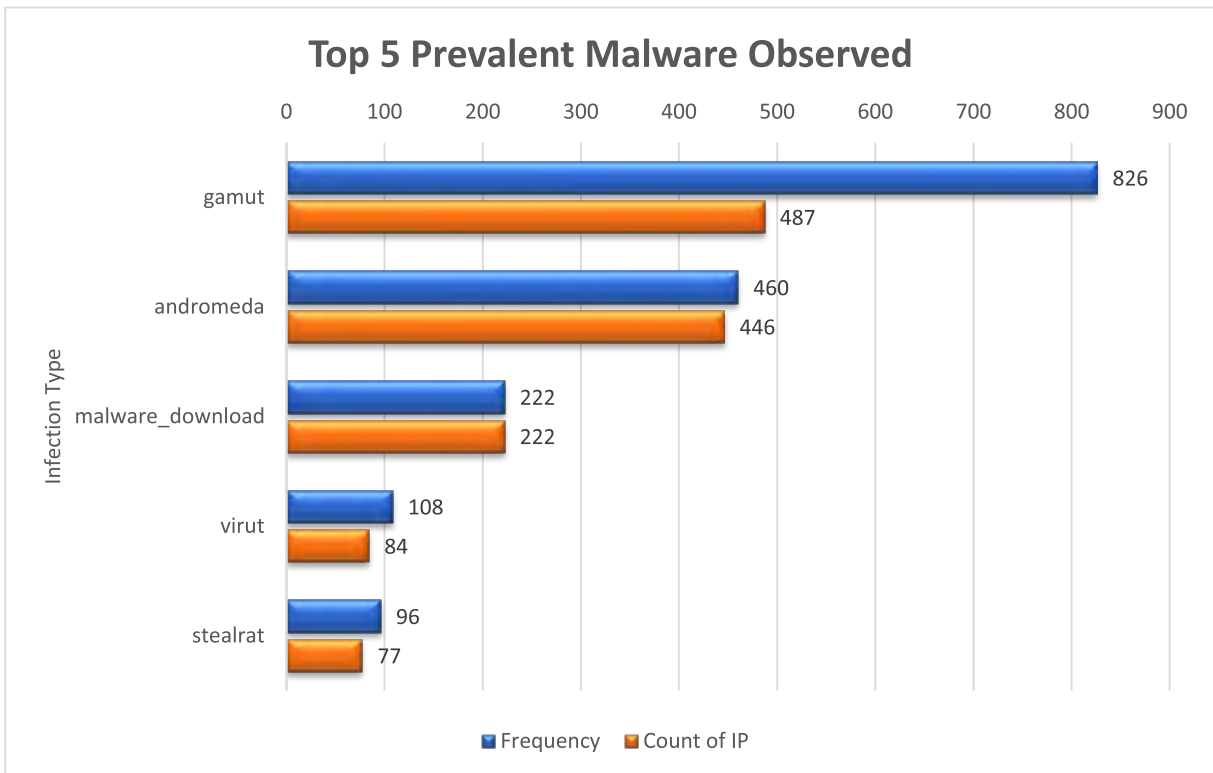


Chart 75: Top 5 Prevalent Malware Observed

CHAPTER



DIGITAL ECONOMY

8.1 Broadband Activities

i. Establishment of Internet Exchange Point Data Centre in Nigeria

The Commission awarded the Contract for the establishment of the IXPN Data Centre in the North-East (Phase I – Civil Works) to QL Teknik Limited. The Project aimed to enable networks to interconnect directly within Nigeria, ensuring that internet traffic is hosted locally. It was completed in December 2022. Additionally, the expansion of the IXPN route linking Lagos to Port Harcourt and Abuja to Kano, carried out by Broadbased Communications Limited, has been finalized. Furthermore, the Commission has upgraded the backbone link capacity between IXPN Data Centres: Abuja-Kano from DS3 (45Mbps) to STM4 (620Mbps), Abuja-Lagos from STM1 (155Mbps) to STM6 (930Mbps), and Lagos-Port Harcourt from STM1 (155Mbps) to STM2 (310Mbps).

ii. Broadband Digital Awareness Programme for Governors

A Broadband Technical Awareness Forum (BTAF) for Governors was conducted on the 20th of October 2022. The forum aimed to advocate the establishment of State Broadband Coordinating Councils (SBCC), laying down structures that would facilitate seamless alignment of Broadband Infrastructure Deployment between the States and the Federal Government. The BTAF created interfaces and opportunities for further engagements with the state governments towards the establishment of the State Broadband Coordinating Council.

iii. National Broadband Infrastructure Joint Committee (NBIJC)

The National Broadband Infrastructure Joint Committee (NBIJC) was formally inaugurated on the 27th of October, 2022. Its members comprise staff from the Commission, MNOs, TowerCos and InfraCos. Weekly virtual meetings are held by the NBIJC to address issues hindering the progress of the InfraCo Initiative.

The Commission met with Broadband Infrastructure Stakeholders (MNOs, TowerCos and InfraCos) on the 26th of April 2022 to explore alternative means of achieving the National Communication Backbone targets as outlined in the NNBP 2020-2025. The Commission is in the process of implementing the following recommendations from the meeting:

- a. The creation of a committee with the mandate to enhance collaboration between MNOs and InfraCos towards achieving the National Communication Backbone of the NNBP 2020-2025. The proposed Committee will be co-chaired and consist of two representatives from each of the MNOs and InfraCos.
- b. Developing a design for National Communication Backbone Network architecture and a harmonized comprehensive infrastructure plan. This will create a more viable business case that will attract investors and facilitate infrastructure deployment in the industry.

- c. Engagements with identified sources of funding including Nigeria Sovereign Investment Authority (NSIA), Infrastructure Corporation of Nigeria (InfraCorp), Africa Development Bank (AfDB), etc.
- d. Marketing of the proposed National Communications Backbone Infrastructure through an official launch, summits, advertorials, and conferences to showcase potential business opportunities to investors.
- e. Consideration of licensing regime review to harmonize licenses and standardize technical specifications to foster fair market competition.
- f. Engagement with state governments on the adoption of the agreed N145/meter of Right of Way (RoW) fees nationwide, while pushing for total waivers as already approved by some states.
- g. Establishment of a wholesale pricing model.
- h. Reviewing the exclusivity contracts being signed by state governments. These contracts could present a major impediment to achieving the objectives of the InfraCo Licensing Regime

iv. Gigabit Passive Optical Network (GPON) Fibre Provision in Federal Universities

The Commission awarded contracts for the establishment of the GPON solution at the University of Maiduguri and the University of Benin, and the project is currently underway. The primary objective of the GPON project aligns with the provisions of the Nigerian National Broadband Plan (NNBP 2020-2025), which aims “to provide broadband connectivity in Federal Universities and integrate same to existing Campus networks via Optical Fibre Cable (OFC)”. The GPON will support multimedia content storage and distribution in Faculties, Labs, Workshops and Hostels, where applicable, across the four selected Campuses in the South, West, North and East.

8.2 Digital Innovation and Entrepreneurship Activities

Collaboration with Small & Medium Enterprise Development Agency (SMEDAN)

The 2nd batch of trainees from the NCC-SMEDAN Online Digital Academy Training celebrated their graduation on Thursday 15th December 2022. The NCC, in collaboration with the Small and Medium Enterprises Development Agency (SMEDAN), undertook the initiative to train 100 different Micro, Small, and Medium Enterprises (MSMEs) every quarter for a year.

8.3 Digital Skills and Services Activities

The Commission is dedicated to advancing digital literacy in Nigeria, aligning with Pillar 2 (Digital Literacy and Skills) of the NDEPS 2020-2030. This pillar underscores the significance of enhancing the citizens' digital literacy as a crucial step towards realizing a dynamic digital economy.

- I. Women in Technology in Nigeria (WITIN) is tasked with providing digital literacy training for rural women and/or developing an app that connects tech-savvy young women in urban areas to their rural counterparts. This initiative aims to streamline the purchase of products from rural women.
- ii. National Teachers Institute (NTI) is responsible for digital literacy training for teachers. They also provide technology infrastructure and digital devices to enhance the digital proficiency of educators.
- iii. FCT UBEB: They sponsor initiatives to organize reality shows for secondary school students across the six Area Councils of the FCT.
- iv. Fintech Association of Nigeria: They collaborate to enhance digital skills by facilitating Digistuds training for undergraduates and Digicorp training for youth corps members.

CHAPTER



COLLABORATION WITH MINISTRIES, DEPARTMENTS AND AGENCIES

9.1 Central Bank of Nigeria Collaboration

The Commission had various engagement sessions with the CBN on financial inclusion. Key activities undertaken during the period include the review of draft National Fintech Strategy, revision of the National Financial Inclusion Strategy (NFIS), and participation at the Financial Inclusion Strategy Technical Steering Committee meeting.

9.2 Capacity Building Collaboration with Development Partners

i. Nigeria – EU Dialogue on the Joint Ministerial Roadmap Sectoral Dialogue on Digital Economy Package and Green Partnership

The objective of this partnership is to access areas of collaboration between Nigeria and the European Union (EU). It was highlighted at the meeting that the EU had proposed €800million support package for Digital Economy in Nigeria.

The UK Government in Nigeria commissioned a study on digital regulatory reforms to support the digital development of the growing digital ecosystem in Nigeria. The Commission sent its response through the questionnaire received from the British High Commission.

ii. Structure and Charges Regime on CBN eNaira USSD Service

In the spirit of inter-agency collaboration, the Commission led efforts to facilitate the effective participation of the telecoms industry in the successful delivery of the eNaira (the Digital Currency of the Central Bank of Nigeria (CBN)) which is a pivotal instrument of financial inclusion. Key achievements in this regard include:

- The implementation of a USSD model which suited the CBN's objectives. Despite the initial reluctance of the MNOs, success was achieved in this area due to the Commission's intervention.
- Engagement of the CBN and MNOs to agree on the type and volume of USSD transactions to be provided free of charge by the industry to reduce costs of implementation for the CBN. This is regarded as a major achievement for the Commission because banks were still owing the MNOs over \$80Billion for USSD services rendered till that period.

No doubt that the intervention of the telecom industry propelled the speedy and effective implementation of the eNaira project. The fast uptake of the USSD channel has resulted in the activation of over 840,000 downloads since its launch and has recorded N4Billion worth of transactions across the 270,000 active wallets comprising 252,000 consumer wallets and 17,000 merchant wallets.

iii. Settlement of Outstanding USSD Debt owed to MNOs by Banks and Financial Service Providers (FSPs)

The Commission continued in its effort towards facilitating the resolution of the debt issue between Banks and MNOs on USSD charges, the payment of all outstanding debts by the banks, and the provision of seamless USSD services for financial and other transactions in accordance with the NDEPS and Federal Government's Financial Inclusion Policies. This "USSD debt" which as at the time of compiling this report stood at over N83,300,000,000 (Eighty-Three Billion, Three Hundred Million Naira) has remained intractable since 2019 when MNOs were directed to suspend charging customers for USSD transactions.

iv. World Bank Group (WBG) Consultation on Structural Reforms of Licensing

The Commission engaged the Office of the Honourable Minister for Communications and Digital Economy, Prof. Isa Ali (Pantami) and the World Bank Group (WBG) to facilitate a conducive environment for the deployment of optic fibre in Nigeria. This collaboration with internal stakeholders and the WBG team on licensing and other options on the subject is expected to result in faster and more efficient deployment of infrastructure. This would also facilitate the attainment of the critical NNBP targets of 70% internet penetration rate by 2025 and connection of 60 percent of Communication towers with fibre; among other targets as stipulated in its approved Terms of Reference (ToR).

v. International Termination Rates (ITR)

During the period under review, the Commission fixed ITR at 0.045 United States Dollars and mandated that the payment be made in USD- currency in which payments for international termination are mostly billed and collected. Following several stakeholder engagements, a revised ITR Determination was issued by the Commission in August 2022 and all concerned licensees are now applying the same. Efforts are ongoing to ensure that IDAs liquidate all outstanding debts owed to MNOs during the period of the dispute.

vi. Support of the National Identity Management Commission (NIMC) from Mobile Network Operators in Nigeria

As part of the Commission's efforts to address issues militating against seamless subscriber registration and verification, and further to the request of the Honourable Minister of Communications and Digital Economy, the Commission mobilized MNOs to consider providing systems and other support to the National Identity Management Commission (NIMC). This was to enable NIMC overcome the capacity and other constraints which had prevented NIMC from effectively implementing NIN-SIM Harmonization and other identity management objectives. The Commission's efforts achieved significant success when MTN Nigeria Communications Plc.

confirmed that it would provide some support to NIMC. This was duly communicated to, and acknowledged by the Honourable Minister, before it was implemented. The Commission continues to monitor developments in this regard.

vii. Bilateral Co-operation between National Lottery Regulatory Commission (NLRC) and NCC

In line with the Commission's commitment to regulatory collaboration and strategic partnering, the liaison with the NLRC has been sustained to further improve the co-regulatory outlook and reduce frictions on overlapping regulatory issues. To this end, following the expiration of the NCC-NLRC Memorandum of Understanding (MoU) signed in 2018 to address regulatory issues pertaining to the conduct of mobile lotteries, a joint Committee of the NLRC and NCC was inaugurated on Thursday, 29th September 2022. The Committee is responsible for developing a new MoU which addresses critical concerns and enhances regulatory collaboration between the NCC and NLRC, amongst other responsibilities.

viii. Licensee Health Check and Industry Sustainability

To ensure that major licensees' financial health is monitored so that overall industry sustainability is not jeopardized, meetings were held with the Board and Management of 9Mobile and NTEL to address their protracted debts to other licensees and the Commission. Meetings were also held with the main creditors of these organizations to facilitate debt rescheduling of their debts and the restructure of their operations in the best interest of consumers and the industry at large. Engagements are on-going in this regard.

ix. World Consumer Rights Day 2021 / Presentation of the Telecom Consumer Handbook

The 2022 World Consumer Rights Day (WCRD) themed "Fair Digital Finance" which is observed every 15th day of March was commemorated by the Commission with a conference aimed at highlighting NCC's commitment to protecting the telecom consumers,

As a precursor to the main WCRD event on the 15th of March, a school debate was held on the 14th of March 2022 in collaboration with "Save the Consumer Initiative." This event was designed to celebrate young telecoms consumers, educate them on digital finance, and provide information on how to avoid falling prey to fraudsters who use telecom platforms for their nefarious activities. The event also enabled the Commission to listen to the views of young telecoms consumers on the use of telephones in school by students.

x. The Federal Inland Revenue Service (FIRS)'s Request for Records, Documents and Other Information

The Commission, the Association of Licensed Telecoms Operators of Nigeria (ALTON) and the Federal Inland Revenue Service (FIRS) met to facilitate a resolution which enables the Federal

Inland Revenue Service (FIRS) access relevant data from the major Mobile Network Operators (MNOs) for its statutory functions. The FIRS had requested Call Data Records (CDRs) and other data from licensed operators covering 2016 to 2020 for the audit of tax compliance in the telecoms sector. However, the affected operators raised objections to the request citing concerns such as their lack of technical capacity to extract the CDRs, as well as issues pertaining to national security and data privacy arising from FIRS' request for sensitive location and identity data.

Following a meeting which took place on the 8th of March 2022, between the Commission and FIRS to resolve these issues, the NCC and the FIRS agreed on four key principles, viz:

- a. That the NCC and FIRS would hold a tripartite meeting with the Telecoms Operators to ensure better clarity on the records demanded by FIRS in its letter of 22nd December, 2021. The meeting was duly held on Wednesday, 30th March, 2022 with senior representatives of the FIRS, the NCC and the industry in attendance. A compliance roadmap was agreed, and an Industry Working Group (IWG) comprising the NCC, FIRS, and Telcos was set up to agree on the relevant Call Data Records (CDR) fields for Telcos' submissions to the FIRS. The IWG, jointly chaired by NCC and FIRS, would also advise on relevant technical and regulatory issues pertaining to the matter.
- b. That NCC and FIRS commence discussions on NCC's Revenue Assurance System (RAS) to ensure that FIRS' tax audit needs are properly factored in over the long term.
- c. That FIRS would stay action on the enforcement of ex-parte orders obtained against Telcos pending progress in this tripartite engagement.
- d. That NCC and FIRS set up a process for the review of the MoU between the FIRS and NCC.

xi. Industry Working Group on Multiple Taxation and Regulation

Efforts are ongoing to tackle issues of multiple taxation and regulation which are negatively impacting the industry's sustainability and growth. In this regard, a meeting of the Industry Working Group (IWG) on Multiple Taxation and Regulation was held in Lagos on Thursday, 24th March 2022 and virtually on the 7th December, 2022 with representatives of ALTON, major licensees (e.g., ATC, IHS, MTN, AIRTEL, SMILE, MAINONE, 9MOBILE, NTEL, GLO, etc.) and the Lagos State Infrastructure Maintenance and Regulatory Agency (LASIMRA). The meeting held very robust discussions on innovative ways of significantly reducing issues of multiple taxation and regulations. The Commission continues to collaborate with stakeholders towards resolving issues of multiple taxation and regulation as they occur throughout Nigeria.

xii. Call Masking, Refiling and SIM Boxing

The Commission continued to collaborate closely with the internal Stakeholders on the investigation of incidences of call masking by the Commission's licensees and other players. Continuous engagements are ongoing with relevant internal and external stakeholders towards curbing this menace across all networks in Nigeria.

xiii. Implementation of the Revised National Digital Identity Policy – NIN-SIM Harmonization.

The Federal Government's objectives of fully implementing the Revised National Digital Identity Policy, particularly those pertaining to NIN-SIM harmonization has been achieved. Efforts in this regard include regular meetings with the relevant Stakeholders (such as MNOs, ALTON and NIMC), participation in public sensitization events, etc.

xiv. Investigation on Unclaimed Subscribers' Funds

An investigation on the scope and extent of subscribers' funds forfeited to MNOs due to churn, unused credit balances, mobile number portability, etc. is underway. The objective of the investigation is to enable the Commission to make an evidenced-based decision on whether to intervene by directing MNOs to deposit such funds in a dedicated account or implement any other measures that the Commission deems appropriate to protect consumers' interests.

xv. Excise Duty on Telecommunications Services

The Commission interacted with various internal and external stakeholders, the Federal Ministry of Finance, and the Nigerian Customs Service on the proposed introduction of 5% Excise Duty on telecommunications services by the Federal Government further to the Finance Act 2020 and the FGN's 2022 Fiscal Policy Measures. Consequently, the application of the tax was suspended by the Federal Government and a committee headed by the Honourable Minister of Communications and Digital Economy was set up to make recommendations on the proposal.

xvi. Commissioning of the Coleman Technical Industries Limited Fibre-Optic Cable Factory:

The Commissioning of the Fibre-Optic Cable Factory, which was held at Arepo, Ogun State on Thursday, 14th July 2022 is considered a critical milestone in Nigeria's journey towards its eventual emergence as a self-sufficient digital economy. This is because the factory is the first of its kind in West Africa (and only the fifth in the whole of Africa). Its operation has the potential to change the entire landscape of the provision of ICT services in Nigeria as a whole.

CHAPTER



LICENSING AND AUTHORIZATION

10.1 Licence Applications

As part of its commitment to foster a dynamic telecommunications sector, the Commission acts as a key facilitator of local and foreign investment in the Nigerian telecommunications landscape. Part of the steps the Commission takes to achieve this objective is via the introduction of innovative services and practices in the industry in accordance with international best practices and trends.

The Licensing and Authorization Department therefore acts as the gateway between the Commission and prospective investors in the sector through the processing and issuance of telecommunications Licence which is a pre-requisite for any organization desiring to provide service in the telecoms market.

During the year under review, the Commission issued a total of Five Hundred and Ninety-Eight (598) New Licences and Fifty-Four (54) renewed Licences. This generated a total of One Billion, Two Hundred and Seventeen Million, Five Hundred and Ninety-Eight Thousand, Two Hundred and Fifty Naira only (N1, 217,598,250.00) for the Commission.

Summary of Individual and Class Licence applications received:

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
Class	105	72	122	104	403
Individual	43	53	46	53	195
Total	148	125	168	157	598

Table 10.1: Individual and Class Licence Applications Received

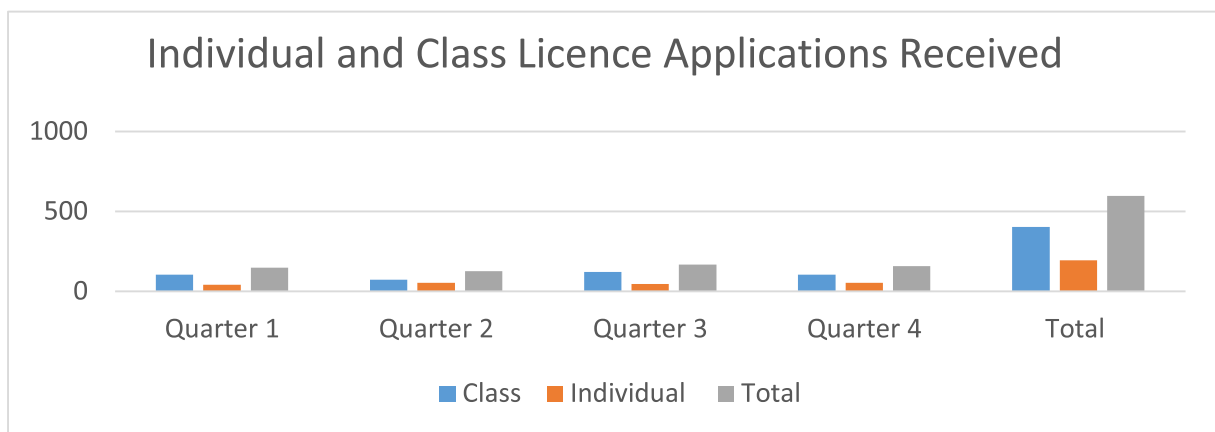


Chart 10.1: Breakdown of Individual and Class Licence Applications Received

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
ISP	7	13	28	16	64
VAS Content	10	7	3	9	29
VAS Call Centre	3	3	2	2	10
VAS Aggregator	1	1	1	3	6
VAS Special No	1	-	-	1	2
Collocation	4	6	5	1	16
IDA	-	1	1	6	8
AVTS	1	-	-	-	1
S & I Major	6	13	3	7	29
S&I Satellite	-	-	-	1	1
IES	2	2	1	4	9
PNL Tier 1	1	-	1	-	2
PNL National	-	-	-	1	1
PNL Tier 2	2	4	-	-	6
PNL Tier 3	1	-	-	-	1
PNL Tier 4	1	-	-	-	1
Non Commercial CUG	-	2	-	-	2
MFCN	-	2	-	1	3
UASL	1	-	-	1	2
Full Gateway Service	1	-	1	-	2
Total	42	54	46	53	195

