NIGERIAN COMMUNICATIONS COMMISSION



# 2024 ANNUAL REPORTS AND ACCOUNTS

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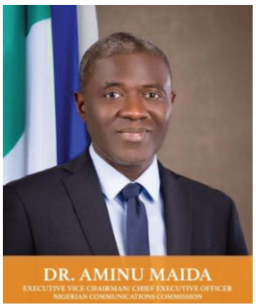
# LIST OF ABBREVIATIONS AND ACRONYMS

| | |
|---|---|
| AFRINIC | African Network Information Centre |
| AGM | Annual General Meeting |
| AI | Artificial Intelligence |
| AML | Anti Money Laundering |
| AOL | Annual Operating Levy |
| ARTCI | Telecommunications Regulatory Authority of Cote D'Ivoire |
| ASNs | Autonomous System Numbers |
| ASR_INC | Answer Seizure Ratio (incoming) |
| ASR_OG | Answer Seizure Ratio (outgoing) |
| AVTS | Auto Vehicle Tracking System |
| BTS | Base Transceiver Station |
| CBN | Central Bank of Nigeria |
| CCMS | Consumer Complaints Management Solution |
| CDR | Call Data Record |
| CEO | Chief Executive Officer |
| CFT | Countering the Financing of Terrorism |
| COP | Child Online Protection |
| COSDIN | Conference of Stakeholders on Disability Inclusion in Nigeria |
| CPF | Counter Proliferation Financing |
| CSIRT | Computer Security Incident Response Team |
| CSSR | Call Setup Success Rate |
| CSW | Customer Service Week |
| CTIP | Cyber Threat Intelligence Platform |
| CWG | Council Working Group |
| DCR | Dropped Call Rate |
| DLI | Digital Learning Initiative |
| DMB | Deposit Money Bank |
| DND | Do Not Disturb |
| DSW | Digital Skills Workshop |
| ECC | Emergency Communication Centre |
| ECOWAS | Economic Community of West African States |
| ECSM | Executive Commissioner Stakeholder Management |
| ECTS | Executive Commissioner Technical Servic |
| EMF/RF | Electromagnetic Frequency/Radio Frequency |
| EMR | Electromagnetic Radiation |
| ERAS | Expanded Revenue Assurance Solution |
| EVC | Executive Vice Chairman |
| FATF | Financial Action Task Force |
| FCT | Federal Capital Territory |
| FIRS | Federal Inland Revenue Service |
| FMCIDE | Federal Ministry of Communication, Innovation and Digital Economy |
| FOI | Freedom of Information |
| FTP | File Transfer Protocol |
| GCFR | Grand Commander of the Order of the Federal Repu |
| GDP | Gross Domestic Product |

| | |
|---|---|
| GHz | Giga Hertz |
| GIS | Geographic Information System |
| GPA | Guidelines on Promotional Advertisement |
| GPON | Gigabyte Passive Optical Network |
| GSM | Global System for Mobile Communication |
| GTAA | Global Telco AI Alliance |
| GTNL | Global Transactions Nigeria Limited |
| HOSR | Handover Success Rate |
| ICAF | Industry Consumer Advisory Forum |
| ICCP | Individual Consumer Code of Practice |
| ICNIRP | International Commission on Non-Ionizing Radiation Protectio |
| ICT | Information & Communication Technolog |
| IES | Internet Exchange Service |
| IMC-ROLAC | Inter-Ministerial Committee-Rule of Law & Anti-Corruption |
| INR | Internet Number Resource |
| IP | Internet Protocol |
| IPA | Innovations for Poverty Action |
| ISOC | Internet Society |
| ISPs | Internet Service Providers |
| ITU | International Telecommunications Union |
| IVP | Independent Verification Point |
| IWG | Industry Working Group |
| IXP | Internet Exchange Point |
| KHz | Kilo Hertz |
| KPIs | Key Performance Indicators |
| LLM | Large Language Model |
| M&E | Monitoring & Evaluation |
| MAG | Multi-Stakeholder Advisory Group |
| MDAs | Ministries, Departments & Agencies |
| MFCN | Metropolitan Fibre Cable Network |
| MHz | Mega Hertz |
| MNO | Mobile Network Operator |
| MoU | Memorandum of Understanding |
| MVNO | Mobile Virtual Network Operator |
| MWC | Mobile World Congress |
| NADEF | National Disability Empowerment Forum |
| NAPTIP | National Agency for the Prohibition of Trafficking in Persons |
| NBOPTC | National Balance of Payments Technical Committee |
| NBS | National Bureau of Statistics |
| NCA | Nigerian Communications Act |
| NCAIR | National Centre for Artificial Intelligence & Robotics |
| NCC | Nigerian Communications Commission |
| NCOPPS | National Child Online Protection Policy & Strategy |
| NDPC | Nigerian Data Protection Commission |
| NESREA | National Environmental Standards and Regulations Enforcement Agency |
| NFIS | National Financial Inclusion Strategy |

| | |
|---|---|
| NFIU | Nigerian Financial Intelligence Unit |
| NFMC | National Frequency Management Council |
| ngCERT | Nigeria Computer Emergency Response Team |
| NGF | Nigeria Governors Forum |
| NIBSS | Nigeria Inter Bank Settlement System |
| NIGF | Nigerian Internet Governance Forum |
| NIN | National Identification Number |
| NIR | National Internet Resource |
| NIRA | Nigeria Internet Registration Association |
| NITDA | National Information Technology Development Ager |
| NJI | National Judicial Institute |
| NKF | Ndukwe Kalu Foundation |
| NNBP | Nigerian National Broadband Plan |
| NOC | Network Operating Centre |
| NYSC | National Youth Service Corps |
| OEM | Original Equipment Manufacturer |
| ONSA | Office of the National Security Adviser |
| PNL | Private Network Link |
| PoI | Point of Interconnection |
| PoP | Point of Presence |
| PPP | Public Private Partnership |
| QoS | Quality of Service |
| QoSIWG | Quality of Service Industry Working Group |
| RoW | Right of Way |
| S&I | Sales & Installation |
| SABER | State Action on Business Enabling Reforms |
| SAVE | Scheduled Audit & Verification Exercise |
| SD | Stand Alone Dedicated Control Channel |
| SDGs | Sustainable Development Goals |
| SIM | Subscriber Identification Module |
| SMS | Short Message Service |
| SOP4CO | Standard Operating Procedures for Child Online Protection |
| SVP | Strategic Vision Plan |
| TCC | Telecom Consumer Conversation |
| TCH | Transmission Channel |
| TCP | Telecom Consumer Parliament |
| TELCARE | Telecom Consumer Assistance, Resolution & Enquiri |
| TFGBV | Technology Facilitated Gender Based Violence |
| UCC | Uganda Communications Commission |
| USSD | Unstructured Supplementary Service Data |
| VAS | Value Added Services |
| VoIP | Voice over Internet Protocol |
| WATRA | West Africa Telecommunications Regulators Assemb |
| WBG | World Bank Group |
| WCRD | World Consumer Rights Day |
| WiFi | Wireless Fidelity |
| WSIS | World Summit on the Information Society |

# EXECUTIVE VICE CHAIRMAN/CEO'S FOREWORD




It is with great pleasure that I present the 2024 Annual Report of the Nigerian Communications Commission ('the NCC' or 'the Commission'), marking yet another year of significant strides, impactful partnerships, and unwavering commitment to digital inclusion, regulatory excellence, and National development.

This year, the Commission continued to implement initiatives aligned with the Federal Ministry of Communications, Innovation and Digital Economy's (FMCIDE) Strategic Blueprint and our Strategic Vision Plan (SVP 2021–2025), to drive growth, consumer satisfaction, and innovation across the Nigeria's communications landscape.

## Industry Statistics

As of December 2024, the telecommunications sector recorded 164,926,599 active voice subscriptions and 139,282,108 active internet subscriptions. A year-on-year comparative review of the year 2023 and year 2024 indicated that the Total Active Voice subscription decreased by 26.61% from 224,713,710 in December 2023 to 164,926,599 in December 2024. Similarly, Total Active Internet Subscriptions decreased from 163,838,439 in December 2023 to 139,282,108 in December 2024. This indicated a percentage decrease of 14.99%.

This decline in Nigeria's telecoms subscriber base is attributed to the need to enhance online safety through the successful removal of Subscriber Identification Modules (SIMs) that were not linked to verifiable National Identification Numbers (NINs), and the rectification of a major data discrepancy by Mobile Network Operators (MNOs).

The Broadband penetration figure in December 2024 stood at 44.43%, which represents an increase of 1.65% compared to 43.71% reported in December 2023.

## Contribution to Gross Domestic Product (GDP)

The telecommunications sector remained a key pillar of Nigeria's economic resilience and recovery, contributing significantly to the nation's Gross Domestic Product (GDP). In Q4 2024, the sector contributed 14.40% to Nigeria's GDP, up from 14.00% in Q4 2023, as reported by the National Bureau of Statistics (NBS). This growth was driven by our policies and regulatory frameworks that promoted healthy competition, infrastructure expansion, and service quality improvement across urban and rural areas.

## Consumer Protection

Consumer protection and empowerment remained central to the Commission's regulatory activities. The Commission managed consumer complaints by providing complaint resolution channels to dissatisfied telecom consumers nationwide. These complaints were received via the NCC Contact Centre, NCC Consumer Portal, written hard copy complaints, NCC Facebook and Twitter accounts.

In 2024, a total of 9,541 second-level consumer complaints were received, reviewed, analysed, and escalated to the respective Service Providers for prompt resolution. Notably, 99% of all complaints were successfully resolved. This high-resolution rate reflects the policies and process efficiencies, as well as our ongoing engagements with Mobile Network Operators (MNOs) to ensure prompt and fair complaint resolution.

Mobile Network Operators and Internet Service Providers have been successfully onboarded on the Consumer Complaint Management Solution (CCMS), which was deployed on October 2, 2024. Since its deployment, both Mobile Network Operators and Internet Service Providers have been actively using it to resolve consumer complaints. The solution aims to automate the Commission's complaint management process and provide the Commission with the ability to monitor, track, and manage consumer complaints in accordance with the service contracts as set out in the Consumer Code of Practice Regulations.

## Stakeholder Collaboration and Management

The Commission intervened in various complaints by conducting investigations, convening stakeholder engagements, and enforcing regulatory measures to ensure compliance and industry stability. In cases involving infrastructure concerns, site inspections were carried out to verify compliance with statutory requirements, thereby addressing public concerns. Additionally, regulatory meetings were held to resolve issues related to infrastructure collapse, taxation, and service disruptions, leading to key resolutions such as the standardization of charges, improved stakeholder communication, and the review of levies to foster a more enabling operational environment.

## The Future

As we look to 2025 and beyond, the Commission is poised to consolidate the gains of our digital transformation journey. We will intensify efforts to bridge access gaps through the deployment of additional base transceiver stations (BTS), Fiber Optic

infrastructure, and support for innovative service delivery. Our focus will remain on improving service quality, enhancing consumer experience, and expanding rural connectivity in line with the Nigerian National Broadband Plan 2020–2025. Furthermore, the Commission will prioritize cybersecurity, data protection, and the enabling of digital services to support inclusive economic growth.

## Conclusion

The year 2024 was one of resilience, innovation, and strategic advancement. I commend the unwavering dedication of the Management and staff of the NCC for their contributions. I also appreciate the industry stakeholders, partners, and the public for their continuous support. Together, we will continue to build a robust digital ecosystem that fosters economic development, empowers citizens, and positions Nigeria as a leader in Africa's digital economy.

Thank you.



**Dr. Aminu Maida**
**Executive Vice Chairman**

# CHAPTER 1

# THE COMMISSION'S MANDATE

# 1.0 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 communications 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 Communications 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 providing a level playing field in the industry with integrity and transparency.
- ✓ We shall work as a team with Management that is accountable and responsive; a workforce that is hardworking, loyal, committed and bound by professionalism.
- ✓ We shall be sensitive to the yearnings of our employees, for whom we shall provide a conducive working environment to attain job satisfaction and self-actualization.
- ✓ We shall treat our employees with respect and dignity, and we shall recognize and reward merit.

## 1.7 Functions of the Nigerian Communications Commission

a. The facilitation of investments in and entry into the Nigerian market for the 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 the grant of communications licenses and other regulatory services provided by the Commission.

g. The development and monitoring of performance standards and indicators 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 in proceedings of international organizations and fora on matters relating to the regulation of communications and matters ancillary and connected thereto.

v. The general responsibility for economic and technical regulation of the communications industry.

## 1.8 Strategic Vision Plan (SVP) of the Nigerian Communications Commission.

The Strategic Vision Plan (SVP) of the Nigerian Communications Commission sets out its vision for the future of the communications industry and its role in Nigeria's digital journey. It is a roadmap designed to strengthen the industry, deliver improved services to consumers, and support the government's mission of building a modern digital economy.

The SVP is built on one simple foundation: ***every stakeholder matters.*** The Commission recognizes that every stakeholder, whether industry players, consumers, or government, has unique needs and expectations, and this Plan is focused on creating real impact: from making networks more resilient and reliable, to bridging the digital divide between urban and rural communities and ensuring that Nigeria's telecom sector continues to grow as a driver of National development.

The SVP brings all these priorities together, showing how the NCC will meet the expectations of the strategic stakeholder groups:

- **Licensees and Industry:** improve resilience, ensure efficient regulation, and encourage innovation that opens new opportunities.
- **Consumers:** guarantee better quality of service and improved digital experiences.

- **Government:** grow the telecoms industry, expand digital infrastructure, and close the gap between rural and urban communities.

The SVP outlines the critical steps the Commission is prioritizing to create a future where Nigeria's digital space is inclusive, forward-looking, and globally competitive. By focusing on innovation, resilience, and accessibility, the NCC is ensuring that the benefits of technology and connectivity are felt by everyone, everywhere in the country.

## Strategic Focus Areas

In support of this strategic vision, the NCC's strategic focus is driven by the recognition that each of our stakeholders maintains a unique perspective and has a different expectations of the Commission.

