

ADDRESS BY DR AMINU MAIDA, EXECUTIVE VICE CHAIRMAN/CEO NIGERIAN COMMUNICATIONS COMMISSION IN COMMEMORATION OF THE 2026 CUSTOMER SERVICE WEEK ON WEDNESDAY October 6, 2026 AT THE NCC HEAD OFFICE, ABUJA.

Good morning, colleagues.

It is a pleasure to be with you as we celebrate **Customer Service Week 2026** under the theme **“Going the Extra Mile.”** This week gives us an opportunity to appreciate the people behind excellent service and reflect on how we can serve our stakeholders better.

At NCC, service is central to our mandate. Every policy we formulate, every decision we make, and every regulatory intervention we undertake should ultimately improve the experience of the people we serve and support the development of Nigeria’s communications sector.

“Going the Extra Mile” has a practical meaning in our daily work. It means listening carefully, responding promptly, explaining our decisions clearly, and following through on commitments. Sometimes, it is as simple as helping someone understand the next step, providing an update before they have to ask, or taking responsibility for an issue until it reaches the right person and is addressed.

In an increasingly digital environment, people expect services that are efficient, transparent and responsive. Technology and systems help us meet those expectations, but it is our judgment, empathy and professionalism that give those services their value. Behind every inquiry or complaint is someone who needs an answer, a solution or the reassurance that their concern is being taken seriously.

I want to thank the staff of the Commission for the work you do every day. Whether you respond to consumer complaints, engage with licensees, support regulatory processes, manage communications or provide internal services, your contribution matters. Much of this work happens quietly, but its impact is felt across the Commission and by the stakeholders who depend on us.

Internal service deserves particular attention. The quality of service we provide to one another affects the quality of service we deliver to the public. When we share information promptly, respond to colleagues and work effectively across departments, we help the whole Commission perform better.

I also acknowledge our consumers, industry partners and other stakeholders. Their feedback helps us understand where we are doing well and where we need to improve. We must remain willing to listen, learn and act on what that feedback tells us.

As we mark this week, I encourage each of us to identify something we can improve in our daily work. It may be a response that takes too long, a process that causes unnecessary difficulty, or a recurring complaint whose underlying cause needs attention. Addressing these issues is how we turn our commitment to service excellence into results.

Let us continue to treat every stakeholder with courtesy and respect, uphold the highest standards of integrity, and take ownership of our responsibilities. These everyday actions build trust in the Commission and strengthen confidence in our work.

Thank you for your dedication and for the care you bring to serving others. Let us carry the spirit of **“Going the Extra Mile”** into our work throughout the year.

Happy Customer Service Week 2026.

Thank you.

Dr Aminu Maida
Executive Vice Chairman/CEO
Nigerian Communications Commission (NCC)

Abuja, October 6, 2026