Table 10.2: Breakdown of Individual Licence Applications Received

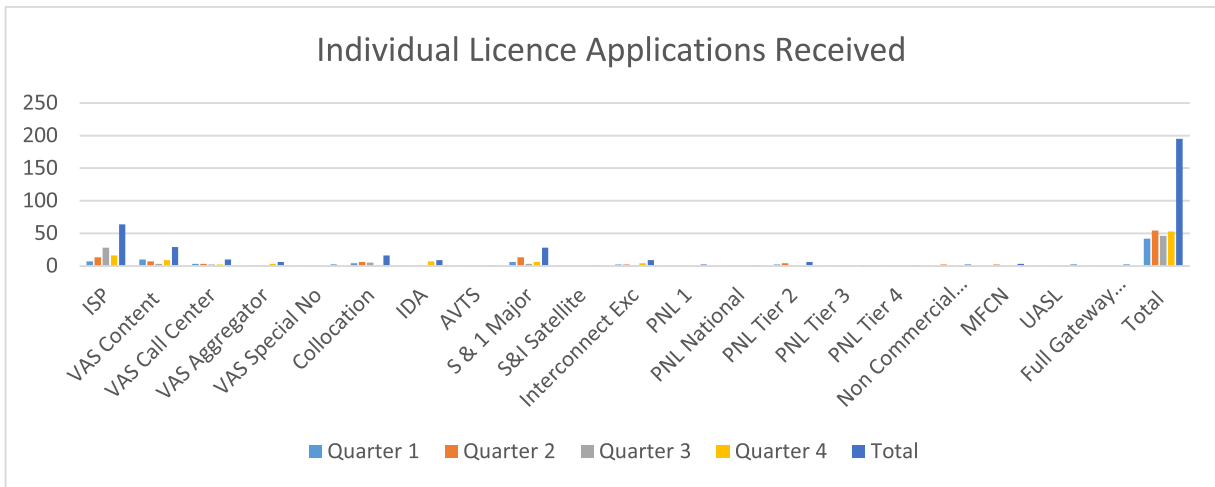


Chart 10.2: Breakdown of Individual Licence Applications Received

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
S&I	101	70	113	101	385
R&M	1	-	3	2	6
Cabling	1	1	3	1	6
Cybercafé	2	1	3	-	6
Total	105	72	122	104	403

Table 10.3: Class Licence Applications Received

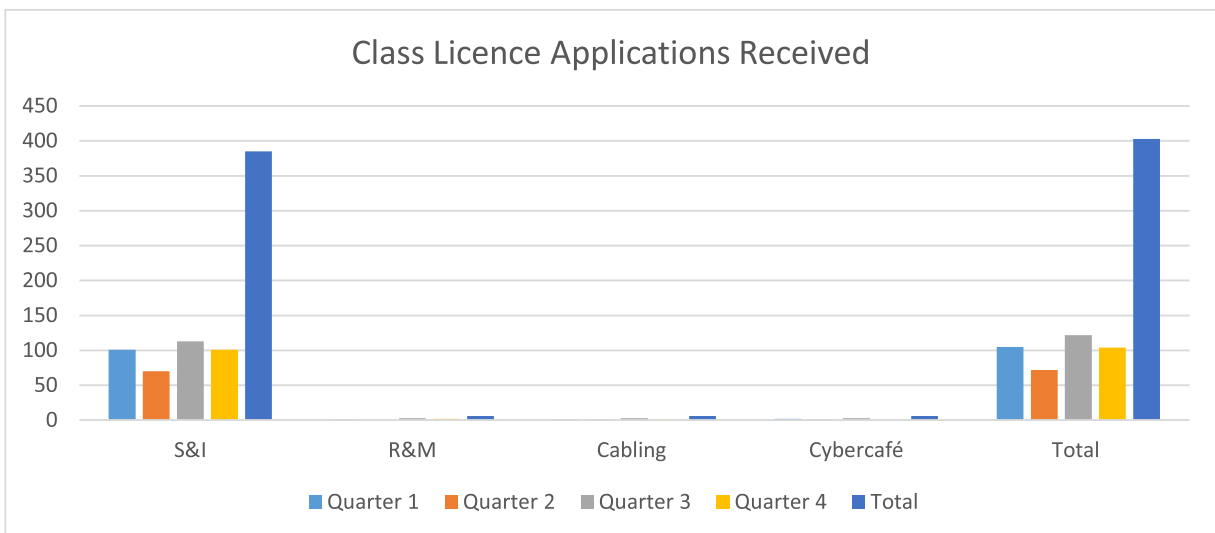


Chart 10.3: Class Licence Applications Received

10.2 Revenue Generation

The sum of N1,217,598,250.00 (One billion, Two Hundred and Seventeen Million, Five Hundred and Ninety-Eight Thousand, Two Hundred and Fifty Naira) only was generated from Application Forms, Class Licence fees, Administrative Charges, New Individual fees, Renewals of individual Licences and Reprinting of Class Licence Certificates for the period under review. The breakdown is depicted in the tables below:

S/N	ITEM	QTY	AMOUNT (₦)
1	Application Forms	598	598,000.00
2	Class Licence Fees	403	4,030,000.00
3	Admin Charges	195	66,679,000.00
4	New Individual Fees		1,097,760,000.00
6	Revenue Generated from Renewals of Individual Licence & Reprinting of Class Licence Certificate		N48,531,250.00
Total			1,217,598,250.00

Table 10.4: Revenue Breakdown from Licensing Activities

10.3 Offer Letters Issued for Year 2022

The following are the details of the offer letters issued during the period under review:

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
ISP	31		10	17	58
VAS Content	35		6	10	51
VAS Call Centre	2		3	1	6
VAS Call Directory	1		-	-	1
VAS Special Number	-		-	2	2
VAS Aggregator	4		-	1	5
Collocation	13		9	-	22
International Data Access	10		-	4	14

AVTS	7		2	-	9
S & I Major	21		4	7	32
S & I (Satellite)	1		1	-	2
Interconnect Exchange Service	6		2	2	10
PNL LEO	1		-	-	1
PNL Regional	8		6	2	16
PNL National	2		-	-	2
Metropolitan Fibre	2		-	-	2
NLDO	1		-	-	1
ICILS	-		-	-	-
Full Gateway Service	2		-	1	3
UASL	-	1	1	1	3
Non-Commercial Closed User Group	-	-	2	-	2
Total	147	1	46	48	242

Table 10.5: Offer Letters Issued In 2022

10.4 Expired Licences

Ninety-Eight (98) operators whose licences expired by the end of 2022 and, had neither applied for renewal nor surrendered the licences, were advised to regularize their operations by applying for Licence renewal or otherwise.

10.5 Licences About to Expire

Arising from the Commission's due diligence checks, One Hundred and Seventy-Eight (178) Licensees whose licences were about to expire in 2022 were advised to apply for renewal in compliance with their obligations.

10.6 Roll-Out Obligation

As part of its compliance check, the Commission requested Seventy-Three (73) Licensees who had reached the 6-month mark to confirm their compliance with the roll-out conditions of their licences. Thirty-One (31) of the companies responded with details of their roll-out status.

10.7 Annual Ownership Report

As at the end of the year 2022, a total number of Twenty-Five (25) licensees complied with the Annual Ownership Report submission obligation. The CTC of forms CAC 2 & 2A received from the Companies were reviewed before they were uploaded on the Commission's Shareholding database.

10.8 Individual Renewal Applications

The applications for renewal of Three Hundred and Nine (309) Licences were processed. Internal checks revealed that none of the companies fulfilled the Licence obligations required for the automatic renewal of their Licence. Hence, each company was notified of its outstanding obligations and advised to fulfil them to enable the renewal of its Licence. Fifty-Four (54) companies fulfilled their Licence obligations within the year and their Licences were subsequently approved.

10.9 Notification of Intention Not to Renew/Surrender

Eight (8) companies notified the Commission of their intentions to surrender/not renew their Licences within the year. Internal checks however showed that the companies were indebted to the Commission. Therefore, the companies were advised to settle their indebtedness before approval to surrender is granted.

10.10 Talk to The Regulator (TTTR) Forum

The Commission hosted the Talk to the Regulator (TTTR) Forum aimed at increasing stakeholder satisfaction as established in its Strategic Vision Plan (SVP). The forum presented Licensees with a unique opportunity to interface with the Commission on their operational challenges as well as to educate Licensees on topical regulatory issues.

CHAPTER



TYPE APPROVAL AND NUMBERING RESOURCE MANAGEMENT

11.0 TYPE APPROVAL AND NUMBERING RESOURCE MANAGEMENT

11.1 New NNP Numbers Allocation Record

Three hundred and eighty-one (381) short codes and USSD codes were renewed while thirty-four (34) short codes were withdrawn during the period under review. The renewal fee per number (fixed or mobile) is N20/Number irrespective of the volume of numbers. The new numbering allocations within January to December 2022 are as follows:

S/N	Effective Date	Licensee	Numbering Range		Total Lines
			From	To	
1	11/02/2022	Swift Telephone Networks Limited	013440000	013449999	10,000
			013450000	013459999	10,000
			013460000	013469999	10,000
			013470000	013479999	10,000
2	27/04/2022	Imbil Telecom Solutions Nigeria Ltd	013480000	013489999	10,000
			013100000	013109999	10,000
3	20/05/2022	Vezeti Services Limited	093100000	093109999	10,000
			018870000	018879999	10,000
4	31/05/2022	Bricklinks Africa Plc	018890000	018899999	10,000
			093200000	093209999	10,000
5	07/07/2022	Spectranet Limited	095010000	095019999	10,000
6	19/07/2022	RouteCall Communications Ltd	013300000	013309999	10,000
7	15/08/2022	IT Sky Solutions Limited	093600000	093609999	10,000
8	20/08/2022	MAFAB Communications Ltd	08010000000	08010999999	1,000,000
9	05/10/2022	Spectranet Limited	025010000	025011999	2,000
10	13/10/2022	Airtel Networks Limited	09110000000	09119999999	10,000,000
11	20/10/2022	Alpha Technologies Limited,	07000100000	07000199999	100,000
12	10/11/2022	BillyRonks Global Limited	013700000	013709999	10,000
			013710000	013719999	10,000
			013720000	013729999	10,000

			013730000	013739999	10,000
			013740000	013749999	10,000
			093700000	093709999	10,000
			093710000	093719999	10,000
			093720000	093729999	10,000
13	02/12/2022	Ratel Plus Nigeria Limited	097010000	097019999	10,000
			097020000	097029999	10,000
			097030000	097039999	10,000
			097040000	097049999	10,000
			097050000	097059999	10,000
			Total Allocated Numbers		11,362,000

Table 11.1: Numbering Allocation Table (Jan - Dec 2022)

11.2 BTS Site Report

During the period under review, the following activities took place:

1. Approval of IHS Nigeria Limited existing sites across the country.
2. Approval of ATC Nigeria Wireless Infrastructure Limited existing sites across the country
3. Transmission of a letter to ONSA for intervention on Recent Targets on Critical National Infrastructure in Imo State by members of Indigenous People of Biafra (IPOB) based on complaint received from our licensees.
4. Approval of PAN African Towers Limited existing sites across the country
5. Interim approvals for IHS Nigeria Limited cell sites.

11.3 Equipment Type Approval

Equipment Type Approval is one of the core functions of the Commission and during the period under review, type approval applications were received for eight hundred and fifty-three (853) Routers, Microwave Radios, Bluetooth Devices, Mobile Phones, Access point devices, Wireless Audio Devices, Wi-Fi devices, Modems, etc. Revenue generated from Type Approval processes amounted to the sum of NGN 880,203,838.47 and \$80,137.55.

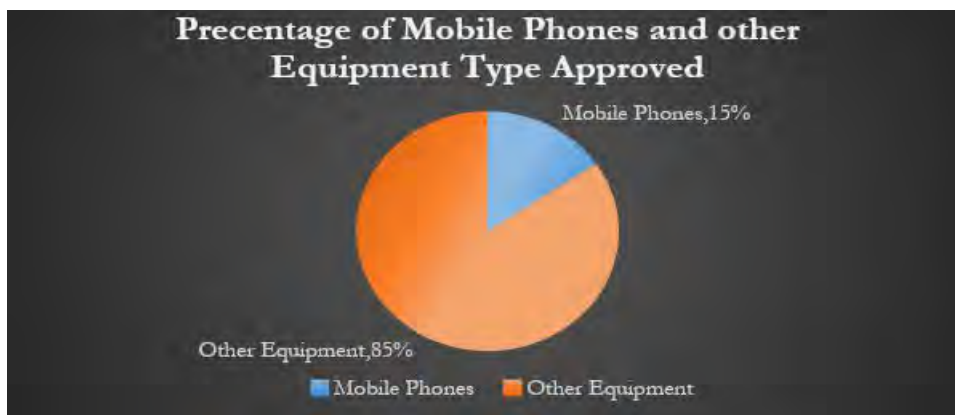


Figure 11. 1: Chart showing the ratio of approved mobile phones to other equipment from January to December 2022.

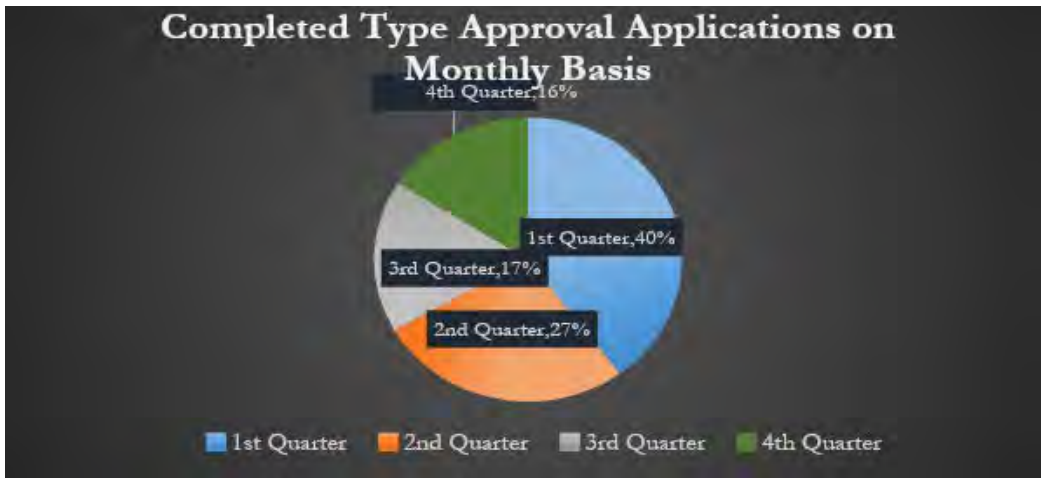


Figure 11.2: Chart showing the percentage of devices approved by the Commission on a quarterly basis.



Figure 11. 3: Chart showing type approval revenue generated by the Commission on a quarterly basis.

11.4 Facilitation of The Type Approval Industry Working Group Meeting

In line with Part II Regulation 6 of the Type Approval Regulations, 2008, the Commission convenes a Working Group on Equipment Standards, comprising knowledgeable industry representatives and other stakeholders to ensure that timely recommendations are made to the Commission regarding the list of Equipment Types, applicable Type Approval Standards and processes, and other implementation of the Regulation.

Accordingly, the Commission facilitated the Type Approval Industry Working Group Meeting during the 1st and 3rd quarters respectively, where plans for the implementation of NCC Certification Labelling/E-labelling and the Nigerian Proposed Logo Sample were presented to industry stakeholders. Additionally, Device Management System (DMS) and new developments on type approval applications were introduced to the industry stakeholders.

CHAPTER



2022 QUALITY OF SERVICE QOS REPORT

12.1 Monthly NOC Visitation

The Commission undertakes a monthly collection of QoS and Interconnect data from operators' systems and this data is collected at both cell and BSC levels. A summary of the performance of operators for the completed months of the year 2022 (considering the impact of multiple fibre cuts, theft of power generators, illegal site lockups by agencies of government, and other factors above the Operators' control) are shown in the tables below:

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.16	0.35	0.07	0.13	98.16	99.93
9mobile	97.51	0.45	0.30	0.26	97.12	99.94
Globacom	98.21	0.34	0.13	0.87	98.10	99.36
MTN	99.71	0.32	0.12	0.24	98.33	99.12

Table 12.1: QoS KPI Network Averages January 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.19	0.38	0.06	0.10	97.98	99.93
9mobile	98.08	0.50	0.24	0.30	97.79	99.82
Globacom	98.42	0.32	0.11	0.61	98.39	99.15
MTN	99.72	0.30	0.10	0.21	98.45	99.21

Table 12.2: QoS KPI Network Averages February 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.31	0.39	0.04	0.08	98.09	99.93
9mobile	97.18	0.49	0.26	0.36	96.79	98.63
Globacom	98.61	0.48	0.14	0.63	98.41	99.3
MTN	99.71	0.3	0.12	0.25	98.41	98.95

Table 12.3: QoS KPI Network Averages March 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.18	0.41	0.08	0.05	97.90	99.81
9mobile	97.57	0.59	0.32	0.32	97.19	99.94
Globacom	98.37	0.36	0.09	0.47	98.19	99.18
MTN	99.73	0.29	0.12	0.19	98.55	98.59

Table 12.4: QoS KPI Network Averages April 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.22	0.40	0.07	0.05	98.11	99.80
9mobile	97.36	0.51	0.48	0.19	97.06	99.48
Globacom	98.33	0.37	0.11	0.44	98.14	99.36
MTN	99.71	0.28	0.12	0.15	98.65	98.62

Table 12.5: QoS KPI Network Averages May 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.21	0.33	0.07	0.08	98.46	98.78
9mobile	98.63	0.52	0.23	0.25	98.13	99.60
Globacom	98.43	0.41	0.11	0.51	98.09	99.37
MTN	99.66	0.31	0.13	0.15	98.59	98.65

Table 12.6: QoS KPI Network Averages June 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.18	0.43	0.05	0.06	98.42	98.90
9mobile	98.08	0.58	0.19	0.22	97.49	99.30
Globacom	98.63	0.39	0.13	0.40	98.29	99.40
MTN	99.68	0.31	0.13	0.16	98.62	98.62

Table 12.7: QoS KPI Network Averages July 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.26	0.35	0.04	0.10	98.47	98.90
9mobile	98.21	0.61	0.26	0.21	97.60	99.15
Globacom	98.68	0.36	0.14	0.36	98.39	99.41
MTN	99.69	0.29	0.10	0.13	98.69	98.85

Table 12.8: QoS KPI Network Averages August 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.15	0.39	0.04	0.09	98.44	98.75
9mobile	98.93	0.58	0.23	0.21	98.08	98.63
Globacom	98.53	0.36	0.17	0.35	98.35	99.06
MTN	99.71	0.29	0.09	0.13	98.75	98.86

Table 12.9: QoS KPI Network Averages September 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.23	0.42	0.04	0.09	98.47	99.05
9mobile	98.30	0.61	0.23	0.26	97.66	99.44
Globacom	98.17	0.38	0.17	0.57	98.14	99.01
MTN	99.72	0.28	0.10	0.15	98.69	98.79

Table 12.10: QoS KPI Network Averages October 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.16	0.33	0.05	0.10	98.47	98.41
9mobile	98.91	0.60	0.15	0.33	98.02	100.00
Globacom	98.11	0.36	0.19	0.75	98.16	99.10
MTN	99.67	0.27	0.13	0.22	98.47	98.84

Table 12.11: QoS KPI Network Averages November 2022 (BSC Level National)

KPIs	CSSR	DCR	SD CONG	TCH CONG	HOSR	AVAILABILITY
Target	≥ 98%	≤ 1%	≤ 0.2%	≤ 2%	≥ 98%	≥ 99%
Airtel	99.32	0.36	0.04	0.06	98.48	98.89
9mobile	99.00	1.59	0.30	0.36	98.03	99.99
Globacom	98.61	0.34	0.17	0.47	98.75	99.07
MTN	99.64	0.26	0.14	0.26	98.52	98.97

Table 12.12: QoS KPI Network Averages December 2022 (BSC Level National)

Legend:

CSSR: Call Setup Success Rate

DCR: Drop Call Rate.

SD CONG: Stand Alone Dedicated Control Channel

TCH CONG: Traffic Channel Congestion

 KPI below target

12.2 Monthly Point of Interconnections/Interconnect Clearing Licensees' Engagement

The Commission concluded its Data collection/analysis of Key Performance Indicators from the Point of Interconnections (PoI) of the GSM operators and Interconnect Clearing Licensees for January – December 2022. Summaries of the POI reports are shown below:

KPI	ASR_INC (%)	ASR_0G (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	≥ 50%	≥ 50%	≤ 70%	≥ 99.99%	≤ 0.5%	≤ 0.5%
9MOBILE	26.71	31.49	15.85	95.69	0.05	0.63
AIRTEL	36.82	32.55	43.39	93.81	0.82	0.13
GLOBACM	32.07	24.11	36.68	77.13	0.05	0.33
MTN	33.89	35.46	49.53	95.24	0.11	0.13
NATIONAL AVERAGE	32.37	30.90	36.36	90.47	0.26	0.30
ICH STATISTICS						
ANALYTQ TELECOM	36.45	10.93	27.02	99.92	1.51	1.69
BILLYRO NKS	39.10	38.04	35.15	100.00	0.04	0.00
BREEZE	25.03	21.66	18.80	99.99	0.01	0.76
ENVERGE LIMITED		36.72	18.35	34.18	100.00	0.03
EXCHANGE TELECOM	19.92		30.75	23.36	87.36	0.35
IMBIL TELECOM		36.67	24.78	44.32	99.95	2.71
ICN	26.66		32.74	18.43	76.69	0.41
MAFAB		31.32	15.36	12.95	66.67	0.03
NICONNX	25.17	24.77		11.58	87.50	0.01
ROUTELINK		30.24	26.56	17.99	75.00	0.02
SLEEKCHIP		34.86	26.56	14.96	100.00	3.93
SOLID TELECOM	17.32		9.94	1.62	58.33	2.29
TELKO MS		37.43	18.09	38.55	100.00	0.02
NATIONAL AVERAGE		30.53	22.96	22.99	88.57	0.87

Table 12.13: PoI KPIs Statistics Average at National Level January 2022.

KPI	ASR_INC (%)	ASR_G (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	≥ 50%	≥ 50%	≤ 70%	≥ 99.99%	≤ 0.5%	≤ 0.5%
MNO's STATISTICS						
AIRTEL	30.61	30.64	44.98	99.35	0.03	1.15
9MOBILE	35.99	38.72	7.63	95.24	1.16	0.86
GLOBACM	25.65	19.83	11.76	75.40	6.46	1.49
MTN	39.86	21.02	13.61	83.46	0.00	0.79
NATIONAL AVERAGE	33.03	27.55	19.50	88.36	1.91	1.07
ICH STATISTICS						
ANALYTIQ TELECOM	36.91	36.86	52.52	98.33	13.37	13.39
BILLYRONKS	39.54	39.65	41.70	100.00	0.00	0.00
BREEZE	32.00	34.16	40.50	99.99	0.00	0.00
ENVERGE LIMITED	33.56	38.10	39.94	99.99	0.00	0.00
EXCHANGE TELECOM	14.77	18.55	25.82	62.10	0.00	0.00
IMBIL TELECOM	40.48	38.90	60.50	100.00	0.00	0.00
ICN	20.75	27.69	34.57	74.25	0.19	0.37
MAFAB	39.04	39.16	43.86	100.00	1.78	1.13
NICONNX	40.00	36.00	55.00	99.98	0.00	0.00
ROUTELINK	49.19	40.21	44.95	99.88	0.00	0.10
TELKO MS	36.19	36.76	33.08	100.00	0.00	0.00
NATIONAL AVERAGE	34.77	35.10	42.95	94.05	1.39	1.36

Table 12.14: PoI KPIs Statistics Average at National Level February 2022

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	= 50%	= 50%	= 70%	= 99.99%	= 0.5%	= 0.5%
MNO's STATISTICS						
9MOBILE	32.77	35.79	9.44	96.76	0.39	0.39
AIRTEL	33.18	32.79	48.21	98.11	0.35	0.54
GLOBACOM	22.28	18.68	24.26	81.65	3.77	0.16
MTN	36.42	28.79	33.69	93.56	0.05	0.27
NATIONAL AVERAGE	31.16	29.01	28.90	92.52	1.14	0.34
ICH STATISTICS						
ANALYTIQ	28.44	24.16	33.59	98.95	0.00	0.08
BILLYRONKS	37.98	33.23	27.59	99.36	1.43	0.04
BREEZE	28.47	29.54	29.94	99.33	0.01	0.50
ENVERGE	28.71	23.30	25.61	83.33	0.00	0.00
EXCHANGE	16.95	21.98	27.54	80.09	0.26	0.01
IMBIL	38.13	29.36	49.58	99.98	1.24	0.04
ICN	24.68	26.90	30.08	88.95	0.33	0.05
MAFAB	33.30	31.56	32.30	100.00	3.29	0.08
NICONNX	37.78	35.44	36.09	99.98	0.01	0.03
ROUTELINK	36.82	30.46	25.68	99.84	0.61	0.35
SLEEKCHIP	33.80	39.54	32.47	99.99	0.07	0.00
SOLID	27.73	9.73	7.31	66.67	4.01	0.21
TELKO MS	39.30	33.35	32.11	100.00	3.54	0.08
NATIONAL AVERAGE	31.70	28.35	29.99	93.57	1.14	0.11

Table 12.15: PoI KPIs Statistics Average at National Level March 2022.