**1.Licensees & Industry**

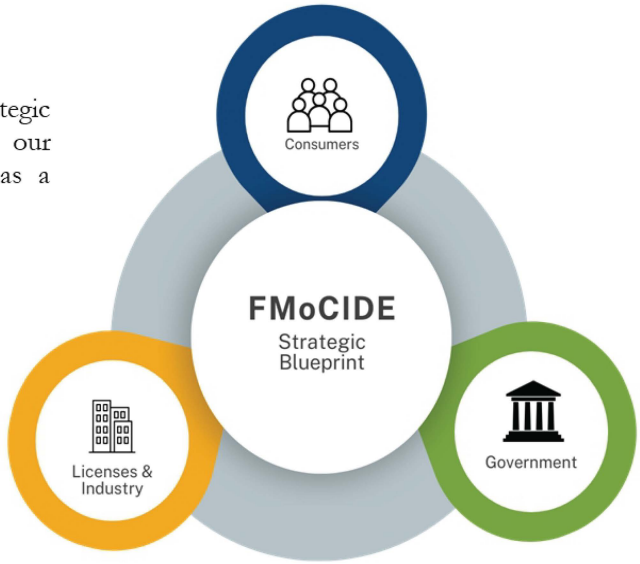
1. Improve industry resilience
2. Enhance delivery of regulatory services
3. Enable cross-industry innovation

**2.Consumers**

1. Improve quality of experience

**3.Government**

1. Grow telecoms industry
2. Enable backbone to support the Government's digital public infrastructure drive
3. Bridge the rural-urban digital divide



# CHAPTER 2

# NCC BOARD OF COMMISSIONERS

## 2.0 NCC BOARD OF COMMISSIONERS

The Board of Commissioners is charged with the governance of the Nigerian Communications Commission and has oversight functions over all of the Commission's activities. Its nine (9) members are appointed by the President, subject to confirmation by the Senate of the Federal Republic of Nigeria; this includes the EVC and the two Executive Commissioners, and the six non-Executive members representing each of the six geopolitical zones in Nigeria.

### Executive Vice Chairman EVC/CEO



**Dr. Aminu Maida** is the ***Executive Vice Chairman (EVC)*** *and* ***Chief Executive Officer (CEO)*** of the Nigerian Communications Commission. A native of Katsina State, Dr. Aminu Maida was nominated as the EVC/CEO of the Nigerian Communications Commission (NCC) by President Bola Tinubu, GCFR on Wednesday, October 11, 2023, and confirmed by the Senate on November 15, 2023. Dr. Maida holds an MEng in Information Systems Engineering from Imperial College, London in 2002, and in 2006, he bagged a PhD in Electrical & Electronic Engineering from the University of Bath, United Kingdom.

Between 2018 and 2019, Maida completed a Post Graduate Diploma in Entrepreneurship (FinTech Pathway) program at the Cambridge Judge Business School, University of Cambridge, United Kingdom.

Until his latest appointment by the President, Dr. Maida was the Executive Director, Technology and operations at Nigeria Inter-Bank Settlement System Plc (NIBSS), the country's central switch company owned by the Central Bank of Nigeria (CBN) and all licensed Deposit Money Banks (DMBs) in Nigeria.

### Executive Commissioner (Technical Services)



**Engr. Sunday Abraham Oshadami** is the ***Executive Commissioner (Technical Services)*** of the Nigerian Communications Commission. A native of Kogi State, Engr. Abraham Oshadami was nominated as an Executive Commissioner of the NCC by President Bola Tinubu, GCFR, on the 23rd of February 2024 and confirmed by the Senate on the 21st of May 2024.

## Executive Commissioner (Stakeholder Management)



**Rimini Haraya Makama** is the ***Executive Commissioner (Stakeholder Management)*** of the Nigerian Communications Commission. A native of Plateau State, Rimini Makama was nominated as an Executive Commissioner of the Nigerian Communications Commission (NCC) by President Bola Tinubu, GCFR on the 23rd of February 2024, and confirmed by the Senate on the 21st of May 2024.

# CHAPTER 3

# NCC'S ORGANIZATIONAL STRUCTURE

## 3.0 NCC'S ORGANIZATIONAL STRUCTURE

The Nigerian Communications Commission's organisational structure comprises the Board of Commissioners, Office of the Executive Vice Chairman (EVC), Office of the Executive Commissioner, Technical Services (ECTS), Office of the Executive Commissioner, Stakeholder Management (ECSM), and twenty-three (23) departments.

The Executive Vice Chairman (EVC) is the Chief Executive Officer of the Commission and directly oversees twelve (12) Departments. The Departments include Commission Secretariat, Internal Audit, Corporate Services, Public Affairs, Corporate Planning Strategy and Risk Management, Policy Competition and Economic Analysis, Finance Services, Procurement, Universal Service Provision Secretariat, Special Duties, Digital Economy, and Human Capital.

The Executive Commissioner, Technical Services (ECTS) directly supervises six (6) Departments charged with the oversight of technical standards, cybersecurity, spectrum and engineering issues governing the Nigerian communications industry. The Departments are Spectrum Administration, New Media and Information Security, Technical Standards and Network Integrity, Research and Development, Projects and Information Technology.

The Executive Commissioner – Stakeholder Management (ECSM) directly supervises five (5) Departments charged with addressing the needs of communications industry stakeholders, including consumers, service providers and manufacturers. The Departments include Legal & Regulatory Services (L&RS), Compliance Monitoring & Enforcement (CME), the Consumer Affairs Bureau (CAB), Licensing & Authorisation and Zonal Operations. The organogram on the next page depicts the Commission's structure.

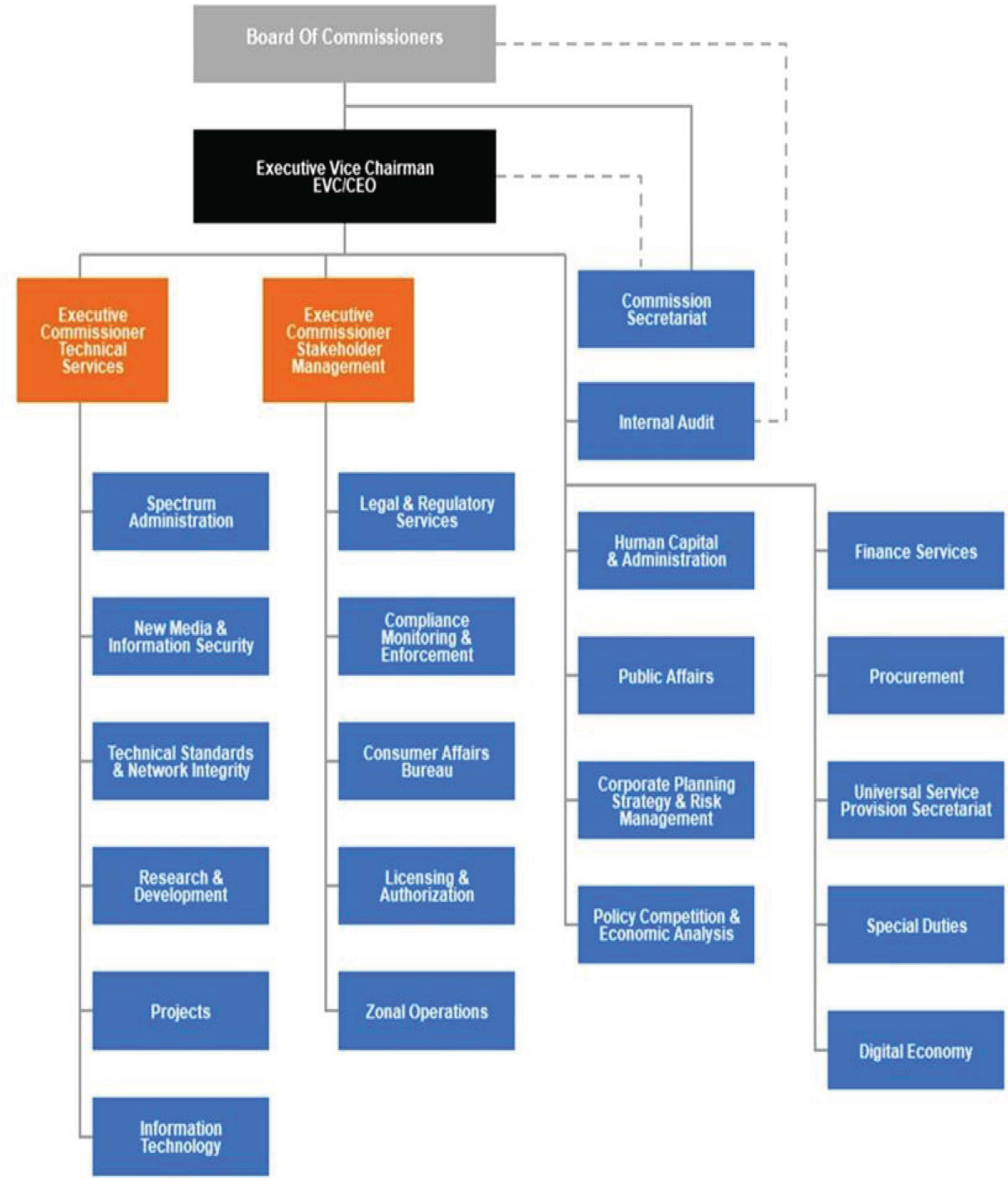



*Figure3.0: The Organization Organogram*

# CHAPTER 4

# INDUSTRY STATISTICS

# 4.0 INDUSTRY STATISTICS

## 4.1 Annual Industry Statistics Performance Report for the Year 2024

The analysed data, contained in the performance report table below, was provided by the Mobile (GSM) Operators: [MTN, GLOBACOM, Airtel, and 9Mobile], Fixed Wired Operators: [MTN FIXED, GLO FIXED, 21st CENTURY TECHNOLOGIES and IPNX] and Voice over Internet Protocol Operators (VoIP): [SMILE and NTEL].

**Table 4.1: Telecoms Industry Statistics as of December 2023 (Q4) and December 2024(Q4)**

| S/N | Service Category | Dec-23 | Dec-24 | % Change |
|---|---|---|---|---|
| **Active Voice Subscribers** | | | | |
| **1.** | **Mobile (GSM)** | 224,412,931 | 164,648,433 | -26.63 |
| **2.** | **Fixed Wired** | 111,433 | 102,714 | -7.82 |
| **3.** | **VoIP** | 188,808 | 175,452 | -7.07 |
| | **Total Active Voice Subscribers** | 224,713,172 | 164,926,599 | --26.61 |
| **4.** | **Teledensity** | 103.66 | 76.08 | -26.61 |
| **Internet and Broadband Statistics** | | | | |
| **5.** | **Total Active Internet** | 163,838,439 | 139,282,108 | -14.99 |
| **6.** | **Broadband Penetration** | 43.71% | 44.43% | 1.65 |

***Note: Teledensity was calculated based on the population estimate of 216 million (Source: NPC 2022 Nigerian population projection).***

## 4.2 Active Voice Segments

As of December 2024, the telecommunications sector recorded a total of 164,926,599 active voice subscriptions. A year -on- year comparative review of the year 2023 and year 2024 indicates that the Total Active Voice subscription decreased drastically by 26.61% from 224,713,710 in December 2023 to 164,926,599 in December 2024. Similarly, Teledensity decreased from 103.66% in December 2023 to 76.08% in December 2024, representing a decline of 26.61%. The decline in Active Voice Subscriptions and Teledensity is attributed to the removal of Subscriber Identification Modules (SIMs) that were not linked to verifiable National Identification Numbers (NINs) and the rectification of a major discrepancy by a Mobile Network Operator.

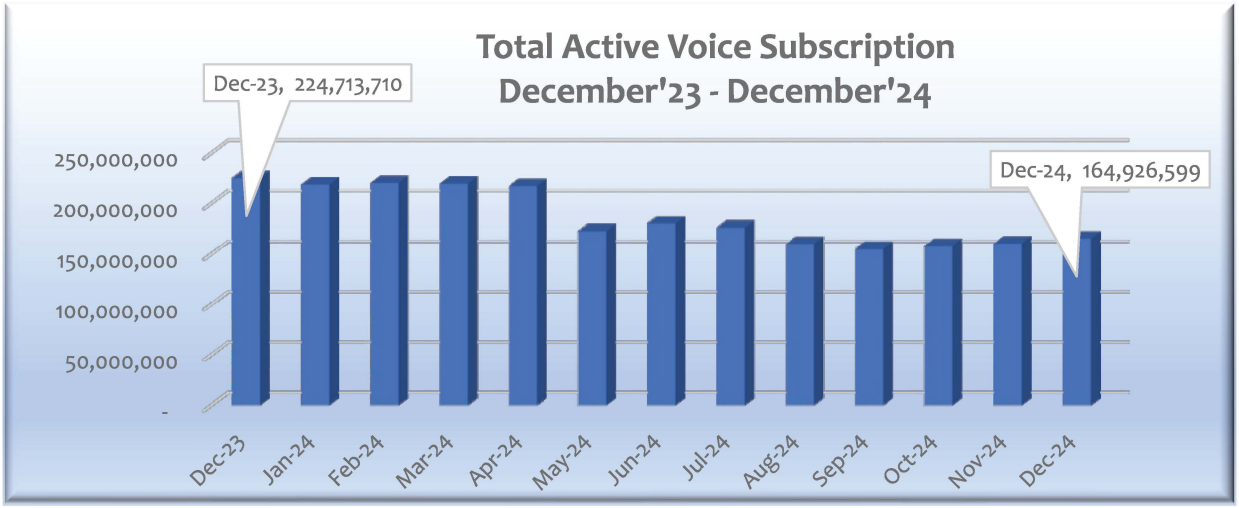



***Figure4.1: Trend of Total Active Voice Subscriptions (*December *2023* - December *2024)***

## 4.3 Active Internet Segment

Total active internet subscriptions decreased from 163,838,439 in December 2023 to 139,282,108 in December 2024, representing a decline of 14.99%.