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	= 50%	= 50%	= 70%	= 99.99%	= 0.5%	= 0.5%
MNO's STATISTICS						
9MOBILE	32.77	35.79	9.44	96.76	0.39	0.39
AIRTEL	33.18	32.79	48.21	98.11	0.35	0.54
GLOBACOM	22.28	18.68	24.26	81.65	3.77	0.16
MTN	36.42	28.79	33.69	93.56	0.05	0.27
NATIONAL AVERAGE	31.16	29.01	28.90	92.52	1.14	0.34
ICH STATISTICS						
ANALYTIQ	28.44	24.16	33.59	98.95	0.00	0.08
BILLYRONKS	37.98	33.23	27.59	99.36	1.43	0.04
BREEZE	28.47	29.54	29.94	99.33	0.01	0.50
ENVERGE	28.71	23.30	25.61	83.33	0.00	0.00
EXCHANGE	16.95	21.98	27.54	80.09	0.26	0.01
IMBIL	38.13	29.36	49.58	99.98	1.24	0.04
ICN	24.68	26.90	30.08	88.95	0.33	0.05
MAFAB	33.30	31.56	32.30	100.00	3.29	0.08

NICONNX	37.78	35.44	36.09	99.98	0.01	0.03
ROUTELINK	36.82	30.46	25.68	99.84	0.61	0.35
SLEEKCHIP	33.80	39.54	32.47	99.99	0.07	0.00
SOLID	27.73	9.73	7.31	66.67	4.01	0.21
TELKO MS	39.30	33.35	32.11	100.00	3.54	0.08
NATIONAL AVERAGE	31.70	28.35	29.99	93.57	1.14	0.11

Table 12.16: PoI KPIs Statistics Average at National Level April 2022

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	≥ 50%	≥ 50%	≤ 70%	≥ 99.99%	≤ 0.5%	≤ 0.5%
MNO's STATISTICS						
9MOBILE	26.58	27.05	8.15	94.83	0.45	0.28
AIRTEL	35.00	33.43	36.37	98.92	0.35	0.55
GLOBACOM	24.10	19.82	19.94	95.93	1.50	1.59
MTN	35.70	34.25	27.39	98.13	0.37	0.29
National Average	30.35	28.64	22.96	96.95	0.67	0.68
ICH STATISTICS						
ANALYTIQ TELECOM	26.38	20.66	31.46	99.14	0.56	0.53
BILLYRONKS	38.38	33.57	15.58	99.86	0.46	1.15
BREEZE	24.47	23.28	26.65	99.38	0.01	0.79
ENVERGE LIMITED	14.40	12.23	16.10	100.00	0.00	0.00
EXCHANGE TELECOM	21.59	21.58	20.41	84.34	0.01	0.25
IMBIL TELECOM	40.58	33.63	40.74	99.97	0.10	0.06
ICN	25.55	22.45	20.56	79.62	3.28	3.65
MAFAB	29.48	29.05	7.73	100.00	0.17	0.08
NICONNX	36.24	34.30	32.21	99.93	0.01	0.04
ROUTELINK	28.69	27.32	18.92	88.89	0.04	0.09
SLEEKCHIP	23.91	23.64	27.81	100.00	0.01	0.15
SOLID TELECOM	21.27	17.50	6.43	99.12	0.01	0.17
TELKO MS	37.03	35.70	17.07	100.00	0.07	0.10
National Average	28.31	25.76	21.67	96.17	0.36	0.54

Table 12.17: PoI KPIs Statistics Average at National Level May 2022.

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	≥ 35%	≥ 35%	≤ 70%	≥ 99.99%	≤ 0.5%	≤ 0.5%
MNO's STATISTICS						
9MOBILE	29.01	25.24	6.65	96.76	0.47	0.25
AIRTEL	35.47	33.57	36.79	99.10	0.42	0.39
GLOBACOM	28.64	24.35	19.10	95.30	0.27	0.15
MTN	35.90	33.63	27.16	93.62	0.34	0.19
NATIONAL AVERAGE	32.25	29.20	22.42	96.20	0.37	0.24
ICH STATISTICS						
ANALYTIQ TELECOM	31.46	20.42	37.60	84.86	0.74	0.61
BILLYRONKS	39.25	34.59	19.73	99.81	0.45	1.01
BREEZE	25.75	24.64	26.68	98.59	0.01	0.03
ENVERGE LIMITED	22.39	27.29	11.98	80.00	0.65	0.05
EXCHANGE TELECOM	23.45	23.23	21.66	95.62	0.01	0.01
IMBIL TELECOM	39.56	32.90	33.03	99.97	0.01	0.06
ICN	31.69	20.15	20.78	93.64	0.02	0.35
MAFAB	35.20	34.03	17.43	100.00	0.17	0.10
NICONNX	38.00	36.35	31.91	99.93	0.01	0.51
ROUTELINK	31.89	30.67	18.74	99.82	0.02	0.04
SLEEKCHIP	25.67	17.63	15.11	100.00	0.00	0.00
SOLID TELECOM	30.10	22.08	5.49	99.70	0.01	0.11
TELKO MS	36.80	34.99	18.15	100.00	0.08	0.10
National Average	31.63	27.61	21.41	96.30	0.17	0.23

Table 12.18: PoI KPIs Statistics Average at National Level June 2022

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	= 35%	= 35%	= 70%	= 99.99%	= 0.5%	= 0.5%
MNO's STATISTICS						
9MOBILE	24.71	23.21	5.44	94.43	0.39	0.23
AIRTEL	34.04	32.39	36.39	99.29	0.32	0.39
GLOBACOM	27.65	23.37	17.70	92.32	0.91	0.20
MTN	35.69	35.74	24.86	96.02	0.26	0.13
NATIONAL AVERAGE	30.5	28.68	21.10	95.51	0.47	0.24
ICH STATISTICS						
ANALYTIQ TELECOM	21.62	12.45	18.02	98.86	0.56	0.61
BILLYRONKS	39.25	33.39	31.14	99.30	0.74	1.16
BREEZE	19.07	20.82	21.99	99.30	0.00	0.06

ENVERGE LIMITED	24.15	20.21	20.98	83.33	0.01	0.00
EXCHANGE TELECOM	19.82	20.72	18.15	80.27	0.06	0.53
IMBIL TELECOM	39.43	34.97	37.29	99.96	0.01	0.06
ICN	31.29	27.26	23.76	90.11	2.24	0.08
MAFAB	39.47	37.25	24.97	100.00	0.14	0.09
NICONNX	32.17	28.46	28.90	99.94	0.01	0.00
ROUTELINK	32.24	32.28	21.13	99.71	0.01	0.03
SLEEKCHIP	23.63	18.42	5.54	100.00	0.00	0.00
SOLID TELECOM	30.89	23.73	7.57	99.45	0.01	0.28
TELKO MS	36.89	37.40	19.67	100.00	0.07	0.09
NATIONAL AVERAGE	29.99	26.72	21.47	96.17	0.30	0.23

Table 12.19: PoI KPIs Statistics Average at National Level July 2022.

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	= 35%	= 35%	= 70%	= 99.99%	= 0.5%	= 0.5%
MNO's STATISTICS						
9MOBILE	23.73	23.49	3.63	94.57	0.60	0.22
AIRTEL	34.90	33.35	36.38	99.56	0.30	0.39
GLOBACOM	31.57	27.79	27.98	98.41	1.81	0.65
MTN	33.22	28.58	27.88	99.00	0.15	0.71
NATIONAL AVERAGE	30.86	28.30	23.97	97.89	0.72	0.49
ICH STATISTICS						
ANALYTIQ TELECOM	29.77	18.63	21.74	98.86	0.65	0.61
BILLYRONKS	39.62	33.72	26.97	99.82	0.79	1.13
BREEZE	25.82	29.19	31.56	98.09	0.00	0.07

ENVERGE LIMITED	23.39	16.84	20.59	99.99	0.01	0.00
EXCHANGE TELECOM	17.89	20.76	19.64	84.35	0.00	0.53
IMBIL TELECOM	37.12	32.79	29.03	99.97	0.11	0.06
ICN	30.98	30.83	31.94	95.45	6.05	0.07
MAFAB	40.73	33.57	25.76	100.00	0.06	0.15
NICONNX	28.39	23.66	27.47	99.99	0.00	0.00
ROUTE LINK	32.66	31.27	21.70	99.88	0.01	0.08
SLEEKCHIP	25.48	18.47	11.75	100.00	0.00	0.00
SOLID TELECOM	23.76	23.81	10.39	99.45	0.02	3.22
TELKO MS	36.69	32.09	13.67	100.00	0.05	0.07
NATIONAL AVERAGE	30.18	26.59	22.48	98.14	0.60	0.46

Table 12.20: PoI KPIs Statistics Average at National Level August 2022

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	= 35%	= 35%	= 70%	= 99.99%	= 0.5%	= 0.5%
MNO'S STATISTICS						
9MOBILE	23.26	24.95	5.50	89.86	0.50	0.21
AIRTEL	34.70	34.05	37.41	96.07	0.36	0.24
GLOBACOM	32.00	25.94	25.35	85.83	0.16	0.34
MTN	35.33	35.77	32.12	93.57	0.11	0.31
NATIONAL AVERAGE	31.32	30.18	25.09	91.33	0.28	0.28
ICH STATISTICS						
ANALYTIQ TELECOM	27.06	21.39	19.37	86.49	0.49	0.51
BILLYRONKS	34.04	29.56	32.75	87.44	1.25	1.30
BREEZE	22.53	24.20	28.24	79.14	0.01	0.00
ENVERGE LIMITED	22.00	19.25	19.28	83.33	0.00	0.00

EXCHANGE TELECOM	15.26	20.71	21.82	75.00	0.00	0.01
IMBIL TELECOM	34.88	30.83	27.40	87.10	0.01	0.16
ICN	27.83	24.21	22.37	70.86	0.23	0.11
MAFAB	36.69	37.05	19.97	87.50	0.11	0.09
NICONNX	25.78	25.85	27.06	83.33	0.00	0.00
ROUTE LINK	32.46	31.50	20.25	88.89	0.01	0.03
SLEEKCHIP	25.79	23.27	18.39	80.00	0.04	0.00
SOLID TELECOM	23.37	23.56	4.43	58.33	0.01	0.90
TELKO MS	34.41	33.69	13.84	87.29	0.06	0.09
NATIONAL AVERAGE	27.85	26.54	21.17	81.13	0.17	0.25

Table 12.21: PoI KPIs Statistics Average at National Level September 2022

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	= 35%	= 35%	= 70%	= 99.99%	= 0.5%	= 0.5%
MNO's STATISTICS						
9MOBILE	24.52	26.70	5.35	89.87	0.47	0.26
AIRTEL	36.25	34.35	39.18	99.39	1.21	0.44
GLOBACOM	32.44	30.63	26.25	96.22	1.00	0.37
MTN	32.43	32.58	32.89	98.63	1.39	0.68
NATIONAL AVERAGE	31.41	31.06	25.92	96.03	1.02	0.44
ICH STATISTICS						
ANALYTIQ TELECOM	30.85	32.18	27.03	98.85	0.67	0.73
BILLYRONKS	34.04	35.22	26.93	89.26	0.89	1.23
BREEZE	21.63	24.07	28.63	91.64	0.01	0.00
ENVERGE LIMITED	30.38	28.38	26.93	99.99	0.01	0.00
EXCHANGE TELECOM	17.33	20.88	20.04	81.15	0.00	0.01

IMBIL TELECOM	38.21	35.45	32.66	99.97	0.01	0.06
ICN	28.84	27.03	30.31	76.03	0.82	0.14
MAFAB	43.31	43.29	24.04	99.69	0.15	0.10
NICONNX	31.21	31.25	30.71	99.99	0.01	0.00
ROUTELINK	36.19	34.54	26.60	77.27	0.01	0.04
SLEEKCHIP	28.29	27.48	15.52	99.44	0.26	0.00
SOLID TELECOM	32.08	33.77	10.18	100.00	0.01	3.00
TELKO MS	39.69	39.76	19.58	100.00	8.68	0.11
NATIONAL AVERAGE	31.70	31.79	24.55	93.33	0.89	0.42

Table 12.22: PoI KPIs Statistics Average at National Level October 2022.

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	= 35%	= 35%	= 70%	= 99.99%	= 0.5%	= 0.5%
MNO's STATISTICS						
9MOBILE	22.77	21.63	7.49	94.23	0.43	0.28
AIRTEL	35.54	34.65	44.08	99.30	0.39	0.46
GLOBACOM	31.66	29.95	18.67	94.62	0.43	0.85
MTN	34.55	28.56	29.68	95.50	0.21	0.52
NATIONAL AVERAGE	31.13	28.70	24.98	95.91	0.37	0.53
ICH STATISTICS						
ANALYTIQ TELECOM	29.59	24.45	26.70	98.82	0.50	0.11
BILLYRONKS	38.95	36.49	28.22	99.87	1.56	2.39
BREEZE	27.34	27.00	45.02	93.73	0.01	0.00
ENVERGE LIMITED	25.45	19.17	20.74	99.99	0.02	0.00
EXCHANGE TELECOM	16.08	20.06	15.28	83.93	0.00	0.23

IMBIL TELECOM	40.00	31.35	38.82	99.97	0.03	0.06
ICN	28.50	20.83	22.40	83.41	0.26	0.06
MAFAB	38.78	35.06	26.59	99.96	0.10	0.19
NICONNX	31.19	27.40	32.58	100.00	0.01	0.00
ROUTELINK	33.01	34.30	22.41	99.39	0.03	0.04
SLEEKCHIP	26.54	18.10	17.29	100.00	0.12	0.00
SOLID TELECOM	21.66	22.89	11.60	100.00	0.07	5.16
TELKO MS	39.37	35.13	27.20	100.00	0.62	0.16
NATIONAL AVERAGE	30.50	27.10	25.76	96.85	0.26	0.65

Table 12.23: PoI KPIs Statistics Average at National Level November 2022.

KPI	ASR_INC (%)	ASR_OG (%)	UTILIZATION (%)	AVAILABILITY (%)	CONGESTION (IN)	CONGESTION (OUT)
Target	= 35%	= 35%	= 70%	= 99.99%	= 0.5%	= 0.5%
MNO's STATISTICS						
9MOBILE	23.90	22.73	8.49	94.99	0.69	0.33
AIRTEL	35.26	34.33	45.31	99.11	0.58	0.31
GLOBACOM	31.57	29.34	21.26	95.93	0.58	0.64
MTN	35.98	37.63	32.42	96.85	0.33	0.44
NATIONAL AVERAGE	31.68	31.01	26.87	96.72	0.55	0.43
ICH STATISTICS						
ANALYTIQ TELECOM	30.21	32.13	35.33	98.82	0.58	0.63
BILLYRONKS	39.02	33.30	27.37	99.88	1.30	2.14
BREEZE	25.10	28.18	45.95	99.99	0.01	0.00
ENVERGE LIMITED	25.43	23.19	20.69	99.99	0.03	0.00
EXCHANGE TELECOM	17.33	20.94	18.51	84.35	0.01	0.02

IMBIL TELECOM	37.82	35.51	43.14	99.85	0.02	0.11
ICN	30.90	22.67	31.22	80.98	0.67	0.05
MAFAB	37.56	37.76	25.83	100.00	0.09	0.12
NICONNX	30.91	31.25	35.44	100.00	0.02	0.00
ROUTELINK	32.85	35.28	22.91	88.58	0.03	0.07
SLEEKCHIP	28.09	23.01	30.53	98.33	0.05	0.00
SOLID TELECOM	28.78	26.46	9.93	98.53	0.59	1.18
TELKO MS	41.04	39.45	28.23	100.00	0.13	0.13
NATIONAL AVERAGE	31.16	29.93	28.85	96.10	0.27	0.34

Table 12.24: PoI KPIs Statistics Average at National Level December 2022.

Note

Due to nature of Mobile Services ASR below 30% were taken as not meeting the target.

Legend:

ASR_OG: Answer Seizure Ratio (Outgoing)

ASR_INC: Answer Seizure Ratio (Incoming)

Failed KPI targets

12.3 Quality of Service Industry Working Group (QOSIWG)

The QoS IWG drives the QoS fixing project which tracks and assesses the progress being made via the various QoS improvement initiatives in the industry. The meeting was held on quarterly basis with all industry Stakeholders in Lagos to discuss technical issues on quality of service and the progress reports submitted by operators on their QoS improvement initiatives. Participants at the meeting gave feedback and comments based on the progress report presented.

12.4 Drive Test

The drive test exercise in some major cities of the country was conducted to benchmark the Quality of Service (QoS) performance of four Mobile Network Operators (MTN, Airtel, Globacom and 9Mobile) and to measure end user perspective and Quality of Experience (QoE). Also, Data throughput performance test for each network was conducted during the exercise as required by the National Broadband Implementation Committee. The key performance indicators measured on the operator's networks during the exercise are in line with the QoS Regulation 2013 and are categorized into Service Availability, Accessibility, Retainability and Mobility.

12.5 Resolution of Interconnect Issues Between Operators

The Commission carried out the following Interconnect Dispute Resolutions within the period:

- a. Interconnect indebtedness of Globacom Limited to Interconnect Clearing House Nigeria Limited.
- b. Interconnect dispute with MTN and Analytiq Telecom Solutions Limited regarding an outstanding interconnect indebtedness in respect of the termination of International Voice Traffic.
- c. Interconnect dispute with MTN and Breeze Micro regarding an outstanding interconnect indebtedness in respect of the termination of International Voice Traffic.
- d. International Interconnection Service indebtedness to MTN by 9Mobile.
- e. Outstanding Interconnect Indebtedness with MTN and Information Connectivity Solutions Limited (ICSL).
- f. Interconnect dispute with MTN and Imbil Telecom regarding an outstanding interconnect indebtedness in respect of the termination of International Voice Traffic.
- g. Interconnect dispute with MTN and Sleekchip Technologies Limited regarding the payment of outstanding interconnect indebtedness for the termination of International Voice Traffic.
- h. Investigations on suspected Call Masking Activities between mobile network operators, Private Network Licensees and Interconnect clearing licensees is still ongoing.

12.6 Conduct of 5G Electromagnetic Radiation Measurement (ERM)

Following the successful launch of 5G network by MTN, the Commission in collaboration with MTN conducted ERM measurements in Abuja, Lagos, and Rivers States from September to November 2022. These were the states with a high volume of 5G deployed sites. In addition to MTN staff, the original equipment manufacturer (OEM) had representatives for the measurements in the different states. This is due to the different devices used for the deployment of 5G services by MTN. A total of 3 vendor devices were used for the deployment. The vendors are Huawei, Ericsson and ZTE. Abuja deployment used Huawei devices, Lagos deployment employed Ericsson devices and River's deployment used ZTE devices. The investigation is ongoing alongside deployments.

12.7 Assisted Technical Review

The Commission awards research grants to tertiary institutions, startups and other innovation hubs and manages the research grants in the form of research projects which are subdivided into different milestone stages. To this end, the following projects were reviewed in the year 2022:

- a. Neuroendocrine and metabolic studies of mobile phone radiation awarded to the Ahmadu Bello University, Zaria.
- b. Development of a Wearable E-band Tracking System awarded to the Ahmadu Bello University, Zaria.

- c. Design, fabrication, characterization of plastic optical fibre cable and the exploitation of its potential in Nigerian telecoms industry awarded to the Ahmadu Bello University, Zaria.
- d. Design and fabrication of metamaterial inspired UWB/MIMO Antenna for 5G 6GHz applications awarded to Taraba State University, Jalingo.
- e. Development of Infrastructure for the independent measurement of mobile broadband penetration and performance in Nigeria awarded to Akwa Ibom State University, Akwa Ibom.
- f. Design and Construction of Customer Identification System by their Voices in Telecommunication Industry awarded to the Abubakar Tafawa Balewa University, Bauchi.
- g. Implementation of Low Cost 5kw Microwave Oscillator for 0.9 To 8 GHz Range awarded to the Abubakar Tafawa Balewa University, Bauchi.
- h. Development of a Smart Repeater Cell for Rural Broadband Penetration in Nigeria awarded to University of Lagos, Lagos.
- I. Subscriber Participatory Approach to Data and Voice Services Analysis Provided by Mobile Network Operators awarded to Federal University of Technology Akure, Ondo State.
- j. Intelligent and Autonomous multi-UAVs swarm monitoring for effective surveillance and situation awareness in the Nigerian Telecommunications industry” awarded to Gombe State University.
- k. Development of a home-grown electrical power charger for cellphones from cooking heat awarded to Enugu State University of Technology, Enugu.
- l. Fabrication of intelligent wireless battery awarded to the Federal University of Technology Minna, Niger State.
- m. Development of a User Centric Based Clustering Scheme and Spatial Resource Allocation Technique for Migration of Interference In 5G Networks awarded to Nnamdi Azikwe University Awka, Anambra State.
- n. Development of a Smart-Grids Interoperability and Energy Efficiency Systems awarded to the Kwara State University.
- o. Design and Construction of Environmentally friendly paper battery for Mobile phones and communication devices
- p. The level and impact of Telecommunications-based research innovations in Nigerian tertiary institutions.
- q. Review of Regulatory Measures, Business Opportunities and Challenges for the Licensee including the Impact of EMF radiation of 5G on Human and Animal Health.
- r. Progress report for the professorial chair awarded to the Federal University of Technology Owerri, Imo State.
- s. Development of an Intelligent Test Mechanism & Management System for QoS/QoE for Mobile Communication awarded to Ambrose Alli University, Ekpoma.

CHAPTER



REGULATORY COMPLIANCE AND ENFORCEMENT ACTIVITIES

13.1 Regulatory Compliance and Enforcement Activities

Consistent with its efforts to mitigate the menace of Multiple Taxation and Regulations in the telecoms industry, the Commission continued its regulatory intervention drive by engaging with various Government Agencies with a view to resolving such cases.

During the period under review, the Commission also conducted a comprehensive Technical Audit of SIM card regulation to ensure licensees' compliance with the National Digital Identity Policy on SIM card. Also, a series of investigations of billing systems, promotions, and advertisements were conducted, with successful enforcement actions taken against infringing licensees, to ensure that service providers adhere to approved tariff plans and promotions.

13.2 Audit Exercise on MNO's Compliance with Directions on Forceful Subscriptions and do not Disturb (DND) Facility

An Audit Exercise was conducted on forced subscriptions and the Do Not Disturb (DND) feature to ensure compliance with the Nigerian Telecoms Industry Regulations and Standards. These initiatives significantly reduced the instances of Value-Added-Service (VAS) providers subscribing telecoms subscribers to Value-Added-Services (VAS) without their prior approval. MTN and Globacom were sanctioned for violating DND direction, while EMTS was fined for having an invalid MSISDNs registration. Airtel was also fined for failing to obtain the Commission's approval before modifying an approved tariff plan.

13.3 Inter-Ministerial Review on Telecommunication Infrastructure Localization in Nigeria

Throughout the course of the year, the Inter-Ministerial Committee on the Review of Telecommunication Infrastructure Localization in Nigeria conducted site inspections at various locations. The Committee which met on June 23, 2022 resolved to be more circumspect when granting conditional approvals and further advised Telcos to acquire sufficient land to meet setback requirements. Telcos were also warned to desist from building infrastructure without obtaining approval as appropriate penalties would be considered subsequently.

13.4 Infractions by Licensees

a. ILLEGAL GSM BOOSTERS

The Commission established an Interdepartmental Task Force (ITF) to design and implement countermeasures that will curb the illegal use of GSM boosters. The ITF in collaboration with the Board of the International Trade Fair conducted a stakeholders' engagement with relevant government agencies in this regard.

b. INTERCONNECT INDETEDNESS

The Commission also dealt with matters involving companies operating without regulatory authorization, invalid SIM activations, interconnection debt issues, outstanding financial

obligations of licensees, sanctions for non-type approved equipment, and unapproved promotional activities. Globacom's continued interconnect indebtedness to 21st Century Technologies Limited, Medallion Communications Limited, and Interconnect Clearinghouse Nigeria Limited (ICN), in which Globacom was directed to mitigate the debts in due course, was a significant aspect of these activities. During the period, other matters concerning industry trade debts were also addressed. Similarly, NATCOM was subjected to sanctions for failing to pay its outstanding debts to the Commission.

The Commission investigated Pay Attitude Limited for allegedly providing telecom services without its approval. Preliminary investigations revealed that the company is licenced by CBN as a payment scheme and offers a virtual payment platform as opposed to its competitors' physical cards. Appropriate enforcement measures were taken.

Further to the Commission's investigation, Harami Limited was found to be providing telecom services illegally. The Company's business location was sealed off, and the NSCDC placed the company under close surveillance.

13.5 Regulatory Intervention (Meeting with Societe Europeenne Des Satellites (SES))

The Honorable Minister for Communication and Digital Economy convened a meeting with the Societe Europeenne des Satellites (SES), a satellite and terrestrial telecommunications network provider, and the Management of the Commission, in which the Minister directed that All SES customers must regularize their telecommunication operations in Nigeria by obtaining the requisite licenses within one month; and that the Commission should submit a report with respect to efforts towards ensuring regularization of telecom service operations and licensing of all SES customers within one month.

13.6 Regulatory Intervention - Stakeholders Committee on The Investigation into Possible Violations of Privacy and Other Rights Under The Constitution of The Federal Republic Of Nigeria 1999 and The Federal Competition and Consumer Protection Act 2018

MTN Nigeria Communications PLC and the Association of Licensed Telecoms Operators of Nigeria (ALTON) requested the Commission's regulatory intervention on an Order issued by the Federal Competition and Consumer Protection Commission (FCCPC) directing Mobile Network Operators (MNOs) to shut down network operations and associated communications services of all 'known and disclosed' digital Money Lenders on the grounds of multiple violations of consumer rights.

Consequently, the Commission held a preliminary meeting with MNOs and Alton on the 1st of September 2022 and subsequently with the FCCPC on the 2nd of September 2022. The Commission also constituted an interdepartmental Committee comprising CME, LRS, NMIS, TSNI and CAB with defined terms of reference. Inaugural meeting was held on September 16, 2022.

13.7 Appeal to State Governors for Implementation of the Uniform Right of Way Fee of N145 Per Linear Meter of Fibre and Commendation of State Governors that Have Implemented the Uniform Right of Way Fee of N145

An assessment of the Right of Way (RoW) charges for laying of fibre optic cables across the country was conducted, and it was found that 30 States including the FCT were yet to implement the uniform RoW fee of N145.00 per linear meter of fibre pursuant to the resolution of the National Economic Council in 2020 which was also adopted by the Nigerian Governors Forum.

By way of intervention, letters were written to the Governors of these States and the Honorable Minister of the FCT. Through this medium, the Commission extended the goodwill of its Board and Management and appealed to them for consideration and implementation of the agreed Row Charge in order to speed up the expansion of telecommunications infrastructure and deepen broadband penetration so as to unlock the digital economic potential of their various States and Nigeria at large. The letters also sought special audience with the Thirty (30) State Governors and the Minister of the FCT to enable the Honorable Minister of Communications and Digital Economy address them further on the progress of the digital economy objectives of the Federal Government.

In the same vein, the Commission wrote letters of commendation to Seven (7) Governors whose States had implemented the agreed RoW fees (Plateau, Kaduna, Imo, Edo, Ekiti, Kwara and Katsina States). While extending the goodwill and commendation of the Board and Management of the Commission through the letters, they were applauded as champions of digital economy. Also, the Governors were enjoined to assist in lobbying other Governors to toe their footsteps for the mutual benefit of Nigeria's digital economic revolution.

13.8 Unauthorized Use of Subscriber NIN By MTN Agent “Idris Yahaya” (NIN: 84796126966) to Register Multiple SIM Cards

The Commission, while investigating a reported case of attempted Phone Call Phishing Scam discovered that the number (09167491406) used by a fraudster to call his victims was illegally registered and sold.

It was further discovered that the fraudulent registration was carried out by an Agent of ALHASNA AGENCY LTD., IDRIS YAHAYA (NIN: 84796126966), using the NIMC verification process to validate the National Identity Number (NIN) of an unsuspecting subscriber to register and subsequently sell the said line to an unknown individual in the telecoms market.

Consequently, letters were written to all MNOs to BLACKLIST the agent, IDRIS YAHAYA (NIN: 84796126966) from carrying out SIM Registrations; confiscate his devices immediately and to also carry out a detailed audit of all SIM Registrations done by him in order to deactivate any MSISDN found to be fraudulently registered.

13.9 Audit of Call Masking and Refiling Activities In Nigeria Carried Out From June 29 – July 2 and July 7 – 9, 2021

The Commission, following several complaints, conducted an audit exercise on call masking and refiling on MNOs and Seven (7) Interconnect Clearing Exchange licensees. The report was concluded and Exchange Telecommunication Limited and SleekChip Technologies Limited were found to be involved in call masking activities.

Subsequently, both companies were each sanctioned with the sum of N5, 000,000 (Five million naira only) for failure to comply with the directive of the Commission asking them to desist from illegal activities of call masking, refiling, and SIM boxing. Exchange Telecommunications Limited being a repeat offender had its license suspended for a period of thirty (30) days.

13.10 Engagement Sessions/Sensitization Workshop with Relevant Security Agencies on Post – Enforcement Processes and Procedures In the South West And North West Geo-Political Zones

Sensitization sessions on the Commission's post-enforcement processes and procedures held in Kano State on July 28, 2022 with officers of the Nigeria Security and Civil Defence Corps (NSCDC). The Assistant Commandant General, Critical National Assets and Infrastructure (CNAI), Director, Legal Services, all the State Commandants of the seven (7) States in the North-West geo-political region of the country, Heads of CNAI, Intelligence and Legal Units in all the 7 State NSCDC Commands were present. Various key discussions geared towards enhancing the collaboration between the Commission and the NSCDC. The sensitization workshop was concluded in the South-West region on August 31, 2022 in Lagos and the report was concluded accordingly.

CHAPTER



THE NIGERIA OFFICE FOR DEVELOPING THE INDIGENOUS TELECOMS SECTOR NODITS

14.1 Introduction

The Nigeria Office for Developing the Indigenous Telecoms Sector (NODITS) is a Special Purpose Vehicle (SPV) established under the purview of the Commission to: “Stimulate the development of indigenous content in the telecommunications sector and to create top quality indigenous content to propel the sector” as mandated by the National Policy for the Promotion of Indigenous Content (NPPIC) in the Nigerian Telecommunications Sector. The following activities were carried out by the Office during the period under review:

14.2 Letter From 9mobile Seeking Permission to Bring in 1.3 Million SIM Cards from the United Arab Emirates (UAE)

9Mobile wrote to the Commission requesting consent to bring into the country, an outstanding 1.3M SIM Cards from the UAE through RytCard Nigeria Limited. A review of the request from 9mobile showed that the company ordered and paid for the products since 2020 prior to the signing of telecom indigenous contents policy which was signed into law in March 2021.

Therefore, considering that the procurement process was concluded in 2020 before signing of NPPIC 2021 and the fact that the company might incur financial loss if the permission was denied, the Commission allowed the importation of the outstanding 1.3M SIM cards by 9Mobile but with certain conditions, that this would be the last time such waiver would be considered by the Commission unless there is a general scarcity of semi-conductor in the industry.

14.3 Local Content Policy in The Telecommunications Transit Industry

i. Nigerian Telecommunication Indigenous Content Expo (NTICE 2022)

NODITS organized its maiden edition of the Nigerian Telecommunication Indigenous Content Expo (NTICE 2022) from 1st – 2nd August 2022 at the Landmark event centre, Lagos with the theme; “Stimulating the Development of Indigenous Content through Innovation and Commercialization”. In attendance at the Expo were a representative of the Lagos State Governor, the Honourable Minister for Communications and Digital Economy, the Executive-Vice Chairman/CEO of the Commission and other Commissioners, Members of the National Assembly, industry giants, exhibitors, innovators, media, and members of the public. The event featured exhibitions and panel sessions where industry matters were discussed. The Commission also seized the opportunity to reiterate the government ban on the importation of SIM cards into the country.

ii. Benchmarking Visit to NCDMB

NODITS paid a courtesy visit to the Nigerian Content Development and Monitoring Board (NCDMB) as a follow up to the NCDMB Program attended in 2021. The benchmarking visit was geared towards understudying the gains achieved by the NCDMB in the Oil and Gas sector for adoption and

consideration in the telecommunications sector based on NODITS' mandate. Arising from lessons learnt from the visit, NODITS has been incorporated into ICT, Oil & Gas sectorial group which provides access to high level sectorial discussions to encourage indigenous content adoption in the sector.

iii. Opolo Global Innovation

NODITS was present at the commissioning of Opolo Innovation Hubs at the Obafemi Awolowo University (OAU), Ile Ife and Osun State University, Osogbo from the 21st - 22nd February 2022. Opolo is an innovation advisory platform for innovators who need infrastructure and support network to grow, and for investors who need promising start-ups and ideas to invest in.

CHAPTER



REGULATORY ACTIVITIES

15.1. Regulations and Guidelines

I. Review of Regulatory Instruments

The Commission commenced the review of the under-listed Regulations and Guidelines and held Public Inquiries with respect to the instruments during the period under review:

- a) Draft Type Approval Regulations
- b) Draft Consumer Code of Practice Regulations
- c) Draft Guidelines on Advertisements & Promotions
- d) Draft Guidelines on Short Codes
- e) Draft Guidelines on the Technical Specifications for the Deployment of Communications Infrastructure

The reports of the various Public Inquiries have been published on the Commission's website.

ii. Amendment of Guidelines

The under listed Guidelines were amended and published on the Commission's website for industry use:

- a) SIM Replacement Guidelines, 2022.
- b) Spectrum Trading Guidelines, 2022.

15.2. Legal Reviews, Advice and Opinions

i. IHS Nigeria Limited

The Commission received an originating process in respect of a suit filed by IHS Nigeria Limited (IHS) against the Cross River State Government and its relevant agencies. IHS challenged the demand for payment of environmental charges and fees in respect of its base stations and telecoms infrastructure by the Cross River State Infrastructure Safety and Regulatory Agency. IHS also sought to join the Commission and the National Environmental Standards and Regulations Enforcement Agency (NESREA). Further to the above, the Commission received a copy of a Motion on Notice from the Cross River State High Court, Calabar Division, filed by IHS Nigeria Limited, requesting the Court's leave to join the Commission and NESREA as Defendants to the matter. The processes were reviewed, and further necessary action will be taken upon receipt of the Court order joining the Commission officially as a party to the suit.

ii. Favoured Farmers Community Empowerment Trust (FFACET) Savings Schemes for Farmers Fertilizers Procurement and Agro Related Facilities

The Commission received a letter from the FFACET requesting the Commission's approval for network operators to make deductions of N10 at source from the airtime balances of all its members on a weekly basis and remit same to FFACET's nominated savings account. Upon review and in accordance with the law, the Commission could not accede to the request as network

operators are not permitted by the Central Bank of Nigeria to convert airtime balances to bank balances.

iii. Non-Compliance to NCC E-Waste Regulations, NESREA E-Waste Regulations and EPR Guidelines by Telecommunications Operators

The Commission received a request from the Alliance for Responsible Battery Recycling Ltd/Gte (ARBR) alleging that telecom operators were not complying with the Commission's E-waste Regulations. The Commission responded to ARBR accordingly stating that the necessary mechanisms are being put in place towards ensuring appropriate disposal of e-waste by its licensees.

15.3. Regulatory Requests

I. Airtel Networks Limited

The Commission approved a request from Airtel Networks Limited for a letter of No Objection from the Commission which is a requirement by the CBN as Airtel had applied for a Payment Service Bank (PSB) Licence and had no outstanding regulatory obligations to the Commission.

ii. Proposed Acquisition Of 14.81% Minority Equity Interest in Interswitch Holdings Limited, By Peridot Inclusion Limited

The request for a "No Objection" received from Interswitch Limited (Interswitch) for a proposed acquisition of 14.81% Minority Equity Interest in Interswitch Holdings Limited, by Peridot Inclusion Limited, a Private Limited Company incorporated under the laws of Singapore was reviewed and approved.

iii. Proposed Divestment Of 100% Equity Interest in Mainone Hold Co. To Equinix Inc.

A request for a "No Objection" received from MainOne NG for a proposed divestment of 100% Equity Interest in MainOne Hold Co. to Equinix Inc was reviewed and approved.

iv. IHS Nigeria Limited (IHS)

The Commission received a letter from IHS Nigeria Limited (IHS) requesting its intervention on spurious taxes and levies being imposed on IHS by the Benue State Government and its agencies, despite the Judgment of a High Court of Benue State delivered in IHS's favour that such claims by the Benue State Government are unconstitutional. Regulatory intervention in the matter is ongoing.

v. Request By MTN Nigeria Communications (MTN) to Disconnect International Data Access (IDA) Licensees from its Network for Reasons of Indebtedness.

The Commission received a request by MTN to disconnect the following IDA Licensees from its

network for reasons of indebtedness arising from termination of international voice traffic on its network:

- Polo Solutions Projects Limited
- Breeze Micro Limited
- Broadbased Communications Limited
- Exchange Telecoms Limited
- Interconnect Clearinghouse Nigeria Limited
- Information Connectivity Solutions Limited
- Sleekchip Technologies Limited
- Westan Microlinks Limited
- Alpha Technologies Limited

Consequently, an opinion was forwarded to Management on the growing increase of licensees' failure to settle indebtedness arising from termination of international traffic. This is primarily because some licensees actively disregard compliance with the Commission's Determination on Mobile (Voice) International Termination Rate (as amended), which took effect on August 25, 2022, mandating the settlement of charges for termination of international traffic in USD. Arising from the above, approval was obtained for MTN to block the affected IDA Licensees from transmitting international traffic on MTN's network until settlement of the indebted sum.

iv. Request by MTN Nigeria Communications (MTN) to Disconnect Mobile Network Operators from its Network for Reasons of Indebtedness

MTN requested the Commission's approval to disconnect Airtel Networks Limited and Globacom Limited for non-payment of terminating international traffic on its network. Approval was sought and obtained to grant the request for approval to disconnect the indebted MNOs in line with the Guidelines for disconnection of Operators.

15.4. Interconnect Indebtedness of Globacom Gateway Limited To 21st Century Technologies Limited

The Commission intervened in an interconnect dispute between 21st Century Technologies Limited and Globacom Gateway Limited. It was noted that Globacom Gateway Limited did not respond to any of the Commission's correspondence regarding why it was yet to defray its interconnect debt. Accordingly, the issue was escalated for further action in view of the company's failure to comply with the Commission's directive.

15.5. Freedom Of Information (FOI) Requests

The Commission received and treated the following requests made pursuant to the Freedom of Information (FOI) Act, 2011 during the period under review:

S/N	Name of Organisation	Summary of Requested Information
1.	Triple-E Media	Daily Call Logs for all calls connected to 112 from June 1, 2021 to June 30, 2022.
2.	Basic Rights Watch	2020/2021 Public Finance Expenditure Records.
3.	BudgIT Foundation	2020/2021 Public Finance Expenditure Records.
4.	International Centre for Investigative Reporting	List of Projects Sponsored by Federal Law Makers and Revenue Generated in this regard.
5.	Public and Private Development Centre Ltd.	2021 Public Finance Expenditure Records and 2022 Procurement Plan.

Table 15.1: Freedom of Information (FOI) Request Jan - Dec 2022

15.6. Review of Bills

I. Concluded Reviews

The following Bills were received and reviewed during the reporting period:

- a. Finance Bill: The Bill was reviewed, and observations made were forwarded to the Honourable Minister for Communications and Digital Economy as well as the Secretary of the Presidential Committee on Excise Duty.
- b. Bill to Enact the National Information Technology Development Agency Act to Provide for the Administration, Implementation, Regulation of Information Technology Systems and Practices as well as Digital Economy in Nigeria and for related matters, 2022: The Bill was reviewed and a Board paper was prepared in this regard.

ii. Ongoing Reviews

The following Bills were also being reviewed:

- a. Bill for an Act to Repeal the Patents and Design Act and Enact the Patents Act, 2022 to Provide for the Protection of Inventions and other related Matters, 2022.
- b. Bill for an Act to Repeal the Produce (Enforcement of Export Standards) Act and Enact the Federal Produce Inspection Service (Establishment, Enforcement of Export Standards) Act, to provide for the Inspection and Enforcement of Grades and Quality Standards of Produce and Commodities Intended for Import into or Export from Nigeria at Ports of Shipment and for related matters, 2022.
- c. Bill for an Act to Establish the National Industrial Park Development Agency as Mechanism for Clustering of Knowledge and Innovation Based Industrial Parks Formations in Nigeria and for other related matters, 2022.

- d. Bill to amend the provisions of the Nigerian Investment Promotion Commission Act to Make Provisions for Protection of Micro, Small and Medium Enterprises (MSME) from Unfair Competition and other related matters, 2022.
- e. A Bill for an Act to introduce Measures Aimed against the Trade in Counterfeit Goods so as to further Protect Owners of Trademarks and Copyright under against the Unlawful Application, to Goods, of the Subject Matter of their respective Intellectual Property Rights and against the Release of Goods of that Nature (called "Counterfeit Goods") into the Channels of Commerce and for other Matters Connected therewith, 2022.

15.7. Interconnect and Co-Location Agreements

The under- listed were found to be in compliance with the extant regulatory framework of the Commission and were registered accordingly.

I. Interconnect Agreements between:

- Airtel Networks Limited and Vezeti Services Limited
- Telko Managed Service Limited and MTN Nigeria Communications Plc.
- Imbil Telecom Solution Limited and MTN Nigeria Communications Plc.
- Mkel Networks Limited and Airtel Networks Limited
- Mkel Networks Limited and MTN Nigeria Communications Plc.
- MTN Nigeria Communications Plc and Rapidlink Telekoms Limited
- Mafab Communications Limited and Ratel Plus Nigeria Limited
- Interconnect Clearing House Nigeria Limited and Ratel Plus Nigeria Limited

ii. Other Agreements:

- Addendum to the Interconnect Agreement between Airtel Networks Limited and Rapidlink Telekoms Limited.
- Addendum to Interconnect Agreement between Airtel Networks Limited and Telko Managed Services Limited
- Co-location and Infrastructure Sharing Agreement between ATC Nigeria Wireless Infrastructure Limited and Ekovolt Telco Limited.
- Co-location and Master Lease Agreement between MPS Technologies Limited and Spectranet Limited
- Master Lease Agreement (MLA) between ATC Nigeria Wireless Infrastructure Limited and Swift Networks Limited
- Value Added Services Aggregator Agreement between HML Consulting Limited and Mkel Networks Limited

15.8. Confirmation Of Compliance with Regulatory Obligations - Frequency Licences

The licensees listed below had outstanding obligations that could hinder the processing of their applications to renew their Frequency Licences with the Commission.

I. Natcom Development and Investment Limited

- NATCOM indebtedness to MTN for a disputed sum of N6, 997,551,866.00 (Six Billion, Nine Hundred and Ninety-Seven Million, Five Hundred and Fifty-One Thousand, Eight Hundred and Sixty-Six Naira) only from 2017- August 2022.
- NATCOM indebtedness to IHS (Nigeria) Limited to the tune of N26, 300,000,000 (Twenty-Six Billion, Three Hundred Million Naira) only as of July 31, 2022.

ii. Globacom Limited

- Globacom indebtedness to Airtel for the sum of \$2,012,022.38 (Two Million, Twelve Thousand, Twenty-Two Dollars and Thirty-Eight Cents) in respect of international traffic from January-June 2022.
- Globacom indebtedness to Interconnect Clearinghouse Nigeria Limited to the tune of N140,705, 169.07 (One Hundred and Forty Million, Seven Hundred and Five Thousand, One Hundred and Sixty-Nine Naira, Seven Kobo) only being interconnect debt from July 2017- December 2021

iii. Emerging Markets and Telecommunication Services (EMTS)

- EMTS indebtedness to Airtel to the tune of \$852,048.52 (Eight Hundred and Fifty-Two Thousand, Forty-Eight Dollars and Fifty-Two Cents) in respect of international traffic from January-June 2022.
- EMTS indebtedness to MTN to the tune of \$53,289.60 (Fifty-Three Thousand, Two Hundred and Eighty-Nine Dollars and Sixty Cents) being interconnect debt from January –March 2022.

iv. Swift Networks Limited (SNL)

- SNL indebtedness to IHS Towers Nigeria Limited to the tune of N4, 839,458, 952 (Four Billion, Eight Hundred and Thirty-Nine Million, Four Hundred and Fifty-eight Thousand, Nine Hundred and Fifty-Two Naira) only being interconnect indebtedness for the Fourth Quarter of 2020.

v. INQ Digital Nigeria Limited (INQ)

- INQ indebtedness to Airtel for a disputed sum of N8, 265,328.68 (Eight Million, Two Hundred and Sixty-Five Thousand, Three Hundred and Twenty-Eight Naira, Sixty-Eight Kobo) only being interconnect debt as of November 2020.

vi. Smile Communications Limited (Smile)

- Smile indebtedness to ATC Nigeria Wireless Infrastructure Limited (ATC) to the tune of N259, 583,656.79 (Two Hundred and Fifty-Nine Million, Five Hundred and Eighty-Three Thousand, Six Hundred and Fifty-Six Naira-Seventy-Nine Kobo) only for collocating on its network from April-July, 2022.

15.9. Requests For Surrender of Licence

The following companies requested to surrender their licenses and after due investigations, it was determined that they had no record of any outstanding legal or other obligation that may hinder processing the applications of the Companies to surrender their Licenses:

- Walt Disney Company Nigeria Limited.
- Kemajibs Nigeria Limited
- IMI Mobile VAS

15.10. Change in Shareholding Structure

Following requests from the under-listed licensees to effect a change in their Shareholding structure above the prescribed threshold of 10%, Approval-in-Principle was issued to each of the following Companies:

- a. Teleweb Services Limited
- b. Lumumba Technologies
- c. eStream Network Limited
- d. Dangote Oil Refining Company Limited
- e. Interconnect Clearing House Nigeria Limited
- f. Alfa O & O Ventures Nigeria Limited
- g. Bitflux Communications Limited
- h. Liquid Intelligent Technologies
- i. Swift Telephone Network Limited
- j. Shago Payments Limited
- k. Hoop Telecoms Limited
- l. AE Technologies Limited
- m. LCF Global Partners

Final approvals were also given to the under-listed companies:

- a. MKEL Networks Limited
- b. VDT Communications Limited
- c. LCF Global Partners Limited
- d. Project Support Services Limited (PSSL)

CHAPTER



16

EMERGENCY COMMUNICATION CENTRE ECC

16.0 EMERGENCY COMMUNICATION CENTRE (ECC)

The monitoring, coordinating, and reporting on the establishment and management of Emergency Communication Centres across the Country is one of the statutory responsibilities of the Commission. One Emergency Communication Centre (ECC) is planned per each State of the Federation to ensure that there is adequate emergency communication service across the country. There are currently Twenty-Seven (27) active and operational ECCs spread across the six geopolitical zones.