***Table 4.2:*** **Trend of Total Active Internet Subscriptions (December *2023*– December *2024*)**

| Total Active Internet Subscription December 2023– December 2024 | | | |
|---|---|---|---|
| Month | **Active Internet Subscriptions** | **Month** | **Active Internet Subscriptions** |
| **Dec-23** | 163,838,439 | **Jul-24** | 134,989,229 |
| **Jan-23** | 161,977,883 | **Aug-24** | 131,440,663 |
| **Feb-23** | 163,279,541 | **Sep-24** | 132,907,001 |
| **Mar-23** | 164,368,292 | **Oct-24** | 134,787,935 |
| **Apr-23** | 164,555,776 | **Nov-24** | 136,540,403 |
| **May-23** | 137,119,510 | **Dec24** | 139,282,108 |
| **Jun-24** | 136,497,384 | | |

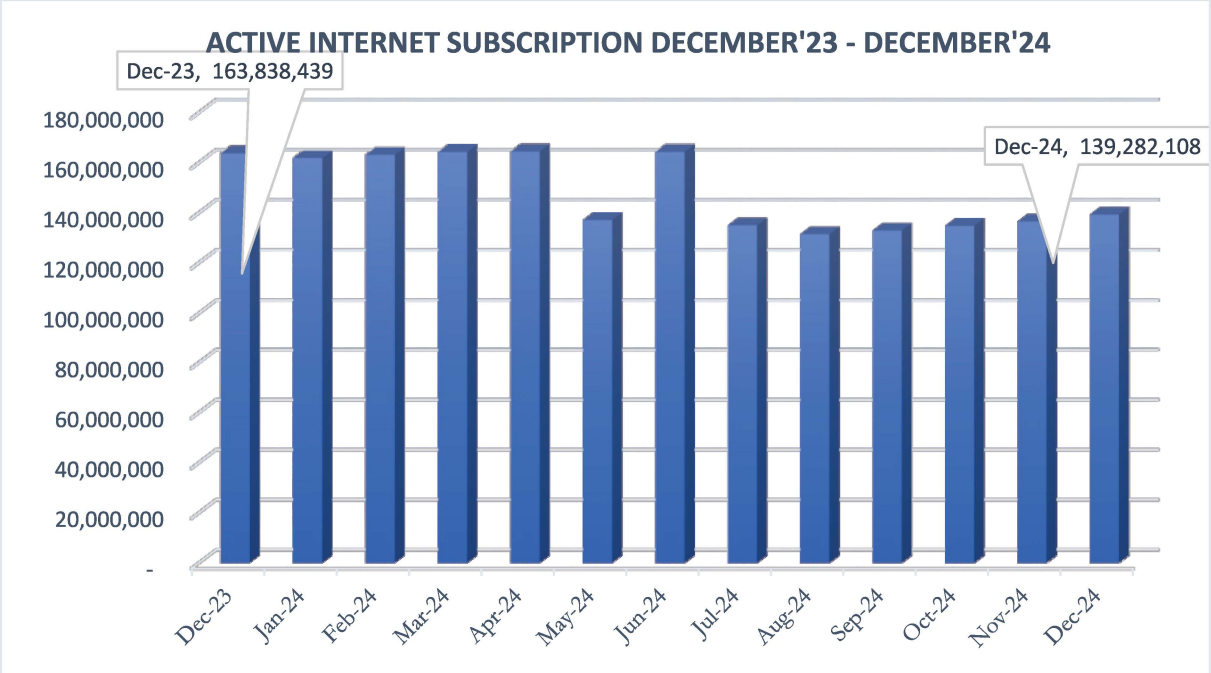



***Figure4.2:*** **Trend of Total Active Internet Subscriptions (December *2023*– December *2024*)**

## 4.4 Market Share of Service Deployment by Technology as of December 2024

As of December 2024, the Mobile (GSM), Fixed Wired and Voice over Internet Protocol (VoIP) market segments accounted for 99.8%; 0.06%; and 0.1%, respectively, of the entire market share in terms of technology deployment.

***Table 4.3: Percentage of Market Share of Service Deployment by Technology as of December 2024***

| *Mobile (GSM)* | *Fixed Wired/Wireless* | *Voice Over Internet Protocol (VoIP)* |
|---|---|---|
| 99.8% | 0.06% | 0.1% |

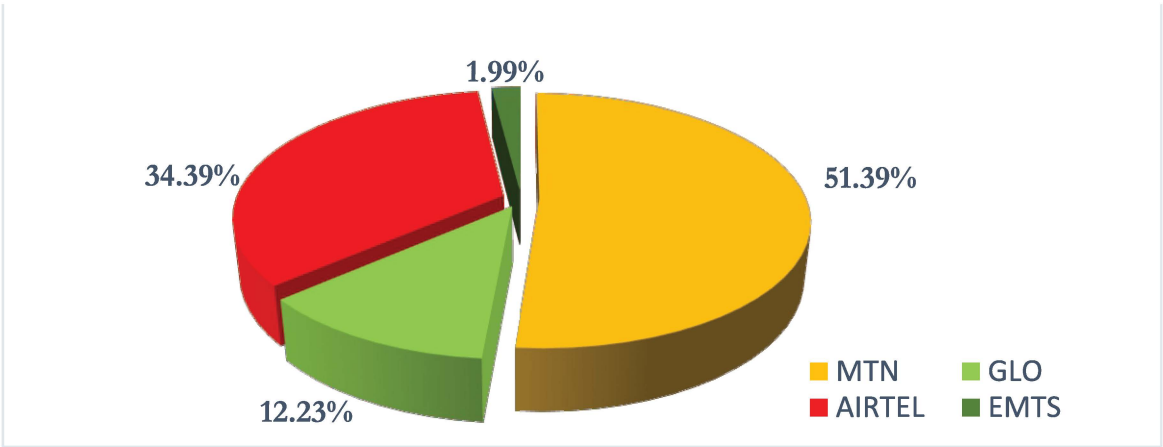



***Figure4.3: Market Share of Mobile (GSM) Operators as of December 2024***

*Table 4.4: Market Share of Mobile (GSM) Operators as at December, 2024*

| Operator | MTN | AIRTEL | GLO | 9Mobile |
|---|---|---|---|---|
| **Subscribers** | 84,607,831 | 56,619,381 | 20,137,951 | 3,283,270 |
| **Market Share** | 51.39% | 34.39% | 12.23% | 1.99% |

## 4.5 Broadband Penetration

The Broadband penetration figure in December 2024 stood at 44.43% which represents an increase of 1.65% compared to 43.71% reported in December 2023.

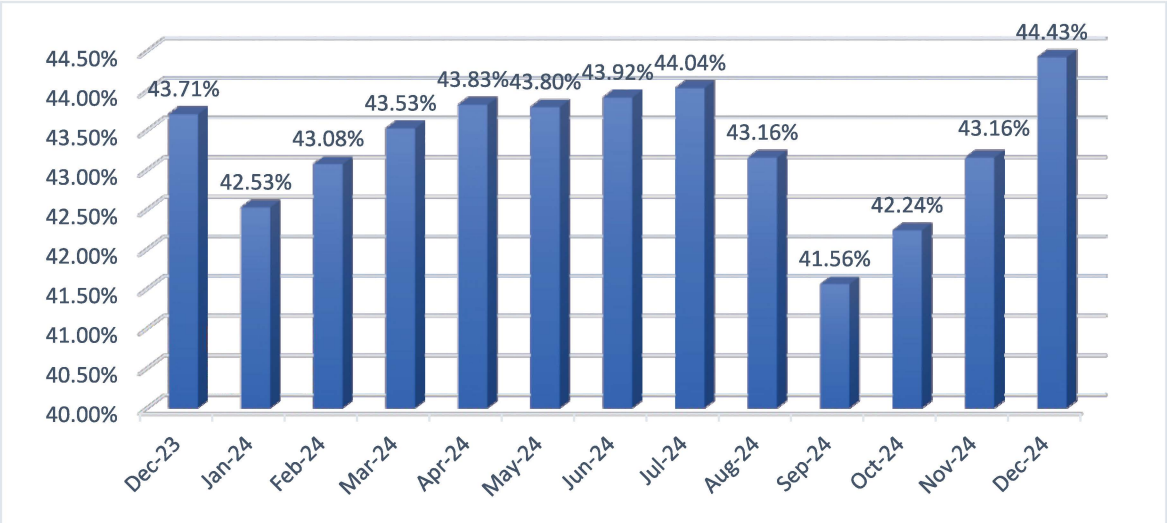



*Figure4.4: Broadband Penetration Rate December 2023– December 2024*

## 4.6 Internet Usage Summary

The total volume of data usage by subscribers increased significantly to 973,455.35 Terabytes (TB) in December 2024 from 713,200.60 recorded as at December 2023. This represents 36.49% increase in data usage within the period as shown in Figure4.5.

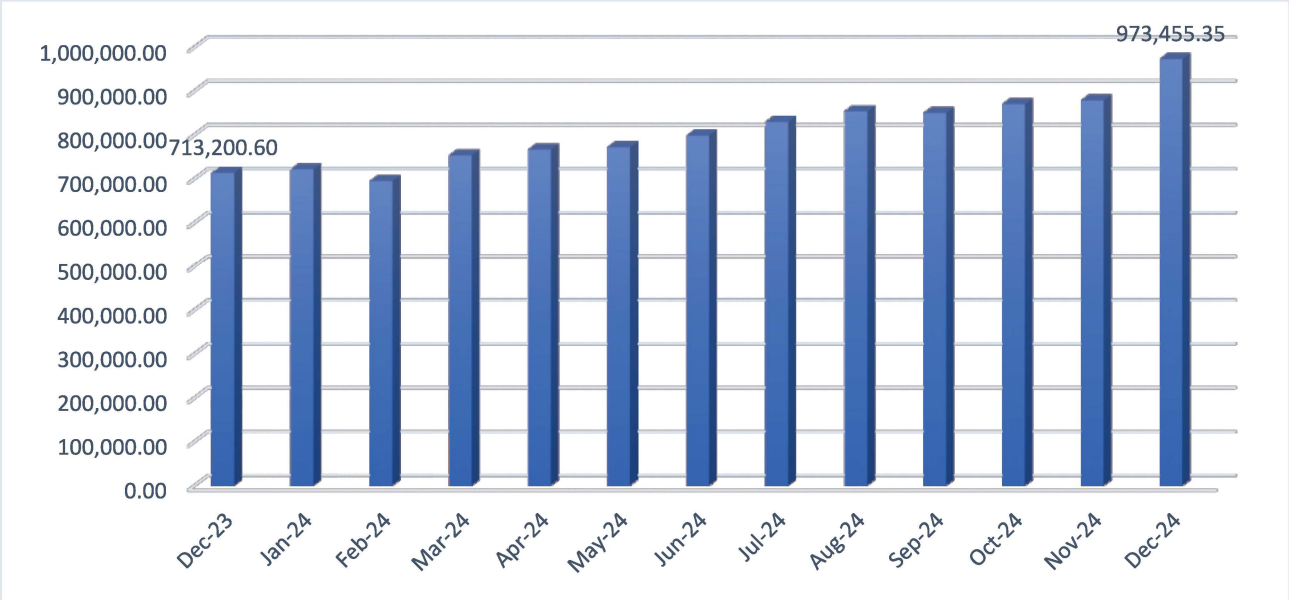



***Figure4.5: Data Usage Statistics in Terabytes (TB) December'23 - December'24***

## 4.7 Telecommunications and Information Services Sector's Contribution to Nigerian Gross Domestic Product (GDP) at the End of the Fourth Quarter (Q4) 2024

The contribution of the Telecommunications and Information Services sector to GDP as of the Fourth Quarter (Q4) 2024 stood at 14.40%, underscoring its position as a major contributor to National output and a key driver of economic growth within the broader economy. This information was derived from the latest quarterly publication of the GDP report as released by the National Bureau of Statistics (NBS).

**Table 4.5: Percentage Contribution of the Telecommunications Sector to GDP (Q4, 2022–Q4, 2024)**

| Qtrs. | Q4'22 | Q1'23 | Q2'23 | Q3'23 | Q4'23 | Q1'24 | Q2'24 | Q3'24 | Q4'24 |
|---|---|---|---|---|---|---|---|---|---|
| **Percentage Contribution (%)** ***(pre-rebasing)*** | 13.55 | 14.13 | 16.06 | 13.50 | 14 | 14.58 | 16.36 | 13.94 | 14.40 |
| **Percentage Contribution (%)** ***(post-rebasing)*** | 13.55 | 14.13 | 16.06 | 13.50 | 14 | 14.58 | 8.93 | 7.51 | 7.80 |

## 4.8 Internet Service Providers Activity Summary

In 2024, year-end questionnaires were administered to One Hundred and Eighty-Seven (187) operational Internet Service Providers for the submission of subscriber/network statistical data in 2024.

**Table 4.6: Analysed Data of Subscriptions, Bandwidth Capacity and Point of Presence**

| S/N | Indicators | Q1, 2024 | Q2, 2024 | Q3, 2024 | Q4, 2024 |
|---|---|---|---|---|---|
| **1.** | Total Active Subscriptions | 285,702 | 296,704 | 307,946 | 285,605 |
| **2.** | Wireless Internet Subscribers | 202,708 | 214,839 | 224,109 | 214,333 |
| **3.** | Wired Internet Subscribers | 82,994 | 81,865 | 83,837 | 71,272 |
| **4.** | Total Corporate subscriptions | 28,769 | 28,248 | 29,628 | 31,154 |
| **5.** | Total Retail subscriptions | 256,933 | 268,456 | 278,318 | 254,451 |
| **6.** | Point of Presence (PoP) | 2,468 | 2,444 | 2,483 | 2,467 |
| **7.** | Number Of Responses from Submissions Made by ISPs | 102 | 111 | 113 | 118 |

Table 4.6 presents the quarterly performance of subscriptions, bandwidth capacity, and Points of Presence in 2024, showing growth through Q3 and a slight decline in Q4, with continued improvement in corporate subscriptions and ISP response rates.

# CHAPTER 5

# QUALITY OF SERVICE

# 5.0 QUALITY OF SERVICE

## 5.1 Quality of Service Industry Working Group (QoSIWG)

The Quality of Service Industry Working Group (QoSIWG) is driving the QoS enhancement project, with the responsibility of monitoring and evaluating progress achieved through the various QoS improvement initiatives in the industry. The Commission conducted one IWG in June 2024 to determine the definition of major outage and agree on a reporting template for major outages.

## 5.2 Monthly Point of Interconnections/Interconnect Clearing Licensees' Visitation

The PoI data capture from the NOC is conducted monthly to have the raw PoI data from the Network Operating Centres (NOC) of operators. An FTP directory was created to enable operators to remotely dump the Monthly data as required. A summary of the PoI performance of operators for January and December 2024 are shown in Tables 5.1 and 5.2.

**Table 5.1: PoI KPIs Statistics Average at National Level (January, 2024)**

| 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 | **30.17** | **30.55** | 6.28 | **90.93** | **3.69** | 0.39 |
| AIRTEL | **32.13** | **32.74** | 35.8 | **95.97** | 0.42 | 0.38 |
| GLOBACOM | **25.61** | **24.09** | 16.73 | **93.2** | **0.78** | **0.81** |
| MTN | **34.54** | **31.21** | 23.37 | **68.39** | 0.31 | 0.12 |
| National Average | **30.61** | **29.65** | 20.55 | **87.12** | **1.3** | **0.42** |
| ICH STATISTICS | | | | | | |
| BILLYRONKS | **31.19** | **32.73** | 18.01 | **99.88** | **7.72** | **2.63** |
| BREEZE | **18.28** | **17.69** | 18.62 | **50.5** | 0.03 | 0.03 |
| ENVERGE LIMITED | 38.72 | **33.11** | 20.21 | **83.33** | 0.03 | 0.09 |
| AMICS TECHNOLOGIES | **15.52** | **15.8** | 11.49 | **29.14** | 0.06 | 0.16 |
| IMBIL TELECOM | **30.11** | **27.51** | 29.77 | **87.42** | 0.03 | 0.21 |
| ICN | **26.67** | **22.44** | 30.36 | **94.9** | 0.06 | 0.06 |
| MAFAB | **31.83** | **27.55** | 7.35 | **87.5** | 0.04 | 0.06 |
| NICONNX | **36.1** | 35.01 | 29.11 | **100** | 0.02 | 0.12 |
| ROUTELINK | **32.12** | **31.72** | 16.55 | **99.49** | 0.06 | 0.06 |
| SLEEKCHIP | | | | | | |
| SOLID TELECOM | **29.8** | **28.08** | 20.51 | **86.34** | 0.34 | 0.5 |
| TELKO MS | 35.91 | **30.69** | 25.01 | **87.5** | 0.03 | 0.04 |
| National Average | **29.66** | **27.49** | 20.64 | **82.36** | **0.77** | 0.36 |

***Note: Figures that do not meet the threshold are in bold***

**Table 5.2: PoI KPIs Statistics Average at National Level (December, 2024)**

| 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 | **21.43** | **30.85** | 2.23 | **88.32** | **0.85** | 0.15 |
| AIRTEL | **32.03** | **32.69** | 43.60 | **99.22** | **0.66** | **0.53** |
| GLOBACOM | **22.39** | **23.88** | 4.20 | **97.00** | 0.29 | 0.22 |
| MTN | **29.39** | **34.81** | 19.63 | **88.95** | **0.69** | 0.39 |
| National Average | **26.31** | **30.56** | 17.41 | **93.37** | **0.62** | **0.32** |
| ICH STATISTICS | | | | | | |
| ANALYTIQ TELECOM | **30.26** | **34.93** | 28.89 | 100.00 | 0.17 | **1.11** |
| BILLYRONKS | **20.30** | 45.80 | 17.91 | **88.15** | 0.06 | 0.20 |
| BREEZE | **29.14** | **16.22** | 28.64 | 100.00 | 0.03 | 0.08 |
| ENVERGE LIMITED | **29.05** | **18.41** | 34.73 | 99.97 | 0.08 | 0.14 |
| EXCHANGE TELECOM | 38.88 | 37.99 | 28.82 | 99.97 | 0.07 | 0.28 |
| IMBIL TELECOM | **31.80** | **29.78** | 22.61 | 100.00 | 0.22 | 0.20 |
| ICN | **18.13** | **12.00** | 12.37 | 100.00 | 0.16 | 0.17 |
| MAFAB | **28.06** | **32.87** | 23.13 | **88.15** | 0.07 | 0.22 |
| NICONNX | **19.41** | **24.54** | 28.60 | 100.00 | 0.22 | 0.40 |
| ROUTELINK | **28.00** | **36.20** | 23.18 | **83.82** | 0.09 | 0.17 |
| SLEEKCHIP | **0.00** | **0.00** | 0.00 | **0.00** | 0.00 | 0.00 |
| SOLID TELECOM | **29.88** | **26.22** | 25.21 | 100.00 | 0.27 | 0.46 |
| TELKO MS | **19.10** | **24.96** | 12.88 | 99.97 | **0.53** | 0.28 |
| National Average | **24.77** | **26.15** | 22.07 | **89.23** | 0.15 | 0.29 |

***Note: Figures that do not meet the threshold are in bold***

*ASR_OG: Answer Seizure Ratio (Outgoing)*
*ASR_INC: Answer Seizure Ratio (Incoming)*

Point of Interconnections data from Table 5.2 showed that in December 2024, all the MNOs performed poorly for ASR_INC KPI target. Similarly, all the ICHs failed to meet the target except exchange telecom. However, all the MNOs and ICHs passed the Utilization target for the period under review. While none among the MNOs met the Availability target, Analytiq, Breeze, IMBIL, ICN, Niconnx and Solid are the ICHs that passed the target. Among the MNOs, Globacom is the Only MNO that passed the congestion target.

## 5.3 Call Masking and Refilling

The Commission varied the Direction issued against Call Masking, Call Refilling, and SIM Boxing in the industry to include key performance indicators (KPIs) to enable the active monitoring of traffic for possible call masking activities using the CLI Spoofing and Call Masking Detection and Blocking (CCB) Solution recently deployed by the Commission. Following 'go-live', the Commission commenced utilizing the CCB Solution to:

1. Continuously monitor incidents of Call Masking/CLI Spoofing in Nigeria.
2. Detect incidents of call masking across all MNO networks 24 x 7 in real-time and report the same.
3. Proactively block masked/Spoofed CLI calls at the origination/setup stage to prevent the call routing to the called subscriber.
4. Provide empirical data for additional regulatory action.
5. Improve the quality of experience of Nigerians.
6. Increase CLI transparency in the industry.

Several licensees have been flagged for call masking activities by the tool, and enforcement action against offenders is currently ongoing.

# CHAPTER 6

# LICENSING AND AUTHORIZATION

## 6.0 LICENSING AND AUTHORIZATION

The Commission is committed to fostering a dynamic telecommunications sector and acting as a key facilitator of local and foreign investments 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.

In 2024, the Commission issued a total of One Thousand and Thirty-Five (1,035) new licenses and Two Hundred and Thirteen (213) renewed licenses. This generated a total of Nine Hundred and Sixty-Six Million, Six Hundred and Forty-Three Thousand, Five Hundred and Fifty Only (₦966,643,550) for the Commission.

### 6.1 New Licences

The Commission processed a total number of One Thousand and Thirty-Five (1,035) applications, comprising Seven Hundred and Fifty-Four (754) Class Licence and Two Hundred and Eighty-One (281) Individual Licence. The tables below indicate the submissions received in respect of applications for various categories of licenses. Table 6.1 shows the total number of Individual and Class Licence applications received during the period. Tables 6.2 and 6.3 show the classification of Class and Individual license applications received, while Table 6.4 highlights the administrative charges. Table 6.5 is a breakdown of Individual License Fees received, and Table 6.6 depicts Total Revenue accrued for the period under review.

**Table 6.1: Summary of Individual and Class Licence Applications Received**

| Category | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Total |
|---|---|---|---|---|---|
| **Class** | 170 | 148 | 188 | 248 | **754** |
| **Individual** | 72 | 68 | 59 | 82 | **281** |
| **Total** | **242** | **216** | **247** | **331** | **1,035** |

**Table 6.2: Breakdown of Class Licence Applications Received**

| S/N | Category | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Total |
|---|---|---|---|---|---|---|
| **1.** | S&I | 153 | 129 | 167 | 228 | 677 |
| **2.** | Cybercafé | 6 | 6 | 3 | 2 | 17 |
| **3.** | Public Payphone | 1 | 4 | 3 | 3 | 11 |
| **4.** | Repairs and Maintenance | 9 | 6 | 13 | 11 | 39 |
| **5.** | Cabling | 1 | 3 | 2 | 3 | 9 |
| **6.** | Tele-Centre | - | - | - | 1 | 1 |
| | **Total** | **170** | **148** | **188** | **248** | **754** |

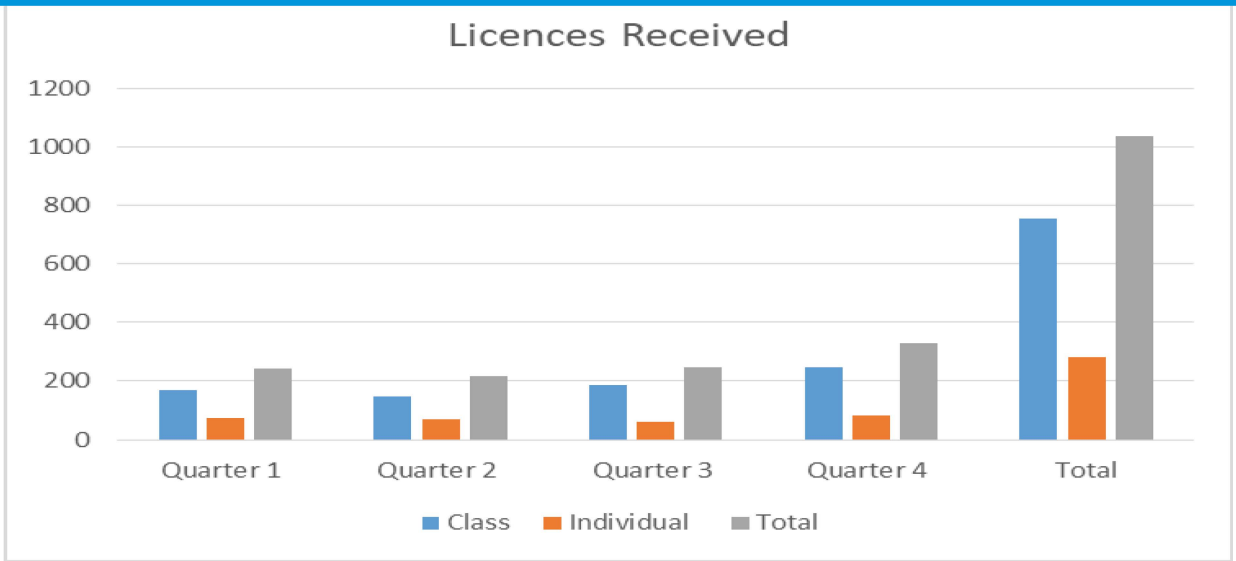



*Figure 6.1: Breakdown of Class Licence Applications Received*

**Table 6.3: Breakdown of Individual Licence Applications Received**

| S/N | Category | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Total |
|---|---|---|---|---|---|---|
| 1. | VAS Content | 3 | 13 | 17 | 16 | 49 |
| 2. | VAS Call Centre | 2 | - | 1 | 4 | 7 |
| 3. | VAS Special Numbering | 2 | - | 1 | 1 | 4 |
| 4. | VAS Aggregator | - | 1 | | | 1 |
| 5. | AVTS | 2 | 3 | 1 | 1 | 7 |
| 6. | MFCN | 7 | - | 3 | 6 | 16 |
| 7. | ISP | 9 | 10 | 15 | 23 | 57 |
| 8. | Co-location | 1 | 4 | 1 | 5 | 11 |
| 9. | S&I (Major) | 14 | 18 | 13 | 18 | 63 |
| 10. | S&I (Satellite) | 4 | 1 | 1 | 2 | 8 |
| 11. | PNL (Tier 1) | 4 | 4 | 1 | 2 | 11 |
| 12. | PNL (Tier 2) | 5 | 4 | 1 | - | 10 |
| 13. | PNL (Tier 3) | 6 | - | - | - | 6 |
| 14. | PNL (Tier 4) | 1 | - | - | - | 1 |
| 15. | PNL (Tier 5) | 1 | 1 | - | - | 2 |
| 16. | PNL Urban (Tier 1) | - | 1 | 1 | - | 2 |
| 17. | PNL Urban (Tier 3) | - | - | - | 1 | 1 |
| 18. | PNL Urban (Tier 5) | - | 1 | - | - | 1 |
| 19. | Open Access (FTTX) | - | - | - | 1 | 1 |
| 20 | Internet Exchange Service | 3 | - | - | - | 3 |
| 21. | IES | 5 | 5 | - | - | 10 |
| 22 | IDA | 2 | - | 1 | 1 | 4 |
| 23 | NLDO | 1 | 1 | 2 | - | 4 |
| 24 | GMPCS | - | - | - | 1 | 1 |

| S/N | Category | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Total |
|---|---|---|---|---|---|---|
| 25 | Non-Commercial Closed User Radio Network | - | 1 | - | - | 1 |
| | **TOTAL** | **72** | **68** | **59** | **82** | **281** |

**Table 6.4: Individual License Fee for Year 2024**

| S/N. | Licence Categories | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | License Fee |
|---|---|---|---|---|---|---|
| 1. | VAS Content | 9 | 5 | 5 | 11 | 15,000,000.00 |
| 2. | VAS Special Numbering | - | - | 1 | 1 | 6,000,000.00 |
| 3. | VAS AVTS | - | 1 | - | 1 | 1,000,000 |
| 4. | Internet Service Provision | 6 | 5 | - | 1 | 6,000,000.00 |
| 5. | S&I (Major) | 8 | 9 | 2 | 8 | 54,000,000.00 |
| 6. | S&I (Satellite) | 2 | 2 | - | - | 2,000,000.00 |
| 7. | VAS (Aggregator) | - | 1 | - | - | 10,000,000.00 |
| 8. | PNL (National) | - | - | 1 | - | 44,600,000.00 |
| 9. | PNL Regional (Abuja) | - | 1 | - | - | 1,680,000.00 |
| 10. | MVNO (Tier 5) | 1 | - | - | - | 500,000,000.00 |
| 11. | MVNO (Tier 3) | - | 1 | - | - | 130,000,000.00 |
| 12. | International Data Access | - | 3 | - | 1 | 100,000,000.00 |
| 13. | MFCN (Anambra) | - | 1 | - | - | 1,000,000.00 |
| 14. | MFCN (Abuja) | - | 1 | - | - | 1,000,000.00 |
| 15. | MFCN (Ondo) | 1 | - | | | 1,000,000.00 |
| 16. | NLDO | - | 3 | - | - | 60,000,000.00 |
| | Total | **27** | **33** | **9** | **23** | **933,280,000.00** |

**Table 6.5: Revenue Generated for the Year 2024**

| S/N | Item | Qty | Amount (₦) |
|---|---|---|---|
| 1. | Application Forms | 35 | 35,000.00 |
| 2. | Class License fees | 746 | 7,460,000.00 |
| 3. | Admin Charges | 283 | 25,868,550.00 |
| 4. | Individual License fees | 63 | 933,280,000.00 |
| | **Total** | | **966,643,550.00** |

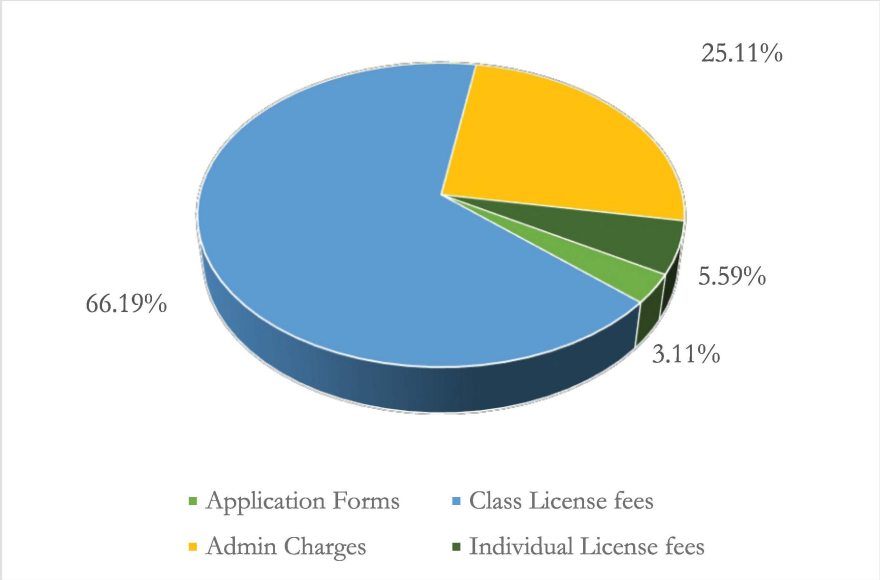



*Figure 6.2: Revenue Generated for the Year 2024*

**Table 6.6: Offer Letters Issued for Year 2024**

| S/N | Category | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Total |
|---|---|---|---|---|---|---|
| 1. | ISP | 6 | 5 | - | - | 11 |
| 2. | VAS (Content) | 9 | 5 | 9 | 18 | 41 |
| 3. | VAS (Call Centre) | 1 | - | - | - | 1 |
| 4. | VAS Call Directory | 1 | | | | 1 |
| 5. | VAS Special Number | - | - | 1 | 1 | 2 |
| 6. | VAS Aggregator | - | 1 | - | - | 1 |
| 7. | International Data Access | - | 4 | 1 | - | 5 |
| 8. | AVTS | - | 1 | 1 | - | 2 |
| 9. | S & 1 (Major) | 10 | 9 | 9 | 4 | 32 |
| 10. | S & I (Satellite) | 2 | 2 | - | - | 4 |
| 11. | PNL Regional | - | 2 | - | - | 2 |
| 12. | Metropolitan Fibre Cable Network | 1 | 2 | - | - | 3 |
| 13. | NLDO | - | 2 | - | - | 2 |
| | **Total** | **30** | **33** | **21** | **23** | **107** |

**Table 6.7: Revalidation of Offer Letter for the Year 2024**

| S/N | Licence Category | Qtr 1 | Qtr 2 | Qtr 3 | Qtr 4 | Total |
|---|---|---|---|---|---|---|
| **1.** | Private Network Link (PNL Regional) | - | - | - | 1 | **1** |
| **2.** | Private Network Link (PNL National) | - | - | 1 | - | **1** |
| **3.** | Internet Service Provision | 1 | - | - | - | **1** |
| **4.** | Sales & Installation (Major) | - | 1 | - | - | **1** |
| | **Total** | **1** | **1** | **1** | **1** | **4** |

## 6.2 Renewals

The applications for renewal of Two Hundred and Thirteen (213) Licenses were received and processed. Forty-Seven (47) Companies met the requirements for renewal, while one hundred and twenty-six (126) companies' applications were pending due to outstanding Licence obligations. A total of Eighty-Six (86) renewal applications were discontinued for failing to provide the regulatory obligations required to complete their renewal applications. The pending renewal application cases resulted from outstanding AOL/Spectrum fees.