16.1 Toll Free Number Calls Records 2022

A total of Fifty-Seven Million, One Hundred Thousand, Three Hundred and Eleven (57,100,311) calls were received across all the ECCs in the year 2022. Ten Thousand, Six Hundred and Forty-One (10,641) of these calls were emergency cases while Fifty-Seven Million, Eighty-Nine Thousand, Seven Hundred and Forty calls (57,089,740) received were hoax and non-emergency calls (Fig.1).

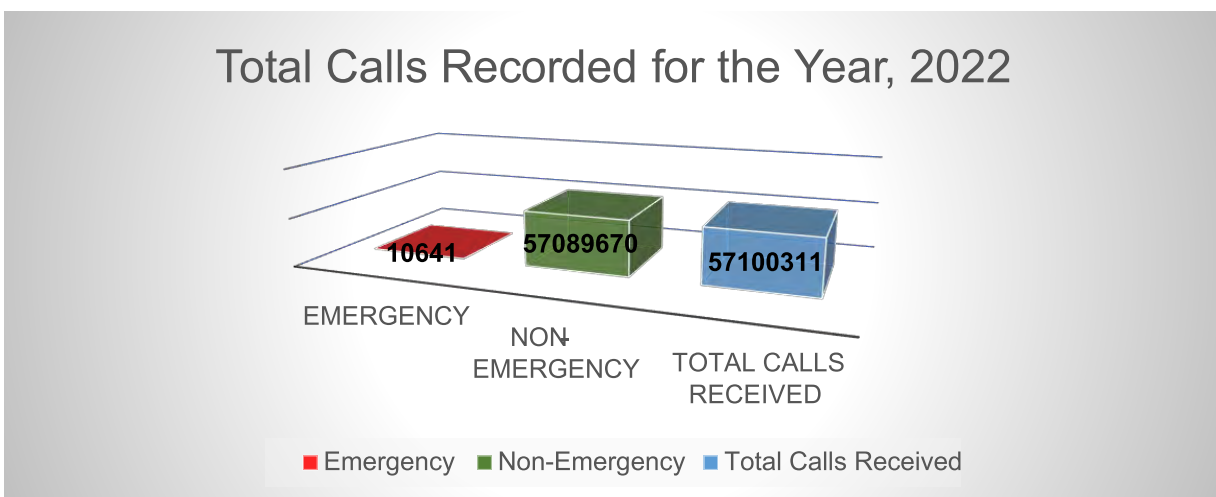


Fig. 16.1: Total calls recorded for the year 2022

The highest received emergency cases were recorded in the month of December with a total of One Thousand, One Hundred and Fourteen calls 1114 calls whereas the lowest calls received were recorded at 735 calls in the month of July (Fig.2)

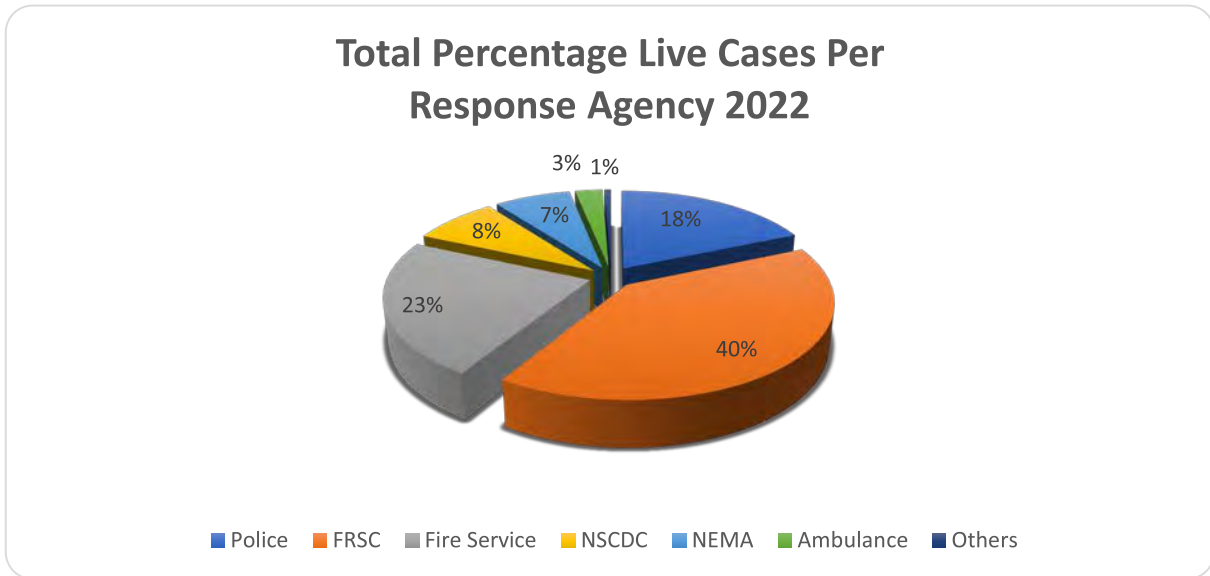


Fig. 16.2: Total percentage live cases per response agency 2022

Emergency calls received were all dispatched to the appropriate emergency response agencies. Efforts are continuously being made to ensure the reduction of hoax calls and awareness of the 112 Emergency call Service. In this regard, Management approved for the airing of 112 awareness radio jingles across all the states of the federation.

16.2 Engagements and Collaborations on ECC

The Commission continued to work with response agencies and other stakeholders for continuous and improved 112 service delivery. These include:

- 1) Presentation titled: Appraisal of the 112 Toll Free Number and the Operations of the Emergency Communication Centre at the Road Safety Stakeholders Meeting 3.0. The meeting with the Theme: Leveraging Technology in Enhancing Road Safety Operations was held on the 5th of March 2022 at the National Trauma Centre, Abuja.
- 2) Provision of Computer Aided Dispatcher Workstations to response agencies aimed at ensuring seamless collaboration with response agencies on dispatch of emergency calls.
- 3) Meeting with the Nigeria Security and Civil Defence Corps (NSCDC) telecommunication section held on Tuesday, 20th September 2022. The discussions focused on abandonment of duty posts, frequent redeployment of NSCDC personnel deployed to the ECCs and review of MoU between the Commission and the NSCDC for improved security service provision at the ECCs.

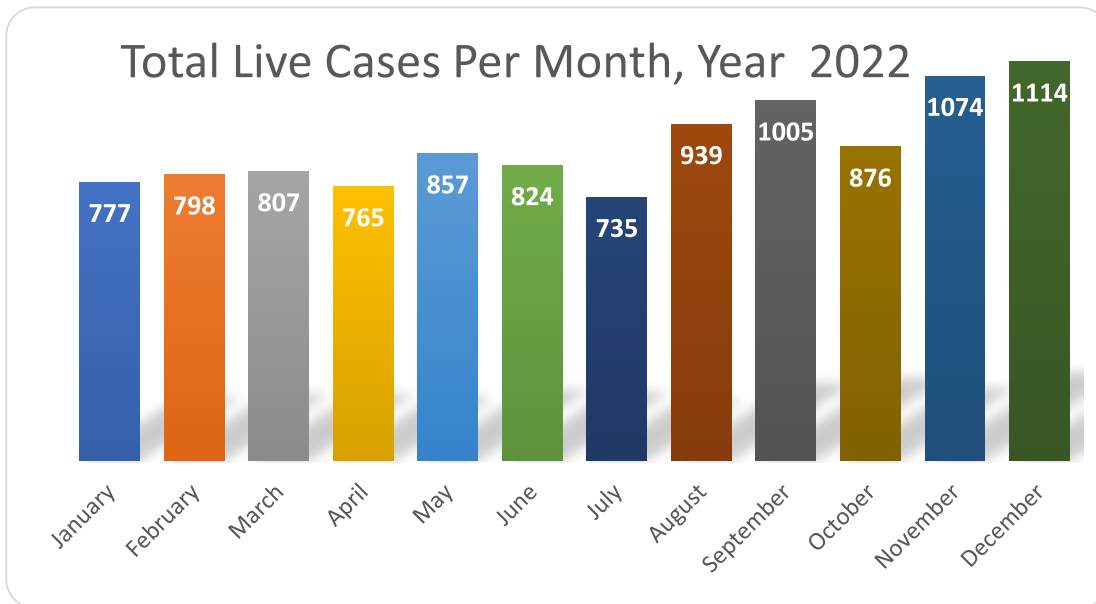


Fig. 16.3: Total live cases per month, year 2022

FCT recorded the highest received emergency cases at 2265 calls while Ekiti State had the lowest received cases at 17 calls (Fig 3).

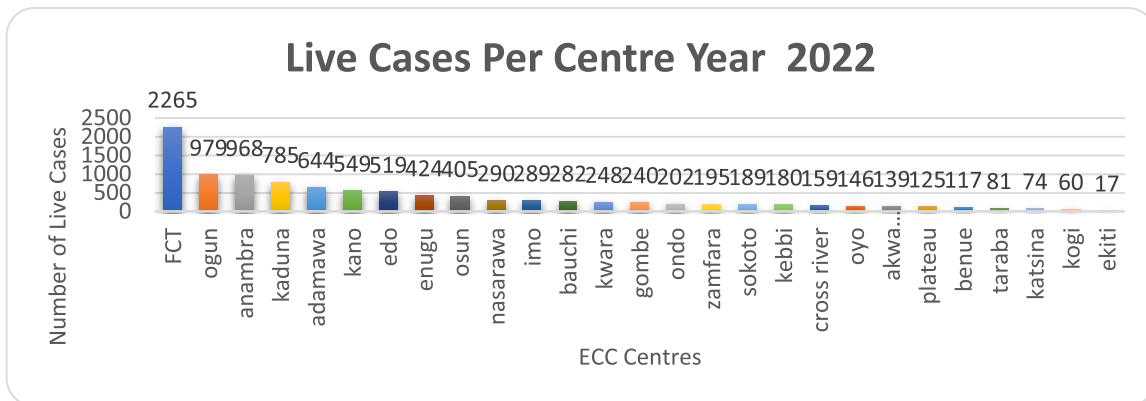


Fig. 16.4: Live cases per centre year 2022

The highest dispatched emergencies were received by the Federal Road Safety Commission (FRSC) at 40.3% while the lowest recorded live cases were the Ambulance /Health Emergency Services (Fig.4)

- 4) Meeting with Operation Management and Facility Maintenance (OMFM) Consultants for the Twenty-Seven (27) operational ECCs on 26th July 2022. The meeting was focused on the overall performance of the OMFMs, challenges and areas that require improvement to ensure smooth running of the ECCs.

16.3 Special Projects

To further fulfil its contributions to the delivery of the goals and objectives of the National Digital Economy Policy and Strategy, NDEPS (2020 – 2030), the Commission earmarked on the following special initiatives in 2022:

- Provision of Broadband Infrastructure for Micro, Small and Medium Enterprise (Market Places) and Higher Institution of learning across the six (6) Geopolitical Zones of the Country.

CHAPTER



INTERNATIONAL AFFAIRS

The Commission participated in 130 International conferences, meetings and events. Major conferences attended include:

i. GSMA Mobile World Congress In Barcelona, Spain 28th February – 3rd March 2022

The Executive Vice Chairman participated in a high-level Roundtable Session organized by GSMA for policymakers on the topic “Spectrum Roadmaps for a Thriving 5G Era”. This session provided a platform for the Commission to discuss how industry, government and international organisations can work together to maximize the impact of spectrum. The EVC was invited to share his experience in the light of NCC's leading role in 5G adoption on the African continent.

ii. The International Telecommunications Union (ITU) Council Meeting ITU Headquarters in Geneva, from 21 to 31 March 2022

This year's session of the Council which held at the ITU Headquarters in Geneva, Switzerland from 21st – 31st March 2022 was the first physical Session since the outbreak of the COVID-19 Pandemic in 2019. There was high level participation by most Member States who were represented by their Ministers and Ambassadors.

iii. The 19th Annual General Meeting (AGM) of the West Africa

Telecommunications Regulators Assembly (WATRA) Held in Riviera Hotel, Conakry, Republic of Guinea from March 29th - 31st, 2022 The 'Autorité de Régulation des Postes et Télécommunications' (ARPT) in collaboration with the Executive Secretariat of the West Africa. Telecommunications Regulators Association (WATRA), organized the 19th Annual General Meeting (AGM) from 29 – 31 March 2022 in Conakry, Republic of Guinea. Fourteen member states were present at the 19th AGM, except for Ghana and Liberia. Nigeria handed over the Chairmanship of the Executive Committee to Guinea, with Mali as 1st Vice-Chair and Sierra Leone as 2nd Vice-Chair.

iv. Meeting with SPIDER and Swedish Post and Telecoms Authority (PTS) 11th – 13th September 2022

The outcome of this year's meeting saw the Commission elevate from a beneficiary of SPIDER to a Partner. Additionally, the European Union is partnering with SPIDER and plans to place more focus on Africa in ICT, to facilitate development and bridge the gap in the area of cyber security and connectivity.

v. 2nd Edition of the Cyber Africa Forum (CAF) in Abidjan 9th – 10th May 2022

The Executive Vice Chairman, represented by the Executive Commissioner, Technical Services, Engr. Ubale Maska, participated in the final panel discussion on Cyber Defence: A Strategic Asset for the Continent.

vi. Internet Corporation for Assigned Names and Numbers (ICANN):

- ICANN 73 Community forum: the first meeting of the year held virtually from March 7-10, 2022.
- ICANN 74 Policy Forum: This was the first hybrid ICANN meeting since the COVID-19 pandemic was declared in March 2020. The prep week was from May 31 – June 2, 2022, while the main forum was from June 13th-16th, 2022.
- ICANN 75: Four members of staff of the Commission participated at the ICANN 75 Annual General Meeting (AGM) held in Kuala Lumpur, Malaysia, from September 17-22, 2022.

Others include but are not limited to:

- Consumer Electronics Show (CES) in Las Vegas, USA from 5th – 8th January 2022
- 4th and Final APM Towards WTDC –2nd-3rd February 2022
- Public Utilities Regulatory Authority of the Gambia Visited the Commission on a Benchmarking Tour from 21st – 22nd February 2022.
- The World Telecommunication Standardization Assembly (WTSA-20) held in Geneva, Switzerland from 1st- 9th March 2022 3rd Inter-regional Meeting (IRM-3) Towards WTDC - 21 in Geneva from 10th – 11th March 2022

CHAPTER



SPECTRUM ADMINISTRATION

18.1 Frequencies Assigned Within the Period Under Review (January – December 2022)

Within the period under review, the Spectrum Administration Department received applications from companies seeking to be assigned Spectrum licence. The applications were reviewed and evaluated with 15 (fifteen) Spectrum Assignments granted to qualified Licensees. Details of the frequencies assigned in the year 2022 are captured in the table below:

S/N	OPERATOR	FREQUENCY BAND	CHANNEL SPACING	LOCATION	EFFECTIVE DATE
1.	Inq. Digital	18GHz 23GHz	27.5MHz 28MHz	Abuja, Lagos, Rivers and Oyo	March 10, 2022
2.	Airtel Networks Ltd	23GHz (Concatenation Extension)	56MHz	Nationwide	January 1 2022 valid for 6 Months
3.	Airtel Networks Ltd	8GHz – Low Band	29.65MHz	Nationwide except FCT and its environs	April 25, 2022
4.	Total E & P Nigeria Limited	8GHz – Low Band	29.65MHz	Rivers	April 11, 2022
5	MTN Nigeria Communications Plc.	18GHz 23GHz (Concatenation)	55MHz 56MHz	Nationwide	January 11, 2022 - for 839 links April 1, 2022 - for 1,169 links. Termination Date: September 30, 2022 for all the total (2008) links.
6	MainOne Cable Company Limited	18GHz	27.5MHz	Rivers	May 10, 2022
7	MainOne Cable Company Limited	23GHz	28MHz		May 10, 2022
8	Cyberspace Limited	2.3GHz	20MHz	Rivers FCT, Lagos & Delta	June 22, 2022
9	MainOne Cable Company Limited	7GHz –Low Band	28MHz	Rivers	July 6, 2022
10	MainOne Cable Company Limited	18GHz	27.5MHz	Lagos	July 6, 2022

11	MainOne Cable Company Limited	23GHz	28MHz	Rivers	July 22, 2022
12	Harspora Nigeria Ltd.	7GHz	28MHz	Akwa Ibom	July 29, 2022
13	Airtel Networks Limited	2.6GHz	2 x 10MHz	Nationwide	January 26, 2023

Table 18.1: Year 2022 Spectrum Assignment Details

18.2 Space and Satellite Related Activities

The Spectrum Administration Department carried out satellite related activities such as granting of landing permits, assignment of space related frequencies and satellite coordination. In addition, the Year 2022 witnessed the hallmark of engagements with satellite operators as the space segment continues to gain momentum in the industry. Notable amongst the organisations that the Commission engaged with are: Starlink Internet Services Nigeria Limited (Starlink), Africa Mobile Networks Communications Ltd, Omnispace, Airtel, Azercosmos, OQ Technology etc.

A summary of the permits issued during the period in view are captured in the table below:

S/N	OPERATOR	LICENCE	FREQUENCY BAND	STATUS
1	AFRICA MOBILE NETWORKS COMMUNICATIONS LTD	1 NR. VSAT EARTH STATION NETWORK FREQUENCY LICENCE	Ku – BAND	ISSUED
2	AFRICA MOBILE NETWORKS COMMUNICATIONS LTD	1 NR. GATEWAY EARTH STATION NETWORK FREQUENCY LICENCE	Ku – BAND	ISSUED
3	OQ TECHNOLOGY	1 NR. LANDING PERMIT FOR LEO CONSTELLATION	S – BAND	ISSUED
4	AZERCOSMOS	1 NR. LANDING PERMIT FOR AZERSPACE-1 SPACE STATION	C – BAND	ISSUED
5	AZERCOSMOS	1 NR. LANDING PERMIT FOR AZERSPACE-2 SPACE STATION	Ku – BAND	ISSUED
6	CBC EMEA	1 NR. VSAT EARTH STATION NETWORK FREQUENCY LICENCE	Ka – BAND	ISSUED
7	STARLINK INTERNET SERVICES NIG. LTD	1 NR. VSAT EARTH STATION NETWORK FREQUENCY LICENCE	Ku – BAND	ISSUED

8	STARLINK INTERNET SERVICES NIG. LTD	5 NR. GATEWAY EARTH STATION (GES) FREQUENCY LICENSES	Ku – BAND	ISSUED
9	NSS LICENSEE BV	1 NR. LANDING PERMIT FOR SES- 17 SPACE STATION	Ka – BAND	ISSUED
10	TELESAT	1 NR. LANDING PERMIT FOR T11N SPACE STATION	Ku – BAND	ISSUED
11	OMNISPACE	1 NR. LANDING PERMIT FOR MEO CONSTELLATION (OMNISPACE-F2)	S – BAND (MEO)	ISSUED
12	OMNISPACE	1 NR. LANDING PERMIT FOR LEO CONSTELLATION (OMNISPACE -1)	S – BAND (LEO)	ISSUED
13	RASCOMSTAR	1 NR. LANDING PERMIT	C – BAND	ISSUED
14	THURAYA	1 NR. LANDING PERMIT	L - BAND	ISSUED

Table 18.2: Permits Issued Jan. - Dec. 2022

One important stride made within the period under review is that the Commission has begun taking steps to develop the existing Guidelines on Commercial Satellite Communications into a Regulation for satellite operations in Nigeria.

18.3 Spectrum Fees for The Year 2022

The total Spectrum fees received from Operators from January – December 2022 was N133,229,547,420 (One Hundred and Thirty-Three Billion, Two Hundred and Twenty-Nine Million, Five Hundred and Forty-Seven Thousand, Four Hundred and Twenty Naira) Only. Details of the payments are captured in the table below:

S/N	Operators	Payment Description	Receipt Number	Amount Paid (₦)
1	Nigeria LNG Limited	1 st January – 31 st December 2022 Microwave Frequency Assignments on the 6 & 7 GHz Bands (Renewal)	HQ/SP/22/02/000007350	2,592,000
2	Swift Networks	1 st January - 31 December, 2016 3.5 GHz Frequency Renewal (Old Invoice No. 02350). Part payment of 30,000,000 made out of 105,000,000 using old invoice.	HQ/SP/22/03/000007672	10,161,000

3	Swift Networks	1 st January – 31 st December, 2016 3.5 GHz Frequency Renewal (Old Invoice No. 02350). Part payment of 30,000,000 made out of 105,000,000 using old invoice.	HQ/SP/22/02/000007396	10,000,000
4	Chevron Nigeria Limited	Microwave Frequency Renewal on the 7 and 13 GHz bands for 22 nd January – December 31 st 2021	HQ/SP/22/01/000007102	1,109,952
5	Nigeria Agip Oil	1 st January - December 31, 2020 6,7,13 GHz _Invoice 02683	HQ/SP/22/01/000007109	2,505,600
6	Nigerian Agip Oil Company Limited	1 st January – 31 st December 2021. Invoice Advice for Nigeria Agip Oil Company Limited Frequency Assignment in the 6, 7 &13 GHz Band (Renewals)	HQ/SP/22/01/000007103	2,505,600
7	Cobranet Limited	(Renewal) on 70/80GHz Band for 1 st January – 31 st December 2022	HQ/SP/22/03/000007749	28,800
8	Cobranet Limited	1 st January – 31 st December 2022 Microwave Frequency Assignments on 7, 13, 15, 18 & 23 Bands (Renewal)	HQ/SP/22/03/000007761	11,308,201.64
9	Cobranet Limited	1 st January – 31 st December 2022. Invoice Advice for Cobranet Limited for the Renewal of 5.4 GHz (25 MHz BW) TDD Spectrum License	HQ/SP/22/03/000007762	28,125,000
10	Swift Networks	1 st January - 31 December, 2016 3.5 GHz Frequency Renewal (Old Invoice No. 02350). Part payment of 30,000,000 made out of 105,000,000 using old invoice.	HQ/SP/22/01/000007156	5,000,000
11	KKON Technologies Limited	1 st January – 31 st December 2021 Invoice Advice for KKontech Ltd for Microwave Frequency Assignments on 15 GHz Band (Renewal)	HQ/SP/22/02/000007513	100,800
12	21st Century Technologies Limited	1 st January – 31 st December 2022. Microwave Frequency Assignment on 7GHz, 11GHz, 15GHz and 23GHz Bands (Renewals) Nigeria Limited	HQ/SP/22/03/000007837	1,756,800