# CHAPTER 7

# SPECTRUM ADMINISTRATION

# 7.0 SPECTRUM ADMINISTRATION

## 7.1 Spectrum Monitoring

Spectrum administration is central to the Commission's mandate to ensure the efficient, transparent, and interference-free management of spectrum. In 2024, the Commission enhanced regulatory oversight through targeted spectrum-utilization monitoring and compliance spot checks across selected frequency bands within Abuja and its environs, reinforcing proper usage and supporting service quality across the industry.

Spectrum utilization monitoring and spot checks on 2.3GHz, 5.4GHz, 6GHz and 10GHz were conducted. Find below the summary of the interference investigations and resolution activities. The Commission carried out spot checks on the 5.4GHz band, 6GHz Band (5925-6425) and 2.3GHz band in Abuja and its environs and found no illegal transmission. Spot checks on 2.1GHz, 4.8GHz, and 10GHz bands in Abuja and its environs were carried out, and the presence of several illegal GSM boosters was identified. Enforcement actions were taken by the Commission.

## 7.2 Space & Satellite-Related Activities

All necessary satellite-related activities, such as granting permits, assignment of space-related frequencies and satellite coordination, were carried out in 2024. A summary of the permits issued during the period in view is captured in the table below:

**Table 7.1: List of Licenses/Authorizations Issued**

| S/N | Operator | Licence | Status |
|---|---|---|---|
| **1** | MTN Nigeria Communication PLC | 1 NR. Gateway Earth Station Network Frequency Licence (C-BAND) | Provisional Offer |
| **2** | Airtel Network Limited | 1 NR. VSAT Earth Station Network Frequency Licence (Ka – band) | Provisional Offer |
| **3** | Africa Mobile Communications Limited | 1 NR. VSAT Earth Station Network Frequency Licence (Ka and Ku bands) | Issued |
| **4** | INQ Digital Nigeria Limited | 1 NR. VSAT Earth Station Network Frequency Licence (C and Ku bands) | Provisional Offer |
| **5.** | Connectivity Infrastructure Service Limited | 1 NR. VSAT Earth Station Network Frequency Licence (Ka band) | Issued |
| **6.** | Infratel Limited | 1 NR. VSAT Earth Station Network Frequency Licence (Ka band) | Provisional Offer |
| **7.** | Radical Technology Network Limited | 1 NR. VSAT Earth Station Network Frequency Licence (Ku. Ka and C bands) | Provisional Offer |
| **8.** | NSL Communication Limited | 1 NR. Landing Permit (Ka band) | Issued |
| **9.** | Kuiper Systems LLC | 1 NR. Landing Permit (Ka band) | Issued |

| S/N | Operator | Licence | Status |
|---|---|---|---|
| 10. | Lynk Global Inc | 1 NR. Landing Permit (UHF band) | Issued |
| 11. | Satelio IoT Services | 1 NR Landing Permit (S band) | Issued |
| 12. | Nigerian Communications Satellite Limited (NIGCOMSAT) | 2 NR. Landing Permit (C and L bands) | Issued |
| 13. | NSS Licensee B.V | 1NR. landing permit (Ka band) | Issued |
| 14. | Gluwa Space Network Nigeria | Proof of Concept Trial Licence | Issued |

**Table 7.2: List of Licenses/Landing Permits Issued**

| S/N | Operator | Licence |
|---|---|---|
| 1. | NSL Communication Limited | Ka Band |
| 2. | Kuiper Systems LLC | Ka Band |
| 3. | Nigerian Communications Satellite Limited (NigComSat) | C and L Band |
| 4. | Lynk Global Inc | UHF Band |
| 5. | Satelio IoT Services | S Band |

**Table 7.3: List of Assigned Frequencies from January 2024 - December 2024**

| S/N | Operator | Frequency Band | Channel Spacing | Location | Effective Date |
|---|---|---|---|---|---|
| 1. | SKYMAX Integrated Networks Limited | 23GHz | 28MHz | Adamawa, Borno & Kano | April 11, 2024 |
| 2. | Ratel Plus Nigeria Limited | 2.3GHz | 20MHz (TDD) | Kano | June 12, 2024 |
| 3. | MTN Nigeria Communications Plc. | 70/80GHz<br>18GHz<br>23GHz | 250MHz<br>27.5MHz<br>28MHz | Nationwide | May 8, 2024 |
| 4. | Chevron Nigeria Limited | 7GHz | 28MHz | Delta | August 22, 2024 |
| 5. | MTN Nigeria Communications Plc. | 18GHz<br>23GHz | 27.5MHz<br>28MHz | Nationwide (Concatenation) | September 02, 2024 |
| 6. | Cyberspace Limited | 11GHz<br>13GHz<br>15GHz<br>23GHz | 40MHz<br>28MHz<br>14MHz<br>28MHz | Lagos, FCT & Delta | November 11, 2024 |
| 7. | Nigeria LNG Limited. | 8GHz | 29.65MHz | Rivers | November 11, 2024 |

| S/N | Operator | Frequency Band | Channel Spacing | Location | Effective Date |
|---|---|---|---|---|---|
| **8.** | MainOne Cable Company Limited. | 7GHz<br>8GHz<br>11GHz | 28MHz<br>29.65MHz<br>14MHz | Lagos & Rivers | November 11, 2024 |

## 7.3 BTS Deployment Trend Analysis

The analysis was carried out using periodic data submitted by Airtel, 9Mobile, Globacom, MTN and MAFAB (5G only). The submissions were made on a quarterly basis from January Q1, 2024, until December Q4, 2024. The graphical representation showing deployments made in 2024 is presented below:

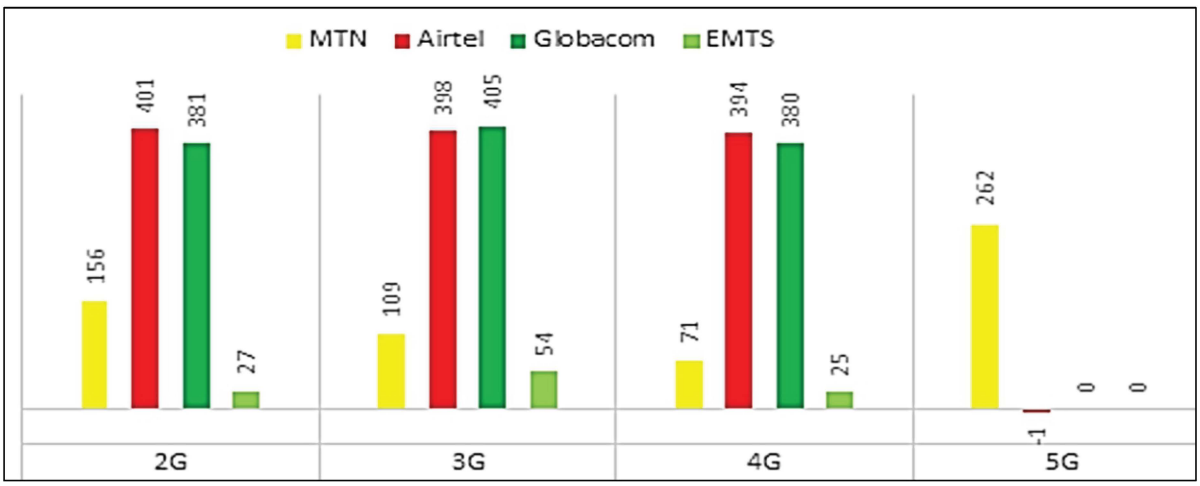



*Figure7.1: Chart Showing No. of Sites Deployed by Operators Between 1st January to 31st March 2024*

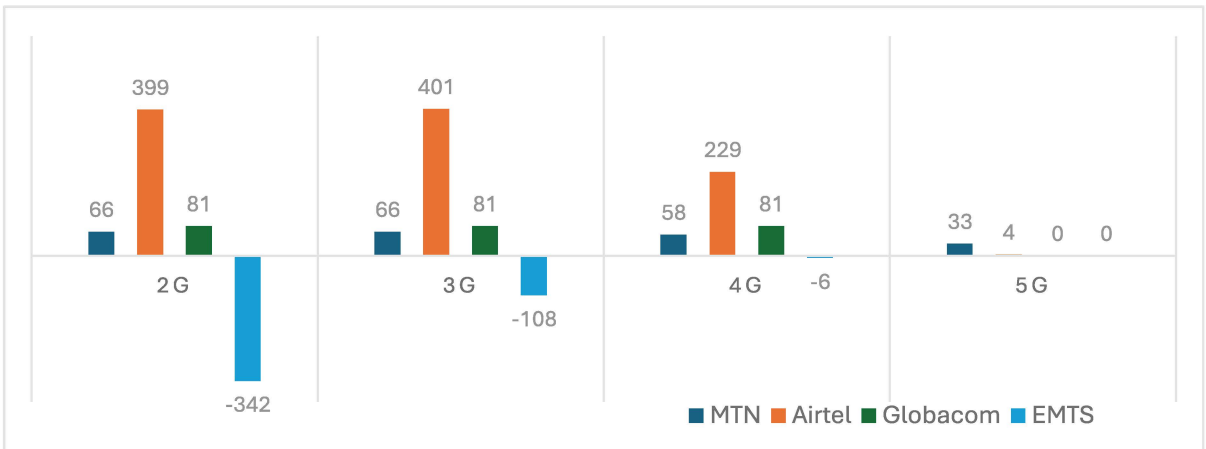



*Figure7.2: Chart Showing No. of Sites Deployed by Operators Between 1st April to 30th June 2024*

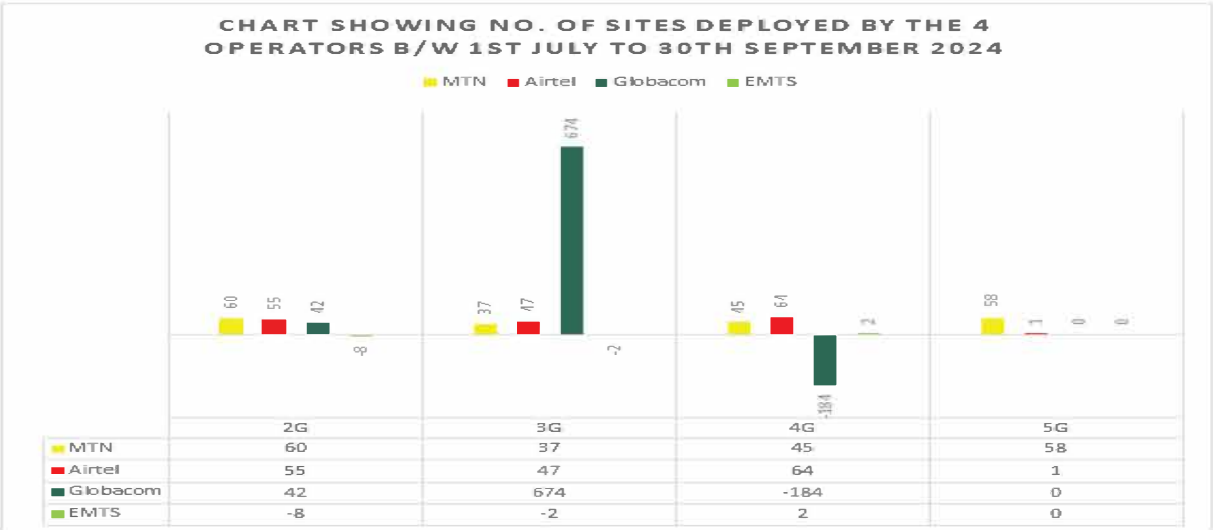



*Figure7.3: Chart Showing No. of Sites Deployed by Operators Between 1st July to 30th September 2024*

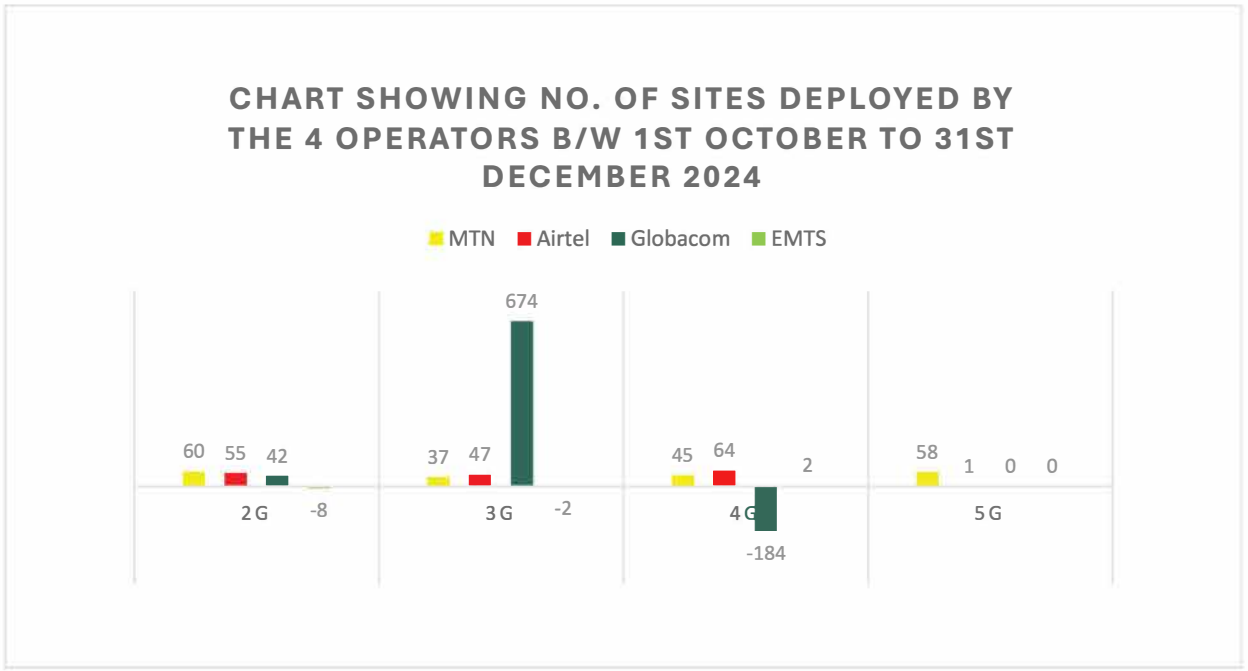



*Figure7.4: Chart Showing No. of December 2024 Between 1st October to 31st Sites Deployed by Operators*

Growth in total BTS deployments increased from 137,992 in December 2023 to 143,003 in December 2024, indicating a steady growth of 5,011 base stations.

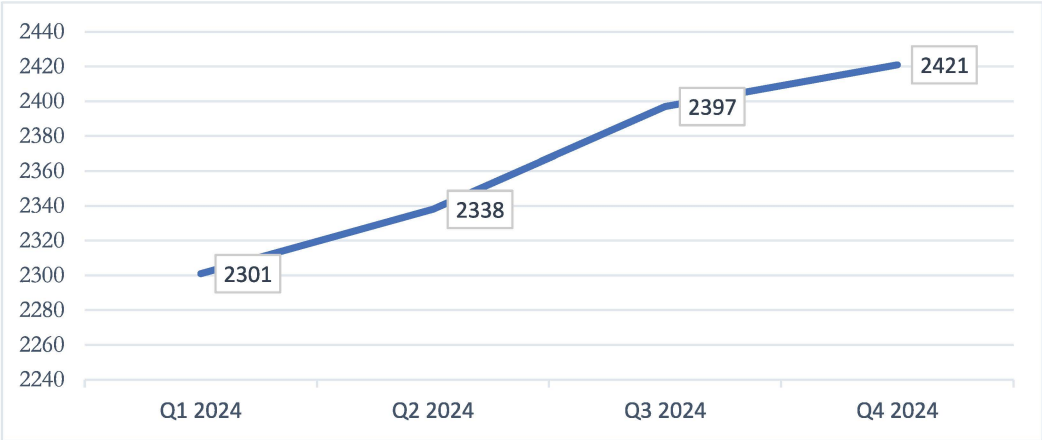



*Figure7.5: 5G Deployment Trend from Inception*

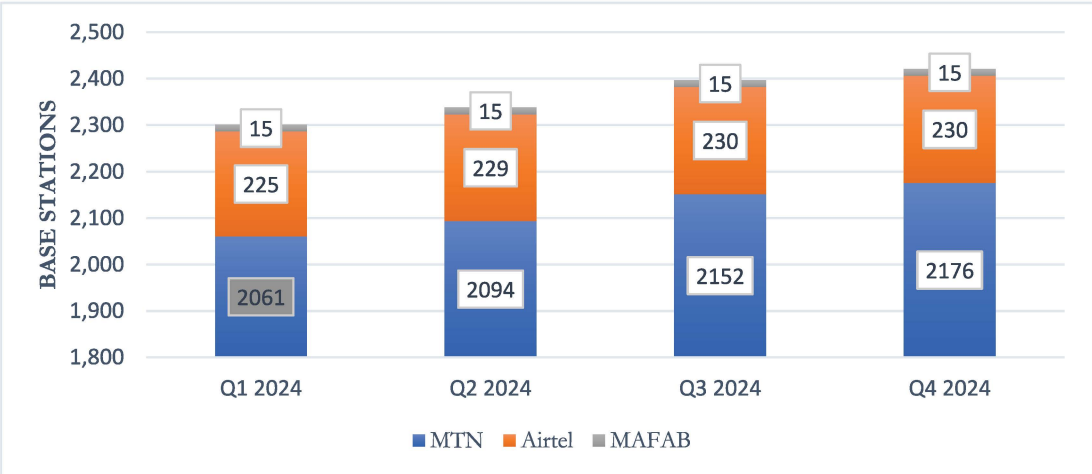



*Figure7.6: 5G Deployment Trend by Operator from January 2024 - December 2024*

The expansion by the MNOs in terms of deployments has positively impacted the entire telecoms sector thereby continually reducing the digital divide. A snippet of the growth from the 1st quarter of 2018 till December 31st, 2024 (Figure 7.7), shows how the data segment is flourishing, which is why the country's broadband penetration and internet penetration have witnessed a high trajectory.

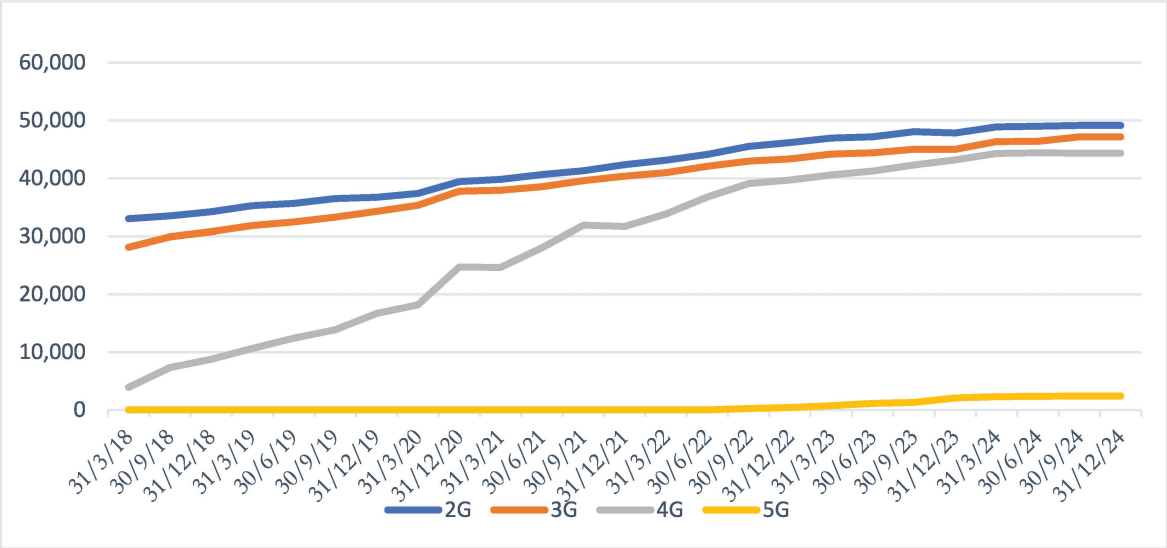



***Figure7.7: A Chart Showing the Deployments Trend Analysis From 1st March, 2018 to December 31st, 2024***

## Analysis of Network (2G, 3G, 4G and 5G) Coverage

The details of estimated population coverage for 2G, 3G, 4G and 5G networks in Nigeria January (Q1 2024) - December 31, 2024(Q4 2024) is depicted in the table:

**Table 7.4: Estimated population coverage for 2G, 3G, 4G and 5G networks in Nigeria**

| S/N | Category of Network | Q1-2024 (%) | Q2-2024 (%) | Q3-2024 (%) | Q4-2024 (%) |
|---|---|---|---|---|---|
| **1** | 2G | 94.48 | 94.06 | 95.31 | 95.31 |
| **2** | 3G | 89.42 | 89.42 | 89.42 | 89.42 |
| **3** | 4G | 84.38 | 84.38 | 84.31 | 84.31 |
| **4** | 5G | 12.00 | 13.28 | 13.28 | 13.28 |

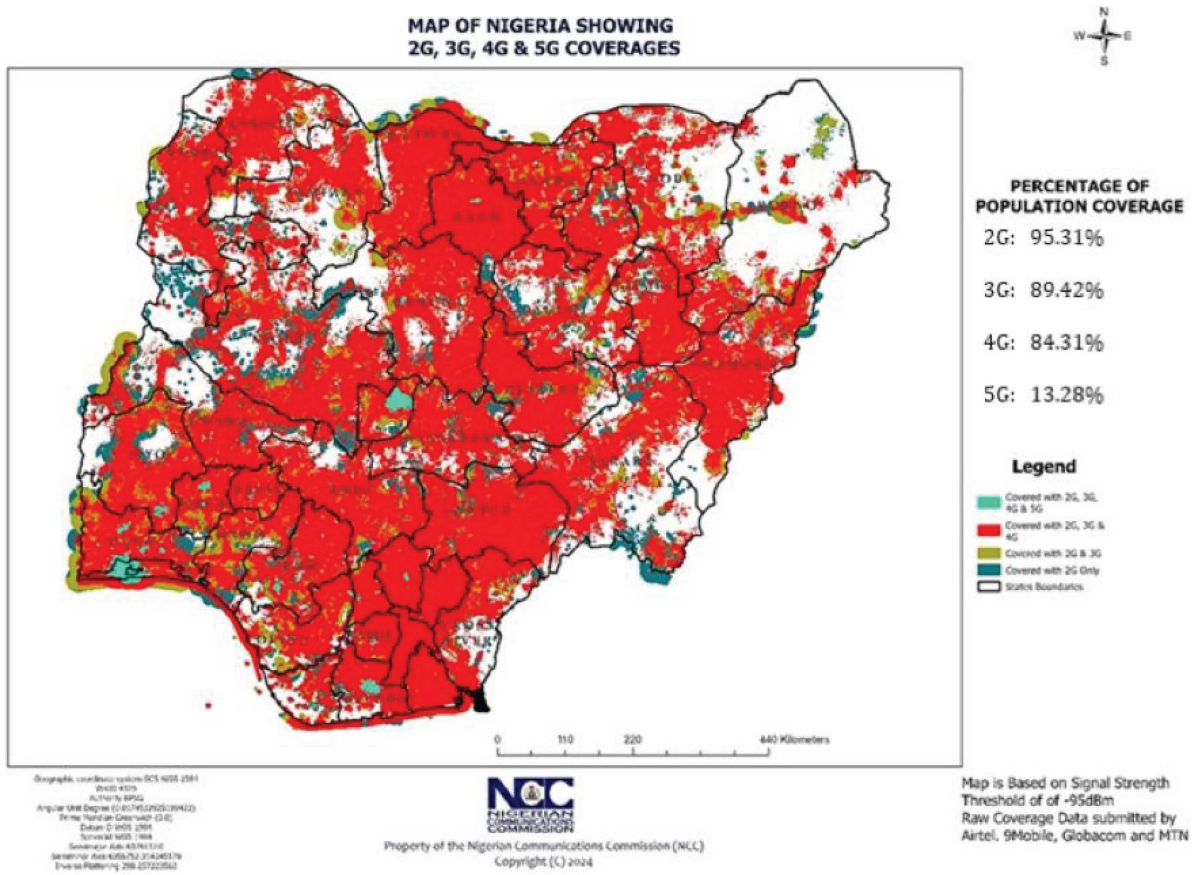



*Figure 7.8. Map of Nigeria showing 2G, 3G, 4G and 5G Coverages as at Q4 2024*

**Table 7.5: BTS Deployment Trend Analysis**

| Network Technology | Population coverage (Q4, 2023) | Population coverage (Q4, 2024) | Trend summary | Net change (%) |
|---|---|---|---|---|
| **2G** | 94.14 | 95.31 | Declined to 94.06% in Q2, 2024, then increased | +1.17 |
| **3G** | 89.42 | 89.42 | Stable throughout period | 0.00 |
| **4G** | 84.31 | 84.19 | Slight decline over period | -0.12 |
| **5G** | 11.80 | 13.28 | Significant growth | +1.48 |

# CHAPTER 8

# TYPE APPROVAL AND NUMBERING RESOURCES

# 8.0 TYPE APPROVAL AND NUMBERING RESOURCES

## 8.1 Equipment Type Approval

The breakdown of the number of applications and devices (Routers, Microwave Radios, Bluetooth Devices, Mobile Phones, Access point devices, Wireless Audio Devices, Wi-Fi devices, Modems, etc.) received from January to December 2024, the breakdown of E-certificates for handsets, and the total inflow generated for the year 2024 are in the tables below.