13	Chevron Nigeria Limited	1 st January – 31 st December 2022. Microwave Frequency Assignments on 7, 11, 13 & 15 GHz Bands (Renewal)	HQ/SP/22/03/000007877	4,760,352
14	Zeta-Web Nig. Limited	1 st January – 31 st December 2022. Microwave Frequency Assignment (Renewal) on 15GHz and 23GHz Bands.	HQ/SP/22/03/000007903	1,267,200
15	Cyberspace Limited	1 st January – 31 st December 2022. Microwave Frequency Assignments on 11, 13, 15 & 23 GHz Bands (Renewal)	HQ/SP/22/03/000007934	5,148,000
16	Airtel Networks Limited	Frequency Renewal on 5.4 GHz Band for Nationwide Deployment for a period of 1 st January – 31 st December 2022	HQ/SP/22/03/000007948	213,750,000
17	Inq.Digital Nigeria Limited	1 st January – 31 st December 2022. Frequency Assignment of 28 MHz (31 states) and 56 MHz (6 states) on 10.5 GHz (Renewals)	HQ/SP/22/07/000009421	65,419,200
18	Spectranet Limited	1 st January – 31 st December 2022. Invoice Advice for Frequency Assignment of 20 MHz on 2.3 GHz Band (Renewal).	HQ/SP/22/06/000008998	114,000,000
19	Mobil Producing Unlimited	1 st January – 31 st December 2022. Microwave Frequency Assignments on 7, 8, & 13 GHz Bands (Renewal)	HQ/SP/22/06/000008706	4,233,600
20	Airtel Networks Limited	Microwave frequency renewal fees for 6,7,8,11,13,15,18 & 23GHz for 2021	HQ/SP/22/05/000008626	2,817,016,200
21	BITFLUX Communication Limited	Revised Invoice for Previously Unbilled Microwave Links (Previous Invoice SP/21/11/000178)	HQ/SP/22/05/000008446	3,700,800.00
22	Swift Networks Limited	Spectrum Licence Renewal Fee	HQ/SP/22/07/000009149	15,000,000.00
23	Shell Petroleum Development company of	Jan - Dec 2022 6GHz & 7GHz Microwave Frequency renewal payment	HQ/SP/22/06/000008823	9,936,000

24	MTN Nigeria Communications Plc	1 st January – 31 st December 2021. Invoice Advice for MTN Communication Nig. Ltd for Microwave Frequency Assignments on 7, 8, 11, 13, 15, 18 & 23 GHz Bands (Renewal)	HQ/SP/22/05/000008297	2,974,438,800
25	Airtel Networks Limited	1 st January – 31 st December 2022. Microwave Frequency Assignment of 28MHz on the 10.5GHz Band (Renewal)	RRR180644383973	263,340,000
26	Spectranet Limited	1 st January – 31 st December 2021. for Microwave Frequency Assignments on 11, 15 & 23 GHz Bands (Renewal)		84,078,000
27	MTN Nigeria Communications Limited	1 st January – 31 st December 2022. for 28 MHz Frequency Assignment on 10.5 GHz Band (renewal)		263,340,000
28	IINQ Digital Nigeria Limited (Formerly Vodacom)	Renewal of 70/80GHz Band for 1 st January – 31 st December 2022 and 19 th June 2021 – 31 st December 2022		250,126.03
29	Airtel Networks Limited	E-Band Frequency Assignment (Renewal) on 70/80GHz Band for the period 1 st January – 31 st December 2022	Receipt. No. HQ/SP/22/04/00000 8084of 07April, 2022	14,611,968
30	MainOne Cable Company Limited	Renewal of 70/80GHZ E-BAND for 1 st January – 31 st December 2022		86,400
31	Radial Circle Telecommunications Limited	1 st January – 31 st December 2022. Microwave Frequency Assignments on 8 & 15 GHz Band (Renewal)	Receipt HQ/SP/22/04/00000 8046 of 05 April, 2022	345,600
32	MainOne Cable Company Limited	1 st January – 31 st December 2022. 5.4 GHz Spectrum Band (Renewal)		61,125,000
33	Spectranet Limited	1 st January – 31 st December 2022. Invoice Advice for Frequency Assignment of 20 MHz on 2.3 GHz Band (Renewal).	HQ/SP/22/09/000010600	114,000,000.00

34	Intels Nigeria Limited	1 st January – 31 st December 2022. Invoice Advice for INTELS Nig Ltd for Microwave Frequency on 7 and 13 GHz Bands (Renewal)	HQ/SP/22/09/000010537	259,200.00
35	Information Connectivity Solution Limited	1 st January – 31 st December 2022. Microwave Frequency Assignments on 11, 13, 15 GHz Band (Renewal)	HQ/SP/22/09/000010401	1,591,200.00
36	Inq. Digital Nigeria Limited	1 st January – 31 st December 2022. Frequency Assignment of 28 MHz (31 states) and 56 MHz (6 states) on 10.5 GHz (Renewals)	HQ/SP/22/09/000010216	65,419,200.00
37	Ngcom Network Solutions	1 st January – 31 st December 2022. Invoice Advice for NGCOM for Microwave Frequency Assignments on the 13 & 15 GHz Bands (Renewal)	HQ/SP/22/08/000010058	842,400.00
38	Inq. Digital Nigeria Limited	Invoice Advice for Inq. Digital Nigeria Limited for Frequency Renewal on 5.4GHz in Oyo State for the period of 23 rd 2021 - March 29 th , 2022	HQ/SP/22/08/000010040	1,972,500.00
39	Lagos Television	1 st January – 31 st December 2022 Invoice Advice for LAGOS TELEVISION for Microwave Frequency Assignment on 15 GHz Band (Renewal)	HQ/SP/22/09/000010540	50,400.00
40	Inq. Digital Nigeria Limited	1 st January – 31 st December 2022. Frequency Assignment of 28 MHz (31 states) and 56 MHz (6 states) on 10.5 GHz (Renewals)	HQ/SP/22/07/000009421	65,419,200.00
41	Inq Digital Nigeria Limited	1 st January – 31 st December 2022. Frequency Assignment of 28 MHz (31 states) and 56 MHz (6 states) on 10.5 GHz (Renewals)	HQ/SP/22/07/000009042	65,419,200.00
42	Total E And P Nigeria Limited	1 st January – 31 st December 2022. Microwave Frequency Assignments on 7, 13 & 18 GHz Band (Renewal)	HQ/SP/22/08/000009866	1,843,200.00

43	Swift Networks Limited	Spectrum Licence Renewal Fee	HQ/SP/22/07/00000 9149	15,000,000.00
44	Airtel Networks Limited	100MHz on the 3.5GHz band Spectrum Auction (Nationwide) for a period of 10 years. This is the naira equivalent of \$246,240,000.00 with invoice number: SP/2022/12/000295	HQ/SP/22/12/00001 1884	10,101,291,200.00
45	Airtel Networks Limited	100MHz on the 3.5GHz band Spectrum Auction (Nationwide) for a period of 10 years. This is the naira equivalent of \$246,240,000.00 with invoice number: SP/2022/12/000295	HQ/SP/22/12/00001 1885	20,000,000,000.00
46	Airtel Networks Limited	100MHz on the 3.5GHz band Spectrum Auction (Nationwide) for a period of 10 years. This is the naira equivalent of \$246,240,000.00 with invoice number: SP/2022/12/000295	HQ/SP/22/12/00001 1886	20,000,000,000.00
47	Airtel Networks Limited	100MHz on the 3.5GHz band Spectrum Auction (Nationwide) for a period of 10 years. This is the naira equivalent of \$246,240,000.00 with invoice number: SP/2022/12/000295	HQ/SP/22/12/00001 1887	20,000,000,000.00
48	Airtel Networks Limited	100MHz on the 3.5GHz band Spectrum Auction (Nationwide) for a period of 10 years. This is the naira equivalent of \$246,240,000.00 with invoice number: SP/2022/12/000295	HQ/SP/22/12/00001 1888	20,000,000,000.00
49	Airtel Networks Limited	100MHz on the 3.5GHz band Spectrum Auction (Nationwide) for a period of 10 years. This is the naira equivalent of \$246,240,000.00 with invoice number: SP/2022/12/000295	HQ/SP/22/12/00001 1889	20,000,000,000.00

50	Smile Communications Nigeria Limited	1 st January – 31 st December 2021 Invoice Advice for Smile Communication Nig. Ltd for Microwave Frequency Assignments on 7, 13, 15 & 23 GHz Bands (Renewal)	HQ/SP/23/01/00001 1994	41,518,400.00
51	Spectranet Limited	1 st January – 31 st December 2022. Invoice Advice for Frequency Assignment of 20 MHz on 2.3 GHz Band (Renewal).	HQ/SP/22/12/00001 1848	114,000,000.00
52	Airtel Networks Limited	10MHz on the 2.6GHz band (Nationwide) for a period of 10 years. This is the Naira equivalent of \$32,000,000.00 with invoice no SP/2022/12/000293	HQ/SP/22/12/00001 1814	14,270,720,000.00
53	Nigerian Agip Oil Company Limited	1 st January – 31 st December 2022. Invoice Advice for Nigeria Agip Oil Company Limited Frequency Assignment in the 6, 7 & 13 GHz Band (Renewals)	HQ/SP/22/12/00001 1931	2,505,600.00
54	Emerging Market Telecommunication Services Ltd	1 st January – 31 st December 2022. Invoice Advice for EMTS for Microwave Frequency Assignments on 6, 7, 8, 11, 13, 15 & 23 GHz Bands (Renewal)	HQ/SP/22/11/00001 1333	1,205,193,600.00
55	Bitflux Communications Limited	1 st January – 31 st December 2022. Invoice Advice for Bitflux Communications Limited for Microwave Frequency Assignments on 6, 11, 15 & 18 GHz Bands (Renewal)	HQ/SP/22/11/00001 1279	8,776,800.00
56	Smile Communications Nigeria Limited	1 st January – 31 st December 2022. Invoice Advice for Smile Communication Nig. Ltd for Microwave Frequency Assignments on 7, 13, 15 & 23 GHz Bands (Renewal)	HQ/SP/22/11/00001 1277	20,759,200.00
57	BAT Computer Technology Limited	Invoice Advice for BAT Computer Technology Limited for Microwave Frequency Renewal on the 7GHz band 1 st January – 31 st December 2022	HQ/SP/22/11/00001 1174	144,000.00

58	BAT Computer Technology Limited	Invoice Advice for BAT Computer Technology Limited for Microwave Frequency Renewal on the 7GHz band for 12 th March – 31 st December 2021	HQ/SP/22/11/00001 1173	126,720.00
59	Tizeti Network Limited	1st January – 31st December 2022. Invoice Advice For Tizeti Networks Limited For 25mhz And 20 Mhz Frequency Assignments On 3.5 Ghz Band Renewal	HQ/SP/22/11/00001 1150	10,000,000.00
60	Tizeti Network Limited	1st January – 31st December 2022. Invoice Advice For Tizeti Networks Limited For 25mhz And 20 Mhz Frequency Assignments On 3.5 Ghz Band Renewal	HQ/SP/22/11/00001 1077	10,000,000.00
61	Tizeti Network Limited	1st January – 31st December 2022. Invoice Advice For Tizeti Networks Limited For 25mhz And 20 Mhz Frequency Assignments On 3.5 Ghz Band Renewal	HQ/SP/22/11/00001 1073	10,000,000.00
62	Kkon Technologies Limited	1 st January – 31 st December 2022. Invoice Advice for KKontech Ltd for Microwave Frequency Assignments on 15 GHz Band (Renewal)	HQ/SP/22/11/00001 1104	100,800.00
63	Ipnx Nigeria Limited	Frequency Assignment in South West, North Central, Kano State and Rivers State on 5.4 GHz Band for January 1st - December 31st, 2022 (Renewal)	HQ/SP/22/11/00001 1558	10,000,000.00
64	Tizeti Network Limited	1st January – 31st December 2022. invoice advice for Tizeti Networks Limited for 25MHz and 20 MHz frequency assignments on 3.5 GHz band renewal	HQ/SP/22/11/00001 1034	10,000,000.00

65	Tizeti Network Limited	1st January – 31st December 2022. Invoice Advice For Tizeti Networks Limited For 25mhz And 20 MHZ Frequency Assignments On 3.5 Ghz Band Renewal	HQ/SP/22/11/00001 1005	5,000,000.00
66	Radical Technology Network Ltd	1 st January – 31 st December 2021. Microwave Frequency Renewal Fees	HQ/SP/22/11/00001 1014	849,600.00
67	Radical Technology Network Ltd	January 1st 2022 – December 31st 2022 Microwave Frequency Assignment on 11, 15 & 18GHz Band (Renewal)	HQ/SP/22/11/00001 1015	849,600.00
68	Inq.Digital Nigeria Limited	January 1st 2022 – December 31st, 2022 Frequency Assignment of 28 MHz (31 states) and 56 MHz (6 states) on 10.5 GHz (Renewals)	HQ/SP/22/11/00001 1065	65,419,200.00
69	Vdt Communications Ltd	January 1st, 2022 - December 31st, 2022 Invoice Advice for VDT Communications Limited for Microwave Frequency Assignment on 11 & 18 GHz Band	HQ/SP/22/11/00001 1029	619,200.00
70	Smile Communications Nigeria Limited	January 1st – December 31st, 2021 Invoice Advice for Smile Communication Nig. Ltd for Microwave Frequency Assignments on 7, 13, 15 & 23 GHz Bands (Renewal)	HQ/SP/22/10/00001 0898	18,499,200.00
71	Internet Solutions Nigeria Ltd	Invoice Advice for Internet Solutions Nigeria Limited for Microwave Frequency Assignment on 23GHz and 18GHz Bands for January 1st 2021 – December 31st 2021	HQ/SP/22/11/00001 1080	316,800.00
Total:				133,229,547,420

Table 18.3: Spectrum Fees for The Year 2022

18.4 Network Coverage and Base Transceiver Station (BTS) Deployment

BTS deployment trends from January 1, 2022 - December 31st 2022 were analysed using periodic data submitted by Airtel, EMTS, Globacom and MTN. The submissions were made on a quarterly basis from Q1, 2018 (valid for 31st March 2018) until Q3, 2022 (valid for December 31st 2022).

18.4.1 BTS Deployment Trend Analysis

The BTS deployment in Nigeria were reviewed and results indicate a growth of 13.23% i.e., from 114,412 to 129,546 (this is combined for 2G, 3G and 4G deployments). 4G services had the highest percentage increase with 25.2% followed by 2G services with 9.0% and 3G services which grew by 74% in the year 2022.

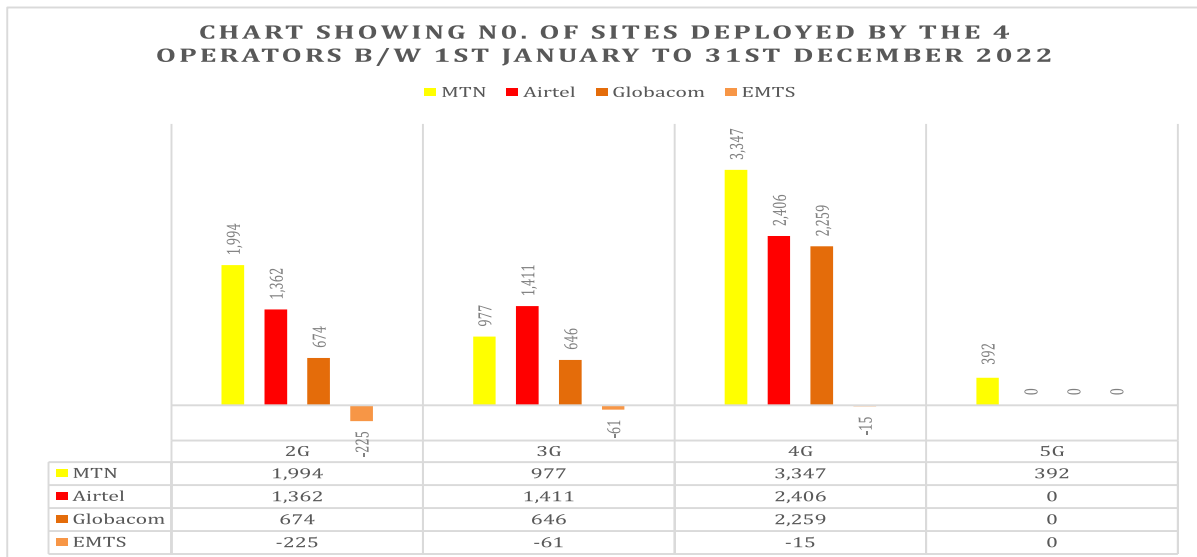


Chart 18.1: A chart showing the BTS deployment trends between Q1- Q4 2022

In terms of Operators' performance, MTN deployed 6710 new sites, AIRTEL deployed 5179, GLOBACOM deployed 3579 while EMTS recorded a reduction of 301 sites.

In terms of deployment by technology, the total number of 2G, 3G and 4G deployments stood at 46,171, 43,322 and 39,694 sites respectively as of December 31st, 2022.

It is important to note that 2022 3rd quarter witnessed the commercial launch of 5G services by MTN which resulted in a 60% growth between the 3rd and 4th quarters of 2022 (225 sites to 392 sites). There are currently 8 states having 5G deployments across the Country as shown in the chart below.

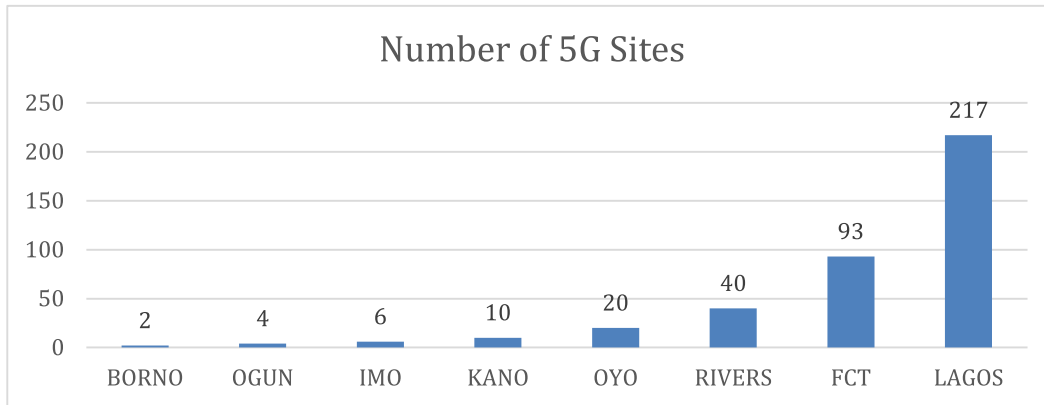


Chart 18.2: 5G deployments across

The expansion by the MNOs in terms of deployments has positively impacted the entire telecoms sector by continually bridging the digital divide. A snippet of the growth from the 1st quarter of 2018 till date shows how the data segment is flourishing, resulting in increase in the country's internet and broadband penetration.

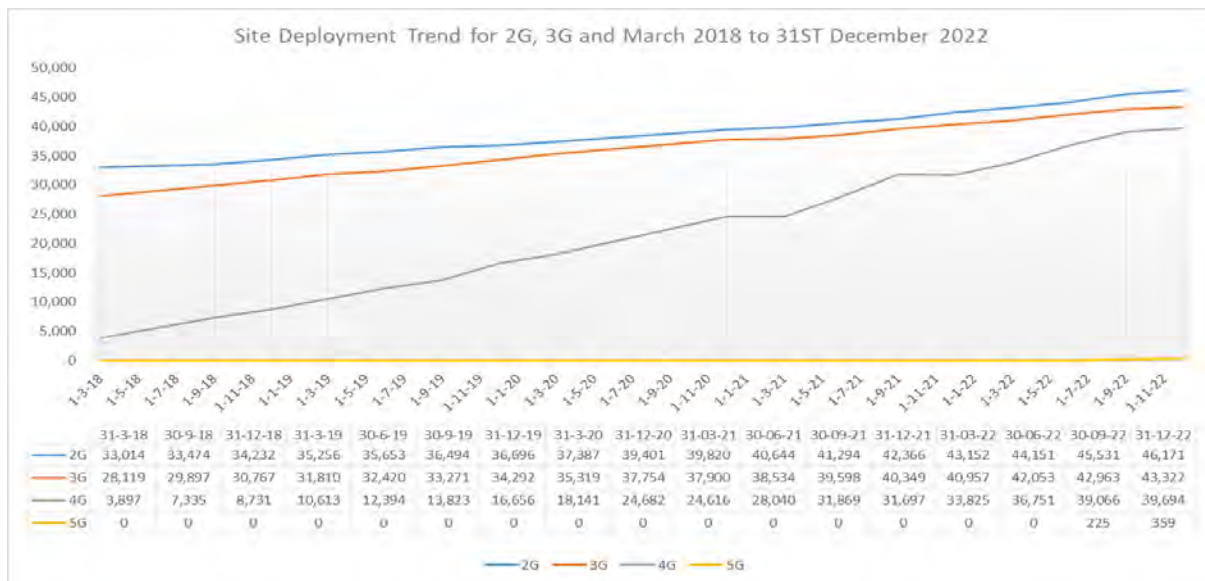


Chart 18.3: A chart showing the deployments trend analysis from 1st March, 2018 to December 31st, 2022

18.4.2 Analysis of Network (2G, 3G, 4G And 5G) Coverage

The details of estimated population coverage for 2G, 3G and 4G networks in Nigeria as at December 31, 2022 is depicted in the table and maps below:

S/N	Category of Network	Estimated Percentage of population within Coverage as at January 1, 2022	Estimated Percentage of population within Coverage as at December 31, 2022	Growth
1	2G	92.90%	93.87%	0.97%
2	3G	84.63%	86.81%	2.18%
3	4G	61.94%	78.68%	16.74%

Table 18.4: Estimated population coverage for 2G, 3G and 4G networks in Nigeria

It is important to note that the data services grew significantly with the 4G services recording a growth in population coverage of 16.74% as well as a marginal growth of 2.1% in the 3G coverage.

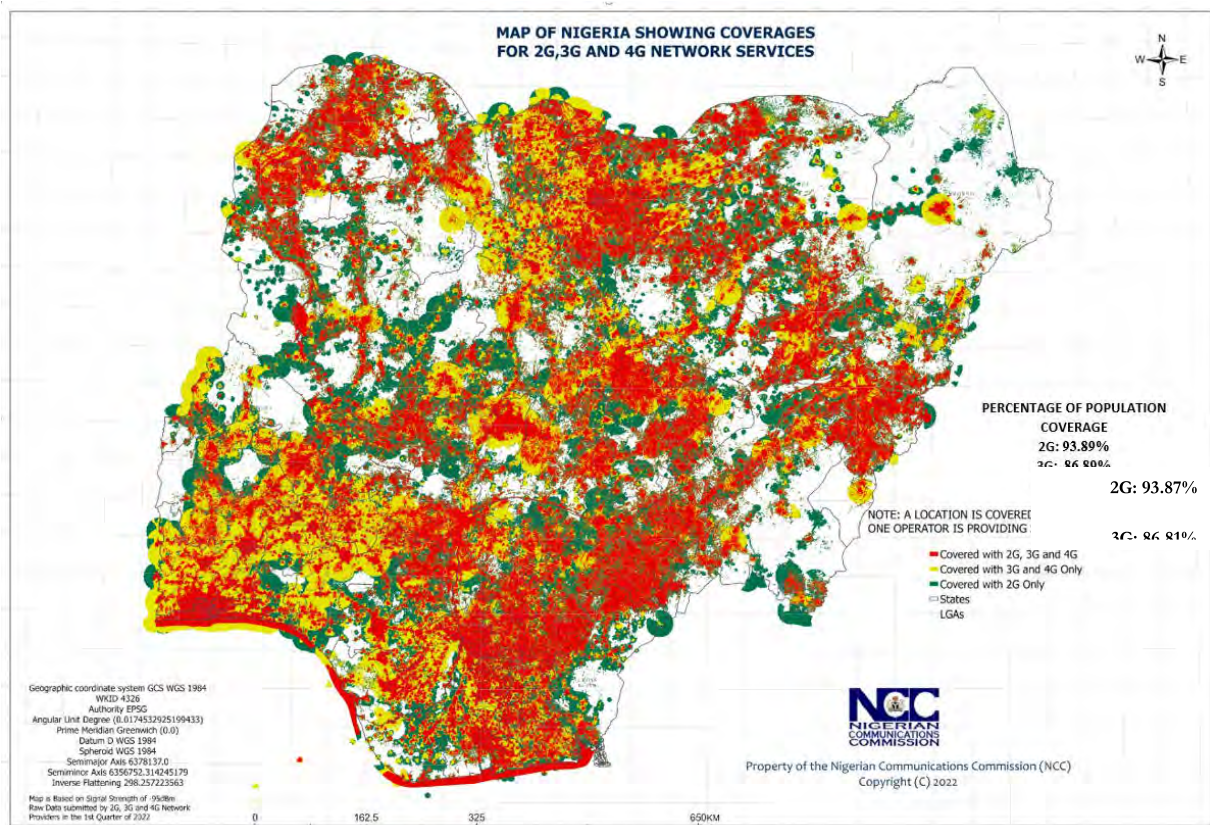


Fig. 18.1: Map of Nigeria showing 2G, 3G and 4G Coverages as at Q4 2022

The results of the above analysis are based on Base Station Data submitted by Operators as at December 31, 2022 and Coverage Data submitted by 30th September, 2022.