**Table 8.1 Total Applications Received from January to December 2024**

| Month | No. of Unique Applications Submitted | No. of Actual Devices Applied |
|---|---|---|
| **January** | 91 | 100 |
| **February** | 77 | 78 |
| **March** | 46 | 48 |
| **April** | 71 | 93 |
| **May** | 79 | 90 |
| **June** | 32 | 40 |
| **July** | 32 | 44 |
| **August** | 61 | 81 |
| **September** | 65 | 69 |
| **October** | 78 | 89 |
| **November** | 52 | 75 |
| **December** | 65 | 70 |

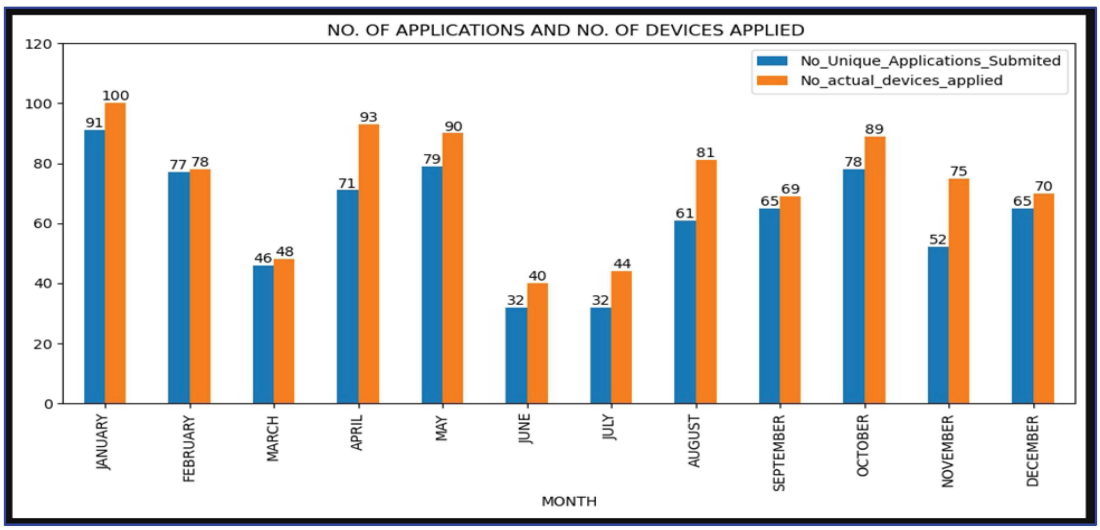



*Figure 8.1: Total Applications Received from January to December 2024*

Table 8.2: Breakdown of E-Certificates for Handsets January- December 2024

| Month | No. of Mobile Phone Approved | No. of Other Equipment Approved |
|---|---|---|
| January | 7 | 27 |
| February | 15 | 48 |
| March | 9 | 54 |
| April | 12 | 51 |
| May | 20 | 96 |
| June | 12 | 43 |
| July | 18 | 91 |
| August | 17 | 57 |
| September | 20 | 126 |
| October | 8 | 108 |
| November | 14 | 55 |
| December | 3 | 57 |

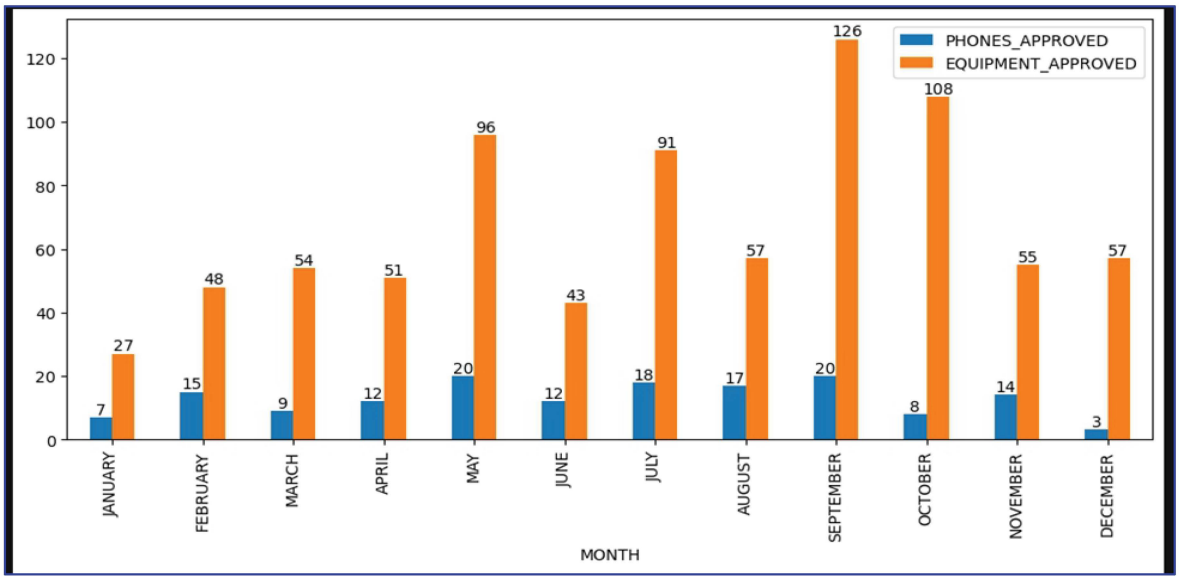



*Figure 8.2 Total Applications Approved from January to December 2024*

Table 8.3 Total Inflow Generated January - December 2024

| Month | NGN Naira Inflow | US Dollar Inflow |
|---|---|---|
| January | 78,070,912 | 0.00 |
| February | 129,790,840 | 20,755 |
| March | 250,228,480 | 2,100 |
| April | 276,971,072 | 2,275 |
| May | 466,876,960 | 2,275 |
| June | 171,242,208 | 18,925 |
| July | 375,398,368 | 12,075 |
| August | 280,744,512 | 0.00 |
| September | 494,812,736 | 20,687 |
| October | 436,181,440 | 12,450 |
| November | 304,382,080 | 0.00 |
| December | 214,997,088 | 4,375 |
| Total | **3,479,696,696** | **95,917** |

# CHAPTER 9

# COMPETITION AND TARIFF

# 9.0 COMPETITION AND TARIFF

## 9.1 Application For Tariff Approvals by MNOs:

Table 9.1 below depicts the breakdown of the status of tariff requests/modifications/renewals during the period under review:

**Table 9.1: Status of Tariff Applications from January 2024 – December 2024**

| Mobile Network Operators (MNOs) | Total Applications Submitted | New Tariff Requests & Promo | Tariff Modifications/ Renewal/ Revalidation | Approved Tariffs/Promo/ Modification/Renewal/ Revalidation |
|---|---|---|---|---|
| **MTN Communications Limited** | 14 | Tariff (2)<br>Promo (8) | 4 | 14 |
| **Airtel Networks** | 5 | 3 | 2 | 5 |
| **GLOBACOM** | 4 | Promo (3)<br>New (1) | 0 | 4 |
| **9Mobile** | 2 | 0 | 2 | 2 |

## 9.2 Tariff/Pricing Request for Internet Service Providers (ISPs) And Value-Added Service (VAS) Operators

The Commission processed and approved four (4) tariff requests for ISPs as follows: VDT Communications (1), Edo Telecom Ltd. (1), Liquid Intelligent Tech (1) and KKON Tech Ltd (1). One Hundred and Ninety-Six (196) Tariff/Pricing requests from VAS Operators were processed. One Hundred and Forty-Seven (147) requests were approved whilst Forty-Nine (49) requests were declined.

## 9.3 Administrative Fees for Processing of Tariff Modifications and Revalidation

The Commission generated a total sum of Nine Million, Four Hundred and Fifty Thousand Naira Only (₦9, 450,000.00) in 2024 from administrative fees as detailed in the Table 9.2 below:

**Table 9.2: Status of Administrative Fees Generated from Tariff Applications from January 2024 – December 2024**

| Nature of Plan | Total | Cost (₦) | Total (₦) |
|---|---|---|---|
| Modification (MNOs) | 3 | 350,000 | 1,050,000 |
| Revalidation (MNOs) | 2 | 250,000 | 500,000 |
| Revalidation (VAS) | 79 | 100,000 | 7,900,000 |
| **Total** | **84** | | **9,450,000** |

## 9.4 Projects and Studies

### a. Issuance of Guidance on Simplification of Tariffs

In a bid to eliminate ambiguity, promote transparency, and ensure that Nigerian telecom subscribers can get better Quality of Experience, the Commission, after various consultation with Industry Stakeholders; issued the Guidance on Tariff Simplification on July 29, 2024. The Guidance stipulated a Ninety (90) days implementation timeframe within which Operators are required to submit their Post simplification tariff plans, bundles and add-ons for approval within this period.

Further to the issuance of the Guidance on Tariff Simplification for the Nigerian Telecom Industry with a planned implementation date of November 1, 2024, the Commission received additional inputs from the Association of Licensed Telecom Operators of Nigeria (ALTON) in relation to certain provisions of the Guidance. The Commission thus held further consultative sessions with ALTON and other internal stakeholders, to arrive at a common position on concerns raised.

Following the conclusion of the additional consultative sessions, the Commission has reviewed certain terms and provisions of the Guidance on Tariff Simplification. The revised simplified tariff offerings within the Nigerian Telecommunication Industry will take effect from December 13, 2024.

### b. Implementation of the ECOWAS Roaming Regulation

The Commission attended the 14th Focal Points Persons meeting in Abuja, where it was agreed that a bilateral approach to the roaming regulation implementation should be adopted. The strategy involves individual countries signing agreements in line with the ECOWAS Roaming Regulation, differing from the original plan of full regional implementation. This strategy was to address the financial and operational challenges while fostering collaboration and mutual benefits among ECOWAS member states.

Consequently, the process of engaging the Industry Working Group to consider the bilateral approach model has commenced. The working group has commenced reviewing existing agreements by countries such as Benin, Ghana, and Côte d'Ivoire to develop similar arrangements for Nigeria.

The Commission received the Data Collection Template provided by the Telecommunications Regulator of Cote d'Ivoire (ARTCI) on the Bilateral Agreement on ECOWAS Roaming between Nigeria and Cote d'Ivoire, and convened a meeting with stakeholders from Cote d'Ivoire and representatives of Nigerian Mobile Network

Operators (MNOs) to gain valuable insights into Côte d'Ivoire's implementation experience and their strategies for mitigating fraud. Following this engagement, the Commission is awaiting an update from the Nigerian MNOs outlining their revised positions based on the insights gained. The update will be critical in determining the next steps to advance the bilateral agreement.

# CHAPTER 10

# CONSUMER AFFAIRS BUREAU

# 10.0 CONSUMER AFFAIRS BUREAU

## 10.1 Do-Not-Disturb (DND) Services:

The Commission continued monitoring DND activation across mobile networks, following the direction of Mobile Network Operators (MNOs) to dedicate short code 2442 for subscribers to opt into the "Do Not Disturb" database. Table 10.1 provides a detailed breakdown of partial and full DND activations for MTN, Airtel, Globacom, and 9Mobile throughout 2024. Full DND activations were significantly higher than partial activations, reinforcing the dominance of full opt-out behavior

**Table 10.1: A breakdown of total Subscribers on the Do-Not-Disturb Service for 2024**

| Summary of the Year 2024 | | | | | | |
|---|---|---|---|---|---|---|
| | | **MTN** | **Airtel** | **Globacom** | **9Mobile** | **Total** |
| **DND as of the end of Q4, 2024** | Partial | 373,281 | 220,156 | 86,616 | 106,650 | **786,703** |
| | Full | 15,800,343 | 2,053,703 | 1,837,151 | 3,852,405 | **23,543,602** |
| | | **16,173,624** | **2,273,859** | **1,923,767** | **3,959,055** | **24,330,305** |

## 10.2 Promotional Advertisements

A total of ninety-one (91) applications for promotional activities were reviewed in 2024 in line with the Guidelines on Promotional Advertisement (GPA) 2023, as amended. Revenue generated from Promotional Advertisements between January to December 2024 amounted to ₦114,750,000 (One hundred and fourteen million, seven hundred and fifty naira), with November recording the highest monthly revenue of ₦18,750,000 (Eighteen million, seven hundred and fifty naira) and February recording the lowest monthly revenue of ₦2,250,000 (Two million, two hundred and fifty naira).

**Table 10.2: Promotional advertisements**

| S/N | Licensee | Received | Approved | Resubmit | Declined |
|---|---|---|---|---|---|
| 1. | D Kings Men Media Nig Ltd | 1 | 1 | - | - |
| 2. | Globacom Nig Ltd | 1 | 1 | - | - |
| 3. | MTN | 8 | 8 | - | - |
| 4. | Smile Communications | 1 | 1 | - | - |
| 5. | Spectranet | 1 | 1 | - | - |
| 6. | Vector Telecom Services LTD | 1 | 1 | - | - |
| 7. | YellowDot | 4 | 4 | - | - |
| 8. | Fiberone Broadband Ltd | 1 | - | 1 | - |
| 9. | BNG Ltd | 1 | - | - | 1 |
| 10 | Spectranet | 1 | 1 | - | - |
| 11 | Huawei | 3 | 3 | - | - |
| 12 | CeLD Innovations | 1 | 1 | - | - |
| 13 | MTN | 8 | 1 | 7 | - |

| S/N | Licensee | Received | Approved | Resubmit | Declined |
|---|---|---|---|---|---|
| 14 | YellowDot | 2 | 1 | 1 | - |
| 15 | Globacom | 1 | - | - | 1 |
| 16 | Oatek | 1 | - | 1 | - |
| 17 | Cloud Interactive | 1 | - | 1 | - |
| 18 | OrionMobile | 1 | - | 1 | - |
| 19 | Rembrandt Global Ltd | 2 | 2 | - | - |
| 20 | AET | 1 | 1 | - | - |
| 21 | Knorr Unwrap & Win | 1 | 1 | - | - |
| 22 | GST Consulting Ltd | 1 | - | 1 | - |
| 23 | MTN | 3 | 2 | - | 1 |
| 24 | YellowDot | 3 | 2 | 1 | - |
| 25 | Globacom | 8 | 5 | - | 3 |
| 26 | Digiline Solution Ltd | 1 | - | 1 | - |
| 27 | Oatek | 1 | - | 1 | - |
| 28 | 70th Precinct Digital | 1 | 1 | - | - |
| 29 | MTN | 13 | 7 | 6 | - |
| 30 | Glo | 4 | 4 | - | - |
| 31 | Smile Communications | 4 | 1 | 3 | - |
| 32 | Yellow-Dot | 2 | 1 | 1 | - |
| 33 | Cloud Interactive | 1 | - | 1 | - |
| 34 | Airtel Networks | 1 | 1 | - | - |
| 35 | CeLD Innovations | 1 | - | 1 | - |
| 36 | Triwis Solutions | 1 | - | 1 | - |
| 37 | Nitax Technologies | 2 | 2 | - | - |
| 38 | Digiline Solutions | 2 | 2 | - | - |
| **TOTAL** | | **91** | **56** | **29** | **6** |

***Table 10.3: Revenue Generated from Promotional Advertisements (January - December 2024)***

| Month | Total Revenue (₦) |
|---|---|
| January | 6,750,000 |
| February | 2,250,000 |
| March | 2,500,000 |
| April | 5,250,000 |
| May | 7,500,000 |
| June | 14,000,000 |
| July | 15,000,000 |
| August | 9,000,000 |
| September | 11,250,000 |
| October | 10,500,000 |
| November | 18,750,000 |
| December | 12,000,000 |
| **Total** | **114,750,000** |

The table suggests that advertising demand was stronger mid-year and toward the end of the year compared to the early months. The table shows the monthly revenue generated from promotional advertisements from January to December 2024, totaling ₦114,750,000 for the year. Revenue was lowest in February (₦2,250,000) and generally increased toward the second half of the year, peaking in November (₦18,750,000).

## 10.3 Review of Individual Consumer Code of Practice (ICCP) Submissions in 2024.

A total of One Hundred Seventy - One (171) ICCP draft submissions were received from licensees and reviewed by Committee members. While Seventy-four (74) reports were approved, the remaining Ninety-Seven (97) were directed to resubmit for failing to meet the minimum requirements of the Commission's Consumer Code Practice Regulation 2007.