Various National and International Institutions have relied on the Coverage reports generated within the period. Notable amongst these are:

- The International Telecommunications Union (ITU)
- Independent National Electoral Commission (INEC)
- National Population Commission (NPC)
- The Broadband Implementation Steering Committee (BISC)

The Commission has therefore continued to take necessary steps to maintain and improve the quality of results derived from the data submitted by Operators through thorough verification systems.

18.5 Highlights of Frequency Interference Clearance, Spot Checks and Occupancy Monitoring Activities Within the Period Under Review

The Commission received a total of twenty-seven (27) interference complaints from licensed service providers (MTN, EMTS, Swift, INQ Nigeria Ltd., MainOne, Cyberspace, and Airtel) and two (2) Resident Associations (Port Harcourt and Lagos).

The Commission monitored and resolved (identified interference cause) 100% of the interference complaints received within the period under review. However, some of the complaints investigated are still awaiting enforcement action. Furthermore, the Commission completed the outstanding monitoring activity of GLOBACOM's unauthorised use of the 2.6GHz band in Edo State and an audit of equipment in the Spectrum laboratory was carried out.

18.6 Summary of Interference Resolutions

Please find below the summary of the interference investigation and resolution activities within the period under review for ease of reference and record purposes.

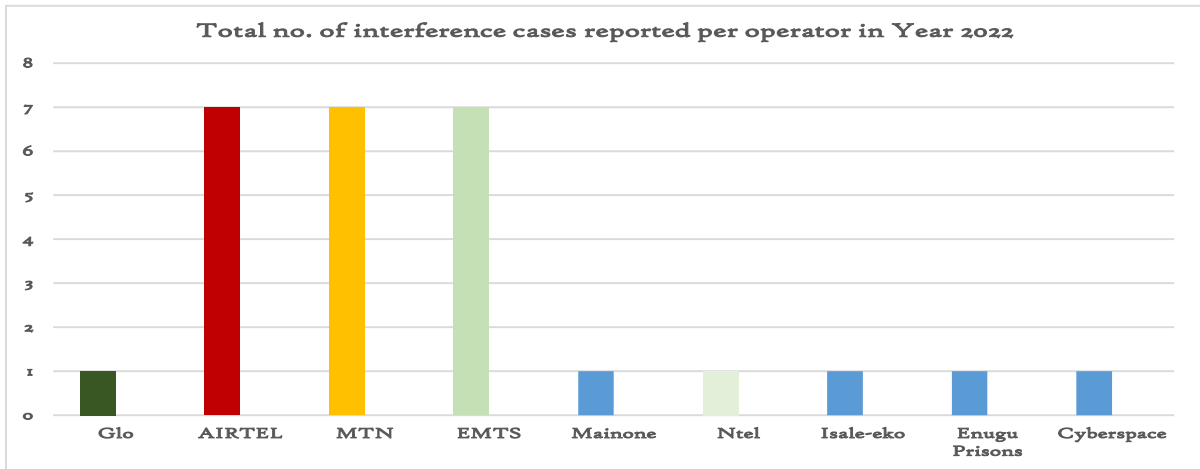


Chart 18.4: Total no. of interference cases reported per operator in Year 2022

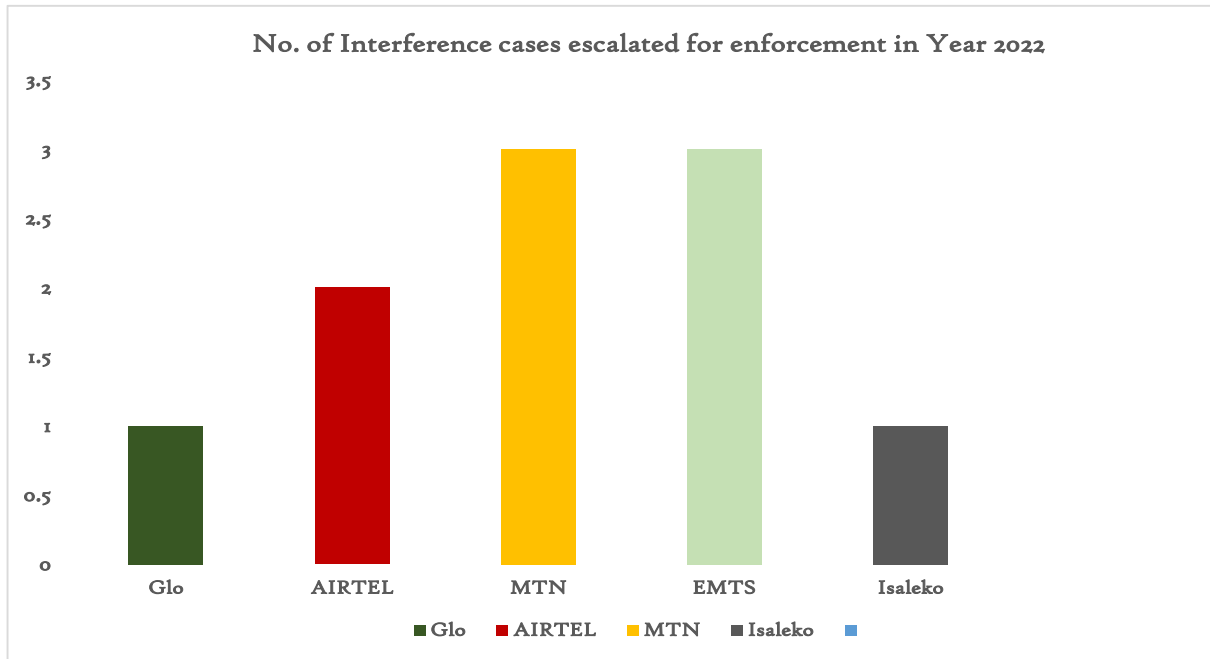


Chart 18.5: No. of Interference cases escalated for enforcement in Year 2022

CHAPTER



STAKEHOLDER ACTIVITIES

19.0 STAKEHOLDER ACTIVITIES

The fifth pillar of the Commission's Strategic Management Plan 2020-2024 (SMP 2020-2024) "Strategic Partnership" was designed to enhance and place further significance on the Commission's engagement with the various players of the telecom industry with the aim of improving stakeholders' awareness, ensuring stakeholder's enlightenment, improving the image and visibility of the Commission, improving service delivery and resource management as well as ensuring stakeholders' satisfaction. Highlighted below are key stakeholder-centric activities the Commission undertook during the period under review:

19.1 Multiple Taxation and Regulation (MTR):

Upon escalation from ALTON, the Commission intervened to address demands from the Lagos State Internal, Revenue Service (LIRS) for personal information of telephone consumers in Lagos State and continues to monitor developments in this regard.

19.2 Dispute Resolution:

Notable engagements on the resolution of disputes between Licensees of the Commission in this regard include:

- Emerging Markets Telecommunications Services Limited (EMTS) and IHS Nigeria: This held on Friday, 3rd June 2022 wherein EMTS stated that it could not meet its monthly financial obligation to IHS regarding the settlement of outstanding debt to IHS due to the implementation of the policy of the Federal Government barring outgoing calls for customers that have not conducted the mandatory SIM-NIN linkage. The meeting also discussed EMTS' request to reschedule the payments.
- IHS Nigeria Limited and NATCOM Development & Investment Ltd.: A meeting was convened on Thursday, June 2nd, 2022, to discuss the issue of NATCOM's indebtedness and restructuring. Several other interactions were subsequently held, and the Commission is liaising with other stakeholders to facilitate an amicable resolution.
- MTN Nigeria Communications Plc (MTN) and Hoop Telecom Ltd (Hoop): The Commission interfaced with other stakeholders to resolve the dispute between MTN and Hoop in respect of an Optical Fibre Capacity Swap Agreement between MTN and the defunct Multilink. Hoop, having acquired the assets of Multilink, is demanding the sum of N171,031,680,000 (One Hundred and Seventy-One Billion, Thirty-One Million, Six Hundred and Eighty Thousand Naira) being the alleged charges accruing from the use of the infrastructure from 2016 to date. Engagements are ongoing in this regard.

19.3 Engagements

During the period under review, the Commission undertook several stakeholder-focused engagements towards the achievement of the Commission's strategic objectives viz:

- Participation in the 2022 ITU Plenipotentiary Conference in Bucharest, Romania on the 8-14 October 2022.
- Attendance at the Nigeria-Italy Business and Investment forum in Rome, Italy, 19-21 October 2022.
- Engagement with MNOs and InfraCos on the Study and Implementation of Mandatory Settlement Model for Interconnect and other Inter-Licensee Charges on the 3rd of November 2022.
- Courtesy meeting with OPAY Digital Services Ltd. Lagos on 6th December 2022.
- Chaired the Q4 IWG meeting on Multiple Taxation in the Telecom Industry on 15th December 2022.
- Participation in the NBA Annual Conference
- Participation in the formative dialogue for the Digital Access Programme organized by the Policy Innovation Centre (PIC) of the Nigerian Economic Summit Group (NESG) which is funded by Foreign Commonwealth and Development Office. The event was held on Tuesday July 5th, 2022.
- A virtual meeting with Her Excellency, the Nigerian Ambassador to the Philippines, Folakemi Akinleye on 4th February 2022 to discuss investment opportunities in the Nigerian Telecommunications sector and prospects for investors from the Philippines.
- Participation at the Nigeria Diaspora Investment Summit (NDIS) 2022 with the theme “Optimizing Investment Opportunities for National Development”.

19.4 Outreach Engagements with MNOS

To ensure effective stakeholder interface to facilitate the achievement of the objectives of the Commission's Strategic Management Plan (ASPIRE 2024), the Commission visited the Head Offices and key facilities of MNOs in Lagos from February 7-11, 2022. Notable issues which arose from the visits include the following:

- a. The need to proactively address the issue of multiple fibre cuts which is seriously affecting QoS/QoE and industry sustainability.
- b. MNOs not being able to access Foreign Exchange at official rates to finance network enhancements/deployments and infrastructure.
- c. NIN-SIM harmonization issues (lack of SLAs with NIMC, high fees charged by NIMC for verification and other services, etc.).

- d. Federal Inland Revenue Service (FIRS) demands for CDRs and API (in full)
- e. VAS Aggregation (Concerns about viability and business case of licensed aggregators).

19.5 The Virtual Stakeholders' Engagement with Licenses

The Commission convened three (3) Virtual Stakeholders Forums in 2022 with Internet Service Providers (ISPs), Auto Vehicle Tracking System (AVTS) Operators, Value Added Services (VAS) Operators and other Non-Network Service Providers to discuss the imperatives of the submission of statistical network data and other industry challenges. Overall, submissions from Operators have continued to improve on a quarterly basis (155% improvement in Submissions from November 2020 to September 2022).

19.6 Meeting on the Indebtedness of NATCOM Development and Investment Limited (NATCOM) and Swift Networks Limited (SWIFT) to IHS Nigeria Limited

The Commission anchored a meeting with NATCOM and Swift to address the outstanding indebtedness to IHS Nigeria Limited (IHS) to find amicable solutions that would result in the repayment of the debts owed.

19.7 Incessant Collapse of Masts and Towers in The Country

The Commission attended a meeting on September 26, 2022, to address incessant collapse of masts and towers in the country. The objective of the meeting was to get updates on the cases of collapsed Masts and Towers, including compensation made to third parties where damages occurred, the structural integrity test and maintenance schedule of the TowerCo BTS sites.

19.8 Meeting Between the Commission and the Board/Management of EMTS

The Commission held a meeting with the Board/Management of EMTS to discuss its financial health and the possible adverse effect it may have on its consumers. EMTS stated that the services of Pan African Capital (PAC) were engaged to transform the financial health of EMTS within thirty-six (36) months by focusing on Corporate Governance, Management & workforce Stability, Capital injection, Management of Financial obligations, Network improvement initiatives and Consumer priorities as well as Business growth through Additional Revenue Streams. Consequently, EMTS was requested to provide regular updates to the Commission.

19.9 Federal Competition and Consumer Protection Commission (FCCPC)

The Commission attended a meeting with the Federal Competition and Consumer Protection Commission (FCCPC) regarding the proposed Memorandum of Understanding (MoU) between both organizations.

19.10 Freedom of Information (FOI) Workshop

The Commission attended a Freedom of Information (FOI) Workshop organized by the International Press Centre (IPC) in collaboration with Media Rights Agenda (MRA) and the Freedom of Information Unit of the Federal Ministry of Justice. The theme of the workshop was "Facilitating Shared Learning, Experience Sharing and Best Practice Application in the Implementation of the Freedom of Information Act, 2011."

19.11 Interaction with the Lagos Business School

The Commission hosted senior representatives of the Lagos Business School (LBS) to discuss growth opportunities and other means of effective collaboration between the NCC and the LBS.

19.12 Memorandum of Understanding (MOU) Between the Commission and Other Agencies

The Commission reviewed various Memoranda of Understanding with other Agencies during the year. They include:

- Memorandum of Understanding (MoU) between the Commission and Joint Tax Board (JTB): regarding the implementation of Single Inter-State Road Tax Stickers (SIRTS) and the Single Haulage Fee (SHF) initiatives. It was recommended that the Commission interface with FIRS and being guided by the existing MoU, analyse how it could actualise the objectives of the JTB.
- MoU between the Mobile Network Operators (MNOs) and the Committee of Banks: The Commission considered the proposed Memorandum of Understanding (MoU) between the Mobile Network Operators (MNOs) and the Committee of Banks on the use of Unstructured Supplementary Service Data (USSD) by customers of the MNOs to access various services including financial services via the telecom platform as well as the Outstanding Service Fees due to the MNOs and how the MNOs will recover it from the Banks. Subsequently, letters were written to the MNOs forwarding the letter from Central Bank of Nigeria (CBN), an executed Memorandum of Agreement (MoA) as well as a Non-Disclosure Agreement (NDA) between Mobile Network Operators (MNOs) and Deposit Money Banks (DMBs) for their review and comments.
- MoU between the National Emergency Medical Service and Ambulance System (NEMSAS) and the Commission: The Commission signed a Memorandum of Understanding (MOU) and launched the Implementation Manual for the National Emergency Medical Service and Ambulance System (NEMSAS). This took place at the Shehu Musa Yar'adua Centre on February 14, 2022.

19.13 Roundtables with Academia, Industry and Other Stakeholders

The 2022 Roundtable which had the theme “The Path from Innovative Research to Commercialization of Viable Prototypes” set out to address the challenges in commercializing the research outputs (prototypes) from the Research Grants to the academia (i.e. lecturers in tertiary institutions in Nigeria).

The Research Grants have led to the development of numerous innovative prototypes which can facilitate the adoption of indigenous technology if made available in the marketplace. The Roundtable brought together venture capitalists, angel investors, business savvy industry experts who have successfully commercialized their inventions, MNOs, academics as well as representatives from National Office for Technology Acquisition and Promotion (NOTAP) who deliberated and developed a template called the Roadmap for Commercialization (“Roadmap”).

The roadmap details the steps that existing and future research grant awardees are to follow to turn their research outputs/prototypes to viable finished products that can be sold in markets.

Within the period under review, the Commission circulated the Roadmap to relevant stakeholders for review and input to facilitate the development of a robust template. The feedback received from the stakeholders will be effected in the Roadmap which is expected to be distributed to beneficiaries of Research Grants in the second quarter of 2023.

19.14 Parenting 101 For Digital Citizens Workshop

The Commission held a workshop tagged “Parenting 101 for Digital Citizens” at Fraser Suites, Abuja from 7th – 8th April 2022. It enlightened parents on the requisite knowledge and skills they need to keep their children safe from online harm. Topics such as the changing face of technology, online risks, and psychological harm of dangerous online content were discussed.

19.15 Nigerian Internet Governance Forum (NIGF)

The 11th edition of the Nigeria Internet Governance Forum 2022 was held in a hybrid format on September 15, 2022, with the theme: "Advancing Digital Transformation and Trust in Nigeria" at The Zone Centre Gbagada, Lagos state.

19.16 Conference on Distributed Ledger Technologies (Blockchain) Ecosystem:

The Commission organized Workshops on 'Distributed Ledger Technologies (Blockchain) Ecosystem, Decentralization and Adoption Methods as Growth Plan for the Telecoms Sector – Development of Bold Blockchain Strategy for Nigeria'.

The first Workshop was successfully held on 23rd March 2022 in Lagos, while the second Workshop held on 20th April 2022 in Abuja.

19.17 Public and Private Partnership

Expanded Revenue Assurance Solution (ERAS)/Digital Service Revenue (DSR):

The ERAS/DSR is an Expanded Revenue Assurance Solution requested by the Honourable Minister for Communications and Digital Economy (HMCDE) and approved by the Federal Executive Council (FEC) in December 2022 to be added to the RAS project to capture non-resident Digital Service Providers in the revenue assurance platform.

The introduction of Digital Economy Activities Monitoring will lead to an increase in revenue for the government and the Commission as well as enable some form of much-needed accountability for the Digital Service Providers especially the non-resident ones like Netflix, Google, Facebook, Instagram, TikTok, Amazon, Telegram, Snapchat etc.

In this regard, the Commission was able to achieve the following towards the actualization of the ERAS:

- a. Prepared and submitted revised OBC, FBC, and Financial Model to ICRC for consideration and issuance of Certificate of Compliance.
- b. Obtained FBC Compliance Certificate from ICRC on December 8, 2022.
- c. Constitution of Steering Committee for The Integration of Digital Providers' activities on Revenue Assurance (RAS) Platform: The Commission on December 19, 2022, constituted a "Steering Committee for The Integration of Digital Providers' Activities on Revenue Assurance (RAS) Platform".

The Approved members of the steering committee are:

- a. The Minister of Finance, Budget and National Planning or her representative.
- b. The Minister of Communications and Digital Economy or his representative.
- c. The Attorney General and Minister of Justice or his representative.
- d. Governor of the Central Bank of Nigeria or his representative.
- e. The Executive Chairman, Federal Inland Revenue Services (FIRS) or his representative.
- f. Director General, Infrastructure Concession Regulatory Commission (ICRC) or his representative.
- g. Director General, National Information Technology Development Agency (NITDA) or his representative.
- h. Director, Finance Department and Chairman, Project Delivery Team, Revenue Assurance Solution.
- i. Director, Revenue Department, Nigerian Communications Commission
- j. Director, Special Duties, Nigerian Communications Commission (NCC) – Secretary of the Committee.

19.18 Government Relations

The Commission has continued to maintain a good relationship with the various Committees in the two Houses of the National Assembly through visible participation in Public Hearings organized by relevant Committees in both houses. Several invitations from the House Committee on Industry, House of Representatives Ad- Hoc Committee, and Senate Committee on Finance were received during the time frame under review. They include, but are not limited to the following:

- a. A letter from the House Committee on Industry, inviting the Commission to attend a Public Hearing on Tuesday, 1st February 2022 regarding the Investigation of the Compliance of Ministries, Departments and Agencies (MDAs) and Corporate Bodies with the Industrial Training Funds ACT and the Under Performance of the Fund in the last twelve years.
- b. Invitation from the Senate Committee on Finance for the Commission to appear before the Committee for an Interactive Session on the need to improve the Internally Generated Revenue of the Federal Government of Nigeria, and Revenue Projections of the Agencies as Contained in the Appropriation ACT 2022.
- c. Invitation by the House of Representatives Ad- Hoc Committee to Investigate Alleged Cases of Indiscriminate and Unlawful Administrative Charges on Contracts and Such Percentage Charges on Project Implementation by Ministries, Departments and Agencies of the Federal Government from 2010 to 2021.

Other notable events the Commission participated in during the year under review include, but are not limited to the following:

- a. The AfricaNXT 2022 held at the Landmark Event Centre, Lagos State from February 28 - March 4, 2022.
- b. The NCC Day at Kaduna Int'l Trade Fair held on Thursday, March 3rd, 2022 and the 33rd Enugu International Trade Fair held on Thursday March 31, 2022 in Enugu, Enugu State.
- c. The maiden edition of the Nigerian Telecoms Indigenous Content Expo (NTICE 2022) with the theme "Stimulating the Development of Indigenous Content through Innovation and Commercialization" which held on 1st and 2nd August 2022 at the Landmark Event Centre, Lagos.
- d. The Commission received the "Best Digital Economy Project of the Year Award for 5G Launch" and the EVC also received the award of "5G Core Leadership" organized by the AfriTech Awards. The event took place at the Oriental Hotel, Lekki, Lagos State on November 9, 2022.
- e. The Talk to the Regulator program themed "Enhancing Stakeholder Satisfaction". The event was held at the Golden Tulip Hotel, Ibadan, Oyo State, from 9th - 10th November 2022.
- f. The 36th Lagos International Trade Fair held on the 11th & 12th November 2022 at the Tafawa Balewa Square in Lagos.

- g. The 43rd Kano International Trade Fair NCC Day held on Saturday 10th December 2022 at Trade Fair Complex, Zoo Road, Kano.
- h. The Maiden Edition of the Telecom Industry Risk Management Conference held on 12th and 13th of December 2022 at the Conference Room, NCC Headquarters.
- I. The 18th All Nigeria Guild of Editors' (NGE) Conference was held in Owerri, Imo State from November 2 -5, 2022.
- j. The 2022 NIPR Conference of Directors/Heads of Public Relations, held at Ibom Icon Resort and Golf Course, Uyo, Akwa Ibom State on Wednesday, November 9, 2022.

The Commission issued over a hundred (100) Press Statements which were also syndicated to both mainstream and online media.

Some of the News/Press Statements issued include:

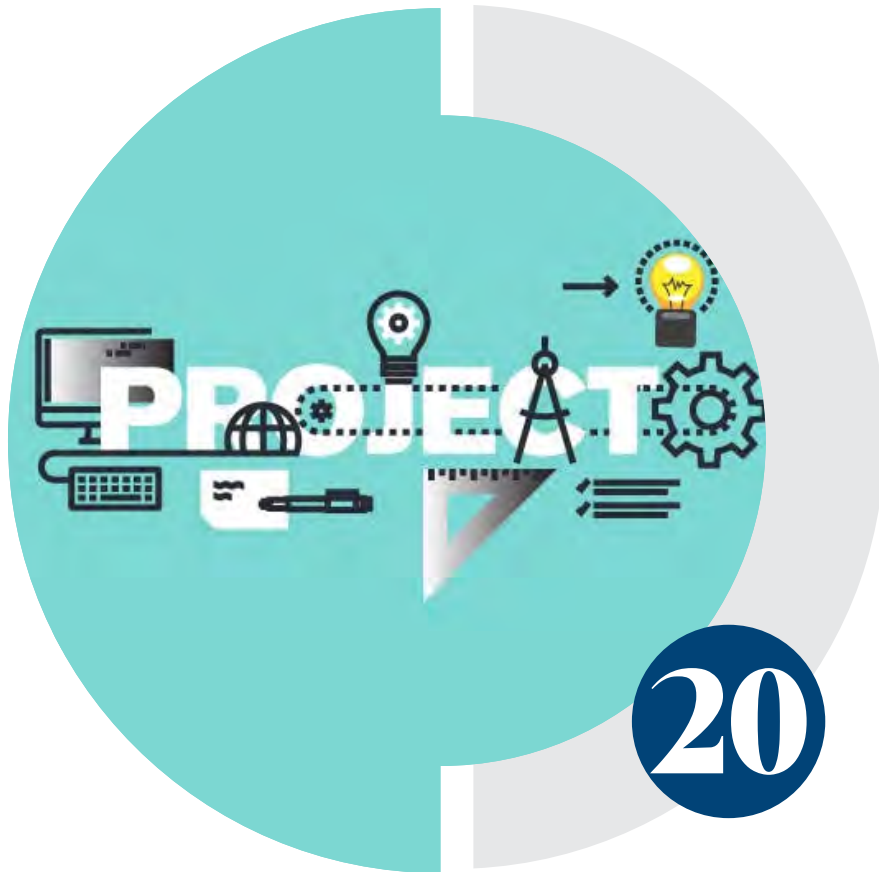
- FG Applauds NCC's Commitment to Enhancing Digital Skill in Youths – January 17, 2022.
- FG Officially Hands Over 5G Spectrum Allocation to NCC.
- 3.5GHz Spectrum: MTN, Mafab Pay for Licences.
- NCC @ the Mobile Congress, Barcelona, Spain.
- 5G: Exciting Opportunities and Benefits Awaits Firms, Digitally Inclined Nigerians.
- NCC Upgrades Emergency Communications Centers as Operational Centers Increase to 25.

Over Five hundred and ninety (590) complaints were received via the Commission's email and social media handles for the year 2022. These were duly escalated to the relevant Departments.

The Commission's events were also live streamed on Facebook, Instagram and Twitter.

The NCC Digital Signature was also conceived and successfully executed in the year 2022.

CHAPTER



KEY PROJECTS UNDERTAKEN IN 2022

20.1 SIM Card Registration

i. Implementation of the Revised National Identity Policy for SIM Registration - MSISDN-NIN Harmonisation Project (Linkage of Active SIMs to Subscribers NIN)

To successfully implement the Revised National Identity Policy for SIM Registration as mandated by the Federal Government (Linkage of Active SIMs to Subscribers National Identity Number (NIN), two (2) major activities are being carried out by the NCC, NIMC and MNOs:

- a. Submission of subscribers' NIN and Verification/Linkage to MSISDN by MNOs.
- b. NIN enrolment for subscribers without NIN

Pursuant to the above, at the end of the reporting period, a total of 162,945,419 telephone lines (MSISDNs) across all MNOs have submitted NINs for linkage by MNOs through the various NIN collection channels (73.2% of national subscriber base). This represents a 9.2% increase in NIN submission from 2021. Also, 15,504 NIN Enrolment Outlets were deployed by MNOs representing an increase of 226.8% reported in the previous year. Furthermore, alongside other NIMC Enrolment partners, over 23.03m new NIN enrolments were achieved growing the number of NIN holders from 71m to over 94.03m during the reporting period.

ii. Implementation of Federal Government Directive to Suspend Services to SIMs not associated with NIN.

The Federal Government directive that all SIMs be linked to users NINs elapsed on March 31st, 2022. Consequent upon the above, the Commission on behalf of the Federal Government issued a Directive to MNOs on April 4th, 2022, to suspend services to SIMs not associated with NIN. By this directive, outgoing calls were barred on all SIMs not associated with NIN. Restoration of services to barred subscribers would be done following the submission of their NIN and after successful verification of the NIN in line with the Revised National Policy for SIM Card Registration. Since this directive was implemented, there was a notable uptick in NIN submissions by subscribers and subsequent verification and linkage of NIN to SIMs.

20.2 Special Intervention Projects

In line with the mandate of the Commission and its Strategic Vision towards the implementation of programmes and projects that promote and ensure the development of the communications industry as well as the provision of communications services in Nigeria, the Commission currently oversees the implementation of different intervention programmes and projects in Secondary and Tertiary Institutions across the six (6) geopolitical zones in Nigeria. These interventions are within the framework of ITU's vision which based on three (3) complementary goals namely Inclusiveness, Growth and Sustainability and they include:

The Digital Awareness Programme (DAP): This was launched in 2004 as one of the Commission's special intervention projects aimed at creating ICT awareness among secondary schools in Nigeria.

Advanced Digital Appreciation Programme for Tertiary Institutions (ADAPTI): The Programme was targeted at Administrators and Academics of Tertiary Institutions across the country.

Wireless Cloud and e-Learning/e-Health: In line with technological dynamics and complementary with the ADAPTI project, the Commission initiated the deployment of Wireless Cloud Project for higher institutions of learning across Nigeria.

Computer Based Test (CBT) Centres/ Virtual Examination Centres: The CBT intervention project is a collaborative project in conjunction with the Joint Admissions Matriculation Board (JAMB) aimed at establishing state-of-the-art facilities where online examinations can be conducted to entrench efficiency, effectiveness, and curb examination malpractices.

Digital Industrial Park (DIP): The initiative is aimed at providing DIP in some States in the Country thereby providing an enabling environment for the promotion of local content, awareness and accessibility of current ICT tools and equipment.

The table below shows the statistics of beneficiary institutions of the Commission according to geo-political zones:

S/N	GEO-POLITICAL ZONE	NUMBER OF BENEFICIARY INSTITUTIONS
1	South-West	32
2	South-East	13
3	South-South	9
4	North-West	23
5	North-East	22
6	North-Central	29

Table 20.1: Statistics of Beneficiary Institutions of the Commission According to Geo-Political Zone

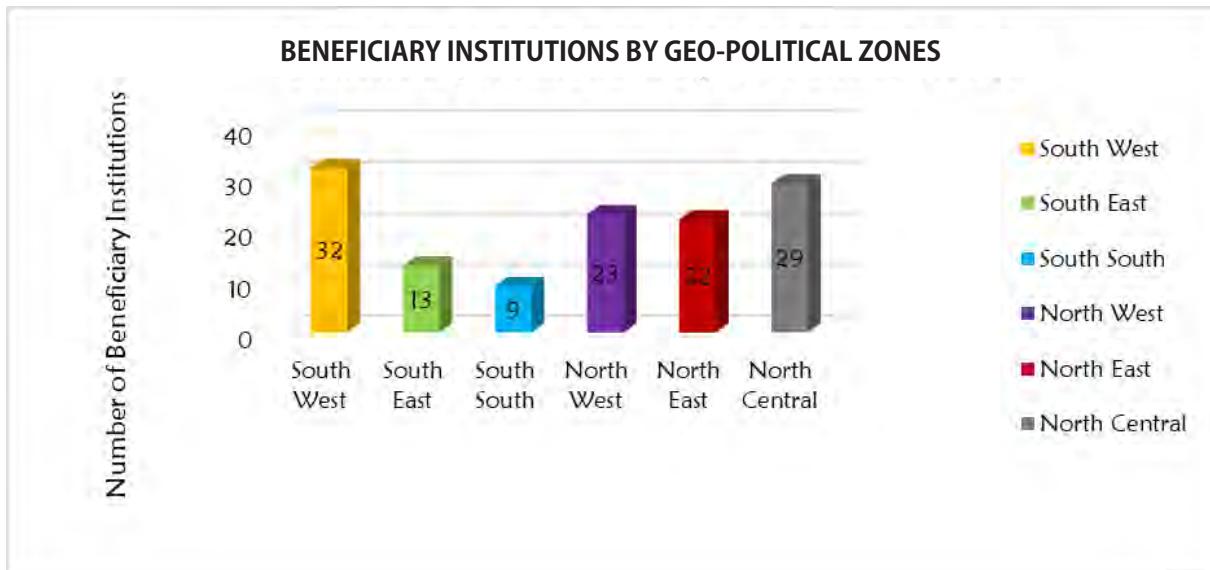


Fig 20. 1: Statistics of Beneficiary Institutions of the Commission According to Geo-Political Zone

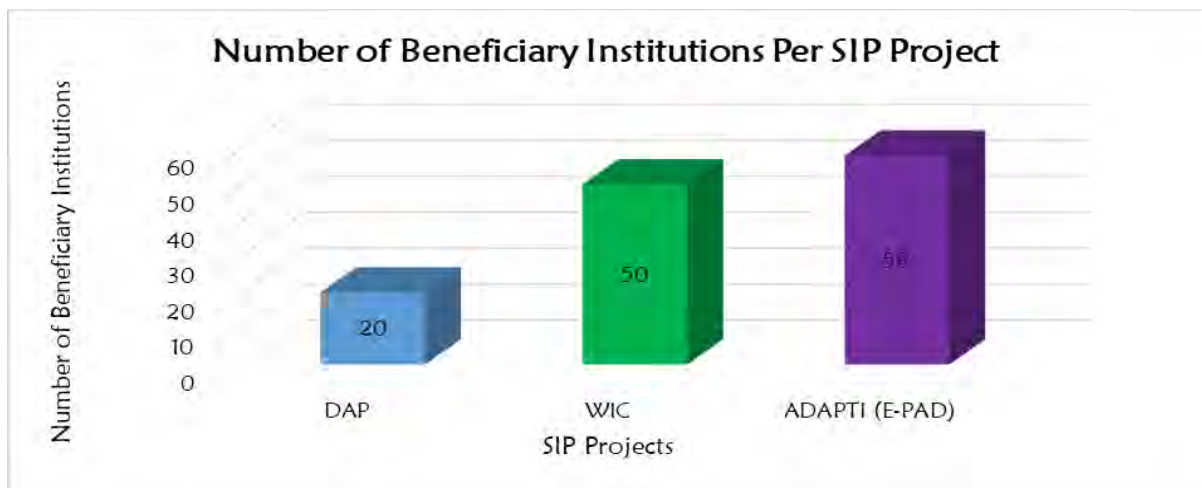


Fig 20. 2: Number of Beneficiary Institution per SIP Projects

CHAPTER



NCC IN PICTURES



L - R; Prof. Muhammed Bello Abubakar, MD, Galaxy Backbone, Prof. Adeolu Akande, Chairman Nigerian Communications Commission NCC, Board; Prof. Isa Ali Ibrahim Pantami, Hon. Minister, Communications and Digital Economy; Prof. Umar Garba Danbatta, EVC/CEO, NCC, Mr. Inuwa Abdullahi Kashifu, NITDA, at the Launch of the Federal Government's Provision of Broadband Infrastructure for MSMEs and for Tertiary and Higher Learning Institutions Across the Country and Public Presentation of the Book "Skills Rather than Just Degree" on 24th November 2022 at Transcorp Hilton Abuja.



L - R; Ms Josephine Amuwa, Director, Legal and Regulatory Services, Nigerian Communications Commission, NCC; Prof. Umar Garba Danbatta, Executive Vice Chairman/CEO, NCC; Hon. Justice Salisu Garba, Administrator, National Judicial Institute; Hon. Justice Kudirat Kekere-Ekun, Justice of the Supreme Court of Nigeria, CFR Prof. Adeolu Akande, Chairman, NCC Board; Mr. Adeleke Adewolu, Executive Commissioner, Stakeholder Management, NCC, at the 18th Edition of the Judges Workshop on Legal Issues in Telecommunications on 29th November 2022 at Sheraton Hotel, Lagos.



L - R: Prof. Isa Ali Ibrahim Pantami, Hon. Minister of Communications and Digital Economy (4th From Left); Prof. Umar Garba Danbatta, Executive Vice Chairman/CEO, Nigerian Communications Commission, NCC (5th From Left) with other Dignitaries from Left to Right Salahu Junaidu, Director, Chief Research Adviser to the Honourable Minister; Prof. Muhammed Bello Abubakar, MD/CEO Galaxy Backbone; Prof. Mike Hinchey, Keynote Speaker; Engr. Ubale Maska, Executive Commissioner, Technical Services, NCC; Mr. Aliyu Yusuf Aboki, Executive Secretary, West Africa Telecom Regulatory Assembly, during the Stakeholders Consultative Forum on Emerging Tech/Launching of two books by Pantami, on 14th July 2022 at the Sheraton Hotel Lagos



L - R ; Mr. Reuben Muoka, Director Public Affairs, Nigerian Communications Commission, NCC; Dr. Wale Adeagbo, Chief Operating Officer, Halogen Group; Dr. Alhassan Haru, Director, New Media and Information Security, NCC, where NCC Emerges Cybersecurity Public Sector of the Year, during the Cybersecurity Merit Awards 2022 at Radisson Blu Hotel, Ikeja, Lagos recently



L- R: Dr. Ikechukwu Adinde, Director, Public Affairs, Nigerian Communications Commission, NCC; Prof. Abdullah Bala, Vice Chancellor, Federal University of Technology Minna, FUT; Mr. Adeleke Adewolu, Executive Commissioner Stakeholder Management, NCC; Prof. Umar Garba Danbatta, Executive Vice Chairman/CEO, NCC; Prof. Lawal Bilbis, Vice Chancellor, Usmanu Dan Fodiyo University, Sokoto, Mr. Usman Malah, Director, Human Capital, Administration NCC; Prof. Kingsley Ifeanyi Owete, Deputy Vice Chancellor, University of Port-Harcourt, Chief Kelechi Nwankwo, Head, Research and Development, NCC, during the Professorial Chairs Endowed Universities on 7th April 2022 at the Commission's Headquarters Abuja.



L-R: Kashifu Abdullahi, Director General, National Information Technology Development Agency; Prof Umar Garba Danbatta, Executive Vice Chairman/CEO, Nigerian Communications Commission NCC; Dr. Ismail Adewusi, Director General Nigeria Postal Service; and Dr. Abimbola Alale, Managing Director, Nigerian Communications Satellite, Muhammad Nami, Executive Chairman, Federal Inland Revenue Service; during the interactive session between FIRS and agencies of the Ministry of Communications and Digital Economy on Wednesday, Jan 3, 2021, in Abuja.



L - R; Mr. Banji Ojo, Deputy Director, Nigerian Communications Commission, NCC; Mrs Olayemi Ajayi, Director, National lottery Commission, Mr. Adeleke Adewolu, Executive Commissioner Stakeholder Management, NCC; Mrs Chizua Whyte, Deputy Director, NCC; Mr. Obi Iregbu, National lottery Commission, at Committee of Bilateral Cooperation b/w NLRC and NCC on 29th September 2022 at the NCC Headquarters Abuja.



L- R: Dr. Zouli Bonkougou, Commissioner, Telecommunication and Information Technologies ECOWAS Commission, Abuja, Nigeria; Mr. Tontama Charles Millogo, Chairman, Autorite De Regulation Des Communications Electroniques et Des Postes, Burkina Faso and Chairman, West Africa Telecommunications Regulatory Assembly,(WATRA) Executive Committee; Hon. Ebrima Sillah, Minister of Information and Telecommunication Infrastructure, The Gambia; Madam Mamadi Gobeh Kamala, Deputy Minister of Information and Communication, Sierra Leone; Dr. Isa Ali Ibrahim Pantami, Honourable Minister of Communications and Digital Economy, Nigeria; Prof. Umar Garba Danbatta, Executive Vice Chairman/CEO, Nigerian Communications Commission,(NCC); Elh Maman Laninou, Executive Secretary, WATRA; Hon.Cllr. Cooper. W. Kruah, Minister, Posts Telecommunications, Republic of Liberia during the 2021 WATRA Annual General Meeting on March 10, 2021 at the Transcorp Hilton Hotel, Abuja



L - R; Prof. Kayode Adebowale, VC, University of Ibadan; Prof. Bola Oboh, Deputy VC, Academics & Research, UNILAG; Prof. Adeolu Akande, Chairman Board of Nigerian Communications Commission, NCC; Ms. Josephine Amuwa, Director, Legal and Regulatory Services, NCC; Prof. Adenike Oladeji, VC, Fed University of Tech. Akure; Prof Owunari A. Gengewill, VC, University of Port Harcourt; Prof. Kolawole Ajanaku, Director, Research Covenant University, during the Regional Roundtable with the Academia, Industry, and other Stakeholders on 3rd August 2022 at the Sheraton Hotel Lagos.



L- R; Mrs. Edith Afundu, Deputy Director, Policy Competition and Economic Analysis, Nigerian Communications Commission, NCC; Mr. Reuben Muoka, Director, Public Affairs, NCC; Mr. Kelechi Nwakwo, Head Corporate planning, Risk Management and Strategy, NCC; Ms Hafsat Lawal, Head, Human Capital NCC; Mr. Ismail Adedigba, Director, Research and Development, NCC; Mrs. Rita Emeka-wachuku, Deputy Director, Corporate planning, Risk Management and Strategy, NCC; at the Rethinking Lunch Time, on 16th November 2022 at the Commission Headquarters Abuja.



L - R; Engr. Leye Kupoluyi, Vice president, Lagos Chamber of commerce and Industry, LCCI; Mr. Efosa Idehen, Director Consumer Affairs Bureau, Nigerian Communications Commission, NCC; Asiwaju, Dr. Michael Olawale Cole, President, LCCI; Mr. Reuben Muoka, Director Public Affairs, NCC; Mr. Gabriel Idahosa, LCCI, at the 36th Lagos State Trade Fair on the 12th November 2022, at TBS.



L - R ; Mrs. Emilia Nwokoro, Deputy Director, Licensing and Authorisation, Nigerian Communications Commission, NCC; Engr. Bako Wakil, Director, Technical Standard and Network Integrity, NCC, Mr. Mohammed Babajika, Director, Licensing and Authorisation, NCC; Mr. Bisuga Isiaka Olusola, Regional Technical Director Airtel; Miss Abidemi Kadri, Team Lead, Customer Experience, Smile Communications, Mrs. Stella Erbor, Deputy Director Finance, NCC; Mr. Usman Maman, Deputy Director, Licensing and Authorisation, NCC, at the Talk to the Regulator in Ibadan, Oyo State on 9th November, 2022 at Golden Tulip Hotel.



L - R; Senator Akin Odunsi, Chairman, Rosabel Group; Alh. Haroun Rasheed Adamu, Chairman, Nigeria Media Merit Award; Mr Reuben Muoka, Director, Public Affairs, Nigerian Communications Commission, NCC; Alh. Mohammed Ibrahim, Makama Ringim, District Head of Kanya Babba in Jigawa State; Sir Steve Omojofor, Chairman STB- McCann Group, at the Nigeria Media Merit Award recently in Lagos, at Sheraton Hotel Lagos State.



L -R; Corps Commander Olusegun Ogungbemi, FRSC; Prof. Joshua Ogunwole, Vice Chancellor, Bowen University; Mr. Reuben Muoka, Director Public Affairs, Nigerian Communications Commission, NCC, during the Nigeria Technology Award, on the 11th December 2022 at the Admiralty Conference Centre, Naval Dockyard, IV Lagos State.



L - R; Mr. Ikenna Ikoku, 9Mobile; Mrs. Omolara Michael Nwadu, Association of Licensed Telecommunications Operators of Nigeria; Prof Umar Garba Danbatta, EVC/CEO, Nigerian Communications Commission, NCC; Prof Isa Ali Ibrahim Pantami, Hon Minister of Communications and Digital Economy; Prof. Balarabe Junaidu, Chief Research Adviser to the Hon. Minister; Mrs. Jacqueline Olowolayemo, Mafab Communications; Mr. Muhammad Lawal Abubakar, Federal Inland Revenue Service, at the inaugural meeting of the Presidential Committee on Excise Duty for the Digital Economy on 5th September, 2022 in Abuja



L - R; Mr. Adeleke Adewolu, Executive Commissioner Stakeholder Management, Nigerian Communications Commission, NCC; Mr. Kashifu Inuwa, Director General, NITDA; Prof. Umar Garba Danbatta, Executive Vice Chairman/CEO, NCC; Mr. Olatunbosun Alake, Special Assistant Innovation and Technology to Lagos State Governor, Representating the Governor of Lagos State; Prof. Isa Ali Ibrahim Pantami, Hon. Minister of Communications and Digital Economy; Hon. (Prince) Akeem Adeyemi, Chairman House Committee on Communications; Prof, Adeolu Akande, Chairman NCC Board, during the Nigerian Telecommunications Indigenous Content Expo 2022 at Lagos on 1st August 2022.



L - R; Prof, Millionaire Abowei, Commissioner NCC; Mr. Adeleke Adewolu, Executive Commissioner Stakeholder Mgt.; Prof. Umar Garba Danbatta, EVC/CEO, NCC; Prof. Isa Ali Ibrahim Pantami, Hon. Minister of Communications and Digital Economy, Prof. Adeolu Akande, Chairman NCC Board; Chief Uche Onwude, Commissioner; Aliyu Abubakar, Commissioner, at 2days Retreat of the Hon. Minister Mgt. and Board of NCC, on Effective Performance Management in the 4th Industrial Revolution, on 18th August 2022.



L-R: Dr, Fidelis Onah, Consultant; Mr. Reuben Muoka, Director, Public Affairs, Nigerian Communications Commission, NCC; Ms Helen Obi, Deputy Director, NCC; Prof. Umar Garba Danbatta, Executive Vice Chairman/CEO, NCC; Mr. Adeleke Adewolu, Executive Commissioner, Stakeholder Management, NCC; Mr. Usman Mala, Director, Human Capital and Administration, NCC, Mrs. Nnena Ukoha, Deputy Director, NCC, Mr. Osondu Nwokoro, Managing Counsel, Greenfields Law, during the Public Inquiry on Type Approval, Consumer Code of practice and Guidelines on Advertisement and Promotion Technical Specifications for the Deployment of Communications Infrastructure and Short Code Operations in Nigeria, on 8th August 2022 at the Commission's Headquarter Abuja.



3rd from Left; Chief, Ademola Adewuyi, Odunade, JP, Ayingun Olubadan, Representing the Olubadan; 4th From Left Prof. Adeolu Akande, Chairman Board of Nigerian Communications Commission, NCC; other Dignitaries from Left to Right Engr. Kunle Olorundare, Principal Manager, NCC; Ms Mistura Aruna, Assistant Director, NCC; Mr. Efosa Idehen, Director, Consumer Affairs Bureau, NCC; Engr. Akanbi Isaac Akinwale, Principal Manager, Ibadan Zonal Office, NCC; during the Telecom Consumer Conversation Village Square Dialogue and Visit to the Olubadan Palace recently in Ibadan, Oyo State

CHAPTER



NCC CONTACT DETAILS

NCC CONTACT DETAILS

The commission currently has one (1) National and Five (5) Regional offices to support the demands of its stakeholders and consumers. Their locations are shown below:

Head Office:

Plot 432 Aguiyi Ironsi Street,
Maitama, Abuja.
09-4617000

ZONAL OPERATIONS

Lagos Zonal Office:

9A Bankole Oki Street
Behind Ikoyi Club, Ikoyi,
Lagos State.
Tel: 234-1-72093224,
Fax: 234-1-2690750

Enugu Zonal Office:

7 Egerton Street, GRA
Behind Police Headquarters
Adjacent to High Court,
Enugu State.
Tel: 234-42-250435
Fax: 234-42-250435

Portharcourt Zonal Office:

23A Igbodo Street
Behind First Bank, Aba Road
Old GRA, Portharcourt,
Rivers State.
Tel: 234-84-465644,
Fax: 234-84-464283

Ibadan Zonal Office:

102, DPC Road
off Government House Road,
Agodi GRA Ibadan,
Oyo State.
Tel: 234-2-8104303
Fax: 234-1-8103997

Kano Zonal Office:

No. 31, Race Course Road,
Nasarawa GRA, PMB 3212, Kano,
Kano State.
Tel: 234-64-947822
Fax: 234-64-328855