## 10.4 Complaint Management

The Commission manages consumer complaints by providing access to dissatisfied telecom consumers nationwide. These complaints were received through the NCC Contact Centre, NCC Consumer Portal, written hard copy complaints, NCC Facebook and Twitter accounts. In 2024, a total of 9,541 second-level consumer complaints were received, reviewed, analysed, and escalated to the respective Service Providers for prompt resolution. These complaints were received through the NCC's respective Complaint Channels. Below is the breakdown:

**Table 10.4: Second-level Complaints Received by Category**

| S/N | Complaint Type | Received | Resolved | % Resolved | Pending | % Pending |
|---|---|---|---|---|---|---|
| 1. | **Billing** | 2,583 | 2575 | 99.70 | 8 | 0.31 |
| 2. | **Call Centre or Customer Care** | 525 | 523 | 99.60 | 2 | 0.38 |
| 3. | **QoS/Experience(voice)** | 1,606 | 1594 | 99.30 | 12 | 0.75 |
| 4. | **Faulty Terminal** | 32 | 32 | 100.00 | 0 | 0.00 |
| 5. | **BTS Issues** | 37 | 37 | 100.00 | 0 | 0.00 |
| 6. | **QoS/ Experience (Data)** | 1,710 | 1688 | 98.70 | 22 | 1.29 |
| 7. | **Sales Promotions & Advertisements** | 91 | 90 | 98.90 | 1 | 1.10 |
| 8. | **Recharge/Top-up issues** | 483 | 469 | 97.10 | 14 | 2.90 |
| 9. | **SMS/MMS** | 135 | 133 | 98.50 | 2 | 1.50 |
| 10. | **Other SIM related issues** | 1,080 | 1053 | 97.50 | 27 | 2.50 |
| 11. | **SIM replacement** | 87 | 87 | 100.00 | 0 | 0.00 |
| 12. | **Value Added Services** | 880 | 878 | 99.80 | 2 | 0.23 |
| 13. | **Mobile Number Portability** | 103 | 98 | 95.10 | 5 | 4.90 |

| S/N | Complaint Type | Received | Resolved | % Resolved | Pending | % Pending |
|---|---|---|---|---|---|---|
| 14. | **Do Not Disturb** | 165 | 165 | 100.00 | 0 | 0.00 |
| 15. | **International Roaming** | 5 | 4 | 80.00 | 1 | 20.00 |
| 16. | **Fraud** | 19 | 19 | 100.00 | 0 | 0.00 |
| | **TOTAL** | **9,541** | **9,445** | **99.00** | **96** | **1.0** |

**Table 10.5: Status of Complaints by Service Providers**

| S/N | Service Provider | Received | Resolved | % Resolved | Pending | % Pending |
|---|---|---|---|---|---|---|
| 1. | **MTN** | 4,105 | 4,093 | 99.70 | 12 | 0.30 |
| 2. | **Airtel** | 2,862 | 2,848 | 99.50 | 14 | 0.50 |
| 3. | **Glo** | 1,323 | 1,313 | 99.20 | 10 | 0.80 |
| 4. | **9Mobile** | 768 | 756 | 98.40 | 12 | 1.60 |
| 5. | **Ntel** | 10 | 10 | 100.00 | 0 | 0.00 |
| 6. | **Spectranet** | 46 | 44 | 95.70 | 2 | 4.30 |
| 7. | **smile** | 22 | 22 | 100.00 | 0 | 0.00 |
| 8. | **Tizeti** | 125 | 114 | 91.20 | 11 | 8.80 |
| 9. | **Swift** | 3 | 3 | 100.00 | 0 | 0.00 |
| 10 | **NGComms** | 29 | 27 | 93.10 | 2 | 6.90 |
| 11 | **Fibreone broadband** | 162 | 140 | 86.40 | 22 | 13.60 |
| 12 | **Legend** | 40 | 33 | 82.50 | 7 | 17.50 |
| 13 | **IPNX** | 37 | 33 | 89.20 | 4 | 10.80 |
| 14 | **Fibernet** | 5 | 5 | 100.00 | 0 | 0.00 |
| 15 | **Dotmac** | 2 | 2 | 100.00 | 0 | 0.00 |
| 16 | **Wifiber** | 1 | 1 | 100.00 | 0 | 0.00 |
| 17 | **Estream** | 1 | 1 | 100.00 | 0 | 0.00 |
| | **Total** | **9,541** | **9,445** | **99.00** | **96** | **1.00** |

## 10.5 Overview of First-Level Complaints as Submitted by Service Providers

First-level complaints are complaints received directly by the Service Providers. In 2024, 4,111,775 complaints were received across various categories, with a resolution rate of 96.2% (3,956,995) and 3.8% pending (154,780). The most prevalent complaints were Quality of Service/Experience (Data), Quality of Service/Experience (Voice), and Recharge/Top-Up Issues.

**Table10.6: First-level Complaints by the Service Providers**

| S/N | Complaint Categories | Received | Resolved | % Resolved | Pending | % Pending |
|---|---|---|---|---|---|---|
| 1. | Billing | 235,527 | 219,135 | 93.0 | 16,392 | 7.0 |
| 2. | Call Centre/ Customer Care | 329,108 | 318,479 | 96.8 | 10,629 | 3.2 |
| 3. | Quality of Service/ Experience (Voice) | 537,213 | 513,435 | 95.6 | 23,778 | 4.4 |
| 4. | Faulty Terminals | 4,908 | 4,571 | 93.1 | 337 | 6.9 |
| 5. | BTS Issues | 354 | 347 | 98.0 | 7 | 2.0 |
| 6. | Quality of Service/ Experience (Data) | 1,756,674 | 1,693,310 | 96.4 | 63,364 | 3.6 |
| 7. | Sales Promotions & Advertisement | 10,810 | 10,343 | 95.7 | 467 | 4.3 |
| 8. | Recharge/Top-Up Issues | 491,973 | 478,439 | 97.2 | 13,534 | 2.8 |
| 9. | SMS/MMS | 109,297 | 101,219 | 92.6 | 8,078 | 7.4 |
| 10. | Other SIM-Related Issues | 58,125 | 55,781 | 96.0 | 2,344 | 4.0 |
| 11. | SIM Replacement | 36,358 | 34,188 | 94.0 | 2,170 | 6.0 |
| 12. | Value-Added Services (VAS) | 69,896 | 64,558 | 92.4 | 5,338 | 7.6 |
| 13. | Mobile Number Portability | 1,365 | 1,180 | 86.4 | 185 | 13.6 |
| 14. | Do-Not-Disturb Service | 11,277 | 11,190 | 99.2 | 87 | 0.8 |
| 15. | International Roaming | 7,551 | 7,329 | 97.1 | 222 | 2.9 |
| 16. | Failed Payment Transaction | 175,453 | 173,363 | 98.8 | 2,090 | 1.2 |
| 17. | Data Depletion | 245,618 | 243,858 | 99.3 | 1,760 | 0.7 |
| 18. | Others | 30,268 | 26,270 | 86.8 | 3,998 | 13.2 |
| | **Total** | **4,111,775** | **3,956,995** | **96.2** | **154,780** | **3.8** |

## 10.6 Industry Consumer Advisory Forum (ICAF)

The Industry Consumer Advisory Forum (ICAF) was established by the Nigerian Communications Commission (NCC) under the Nigerian Communications Act (NCA) of 2003 to protect and promote the interests of ICT consumers, with a focus on vulnerable groups such as differently abled individuals and the elderly. ICAF's mission is to ensure fair treatment and quality experiences, and address concerns related to tariffs, services, and equipment in the ICT sector.

ICAF provides recommendations to the NCC on issues like unfair practices, service quality, and equipment standards while engaging in advocacy, public consultations, andpolicy development to enhance consumer protection. The forum ensures inclusivity by addressing the specific needs of vulnerable groups. Membership includes up to 20 representatives from consumer advocacy groups, telecom providers, differently abled groups, professional organizations, and academia. In 2024, ICAF participated in several key activities, including:

- Participation in the EVC-stakeholders meeting held on January 19, 2024, in Lagos.
- Commemoration of World Consumer Rights Day in March 2024.
- Held the first quarter ICAF meeting on Tuesday, May 21, 2024, at the NCC Annex Office, Mbora.
- The second ICAF meeting was held on Tuesday, December 3, 2024, at the NCC Annex Office, Mbora.

The forum's activities demonstrated members' compliance with the provisions of the ICAF charter.

## 10.7 Telecom Consumer Assistance, Resolution and Enquiries (TELCARE)

The TELCARE Desk at Nnamdi Azikiwe International Airport in Abuja, is dedicated to ensuring consumer satisfaction and service excellence. Strategically located at the public concourse of the domestic wing's arrival hall, the TELCARE Desk serves as a direct channel for telecom consumers to file complaints, make inquiries, and seek assistance regarding telecom services. It also allows the Commission to address consumer feedback, advocate for their concerns, and promote awareness of its activities. The desk operates from 9:00 AM to 5:00 PM, Monday through Saturday.

The TELCARE Desk received 1,924 visits from consumers reporting various issues and concerns, with the majority focusing on the quality of service and user experience, particularly with voice and data services. Additionally, 1,617 inquiries were processed, 1,342 related to the Commission, while 275 pertained to network service providers. This data underscores significant consumer interest in regulatory oversight and service quality, highlighting potential areas for improvement to enhance customer satisfaction further.

**Table 10.7: Breakdown of Enquiries**

| Date | Number of Enquiries received/Frequently Asked Questions | NCC | Service Provider | Visit |
|---|---|---|---|---|
| **TOTAL** | **1617** | **1342** | **275** | **1924** |

## 10.8 Transcription of Telecom Consumer Handbook into Braille by National Disability Empowerment Forum (NADEF)

The Commission, in partnership with NADEF, transcribed 1,000 copies of the Telecom Consumer Handbook into Braille to enhance accessibility for visually impaired telecom users. The Braille handbooks were formally received on June 28, 2024, from Ambassador Dr Chris Nwanoro. The handbooks provide crucial information on telecom services, consumer rights, and accessibility options, reinforcing NCC's commitment to inclusivity.

**Distribution Highlights:**

- 500 copies were distributed to Inlaks Library at the Nigeria Society for the Blind Vocational Training Centre, Oshodi, Lagos and Schools for the Blind in Lagos, Port Harcourt, Ibadan, Enugu, and Kano.
- 350 copies were distributed at the 2024 Conference of Stakeholders on Disability Inclusion in Nigeria (COSDIN), which was held in Abuja on November 27, 2024.

This initiative promotes accessibility and inclusivity for visually impaired telecom users by ensuring that communication services are more accommodating to their needs. It also strengthens the Commission's collaboration with disability-focused organisations, fostering stakeholder engagement and shared advocacy efforts. Furthermore, the initiative aligns with both national and international disability rights standards, reinforcing the Commission's commitment to inclusive regulatory practices.

## 10.9 Consumer Service Week

Customer Service Week (CSW), celebrated from October 7-11, 2024, is an annual event dedicated to recognizing the importance of customer service and honouring the professionals who serve and support customers daily. On October 8, the Commission and TELCARE agents marked the event at the NCC TELCARE Desk in the Nnamdi Azikiwe International Airport, Abuja, engaging travellers, addressing complaints, and promoting consumer rights.

This year's theme, *"Above and Beyond,"* emphasized the need to exceed consumer expectations through innovation, personalized service, and operational excellence. Activities included:

- Engagement with 150 telecom consumers
- Distribution of 80 service delivery questionnaires (64 completed)
- Distribution of 200 Telecom Consumer Handbooks/Client Service Charters

The celebration concluded on October 11, coinciding with the International Day of the Girl Child. The day featured brief one-on-one sensitization sessions, targeting young female travellers, focusing on empowering them with digital safety tips and online protection strategies. Gifts were also presented to 15 girls, and travellers were encouraged to scan a barcode for additional resources on Child Online Protection.

## 10.10 Proposed Collaboration with Innovations for Poverty Action (IPA)

The Commission had discussions with Innovations for Poverty Action (IPA) to explore collaborative efforts to enhance consumer protection within Nigeria's telecommunications industry. IPA, recognized for its expertise in evidence-based solutions, presented successful case studies, including partnerships with the Central Bank of Nigeria (CBN) and the Uganda Communications Commission (UCC). Notably, the UCC collaboration addressed telecom fraud issues, benefiting nearly 47% of Ugandan users who had been victims of fraud attempts via phone or SMS.

## 10.11 Telecom Consumer Parliament (TCP)

The 93rd edition of TCP was held on Thursday, 7th November 2024. The event took place at the Communications and Digital Economy Complex Auditorium Mbora, Abuja by 10:00 am with the theme: *"Optimizing Data Experience: Empowering Consumers through Awareness and Transparency in a consumer-centric telecom Industry".*

## 10.12 Telecom Consumer Conversation (TCC)

The following Telecom Consumer Conversations were held:

**a. National Youth Service Corps (NYSC) Camp Sensitization:**

The main objective of this campaign is to empower the corps members through information and awareness creation regarding their rights and obligations within the telecom industry, as well as charge them to amplify the voice of the Commission at places of primary assignments.

- The Commission participated in the 2024 Batch "A" Stream II (NYSC) Camp Sensitization exercises held between Friday, May 3, and Monday, May 6, 2024, at Imo, Delta, Kaduna, Ogun, Osun, Nasarawa, and FCT, Abuja Orientation Camps with the theme *"Consumer Sensitization on Data Usage/Depletion: The National Youth Service Corps in Perspective".* A total of 13,189 Corp members were sensitized.

- The Commission participated in the 2024 Batch "A" Stream II NYSC Camp Sensitization exercise on Wednesday and Thursday, September 11 and 12, 2024, at Nasarawa State and the FCT, respectively. The theme of the exercise was: "Consumer Sensitization on Data Depletion: The National Youth Service Corps Perspective". Thesensitization exercise also took place simultaneously in Delta, Imo, Kaduna, Osun, and Ogun Orientation Camps. A total of 14,324 Corp members were sensitized.

## 10.13 X (Twitter) Engagements

The Commission's X handle was established in September 2012 to educate and inform telecom consumers on topical issues in the telecom industry. The X account (@ConsumersNCC) was updated with current topical issues on the empowerment and protection of telecom consumers. Consumer-centric information and others were tweeted on the handle. The Commission gained 103 additional followers during the period under review. Thirty-three (33) Consumer Centric Information were posted on the handle.

## 10.14 2024 World Consumer Rights Day (WCRD)

World Consumer Rights Day (WCRD) is commemorated on March 15 every year to create global awareness of Consumer rights and needs. In the year 2024, the annual event was held at the Conference Hall of the Commission's Headquarters, Maitama, on Friday, March 15, 2024, with the theme *"Fair and Responsible AI for Consumers"*.

The event was followed by a colourful roadshow at strategic locations within Abuja- the Eagle Square, Banex Plaza, and Life Camp to further sensitize consumers on the importance of the WCRD. The five Zonal Offices (Lagos, Kano, Ibadan, Port-Harcourt, and Enugu) also educated and sensitized consumers in their respective areas to commemorate the day.

# CHAPTER II

# REGULATORY ACTIVITIES

## 11.0 REGULATORY ACTIVITIES

### 11.1 Publication of Regulatory Instruments

The Commission finalised the development and publication of the following Regulatory Instruments:

a. Type Approval Regulations, 2024;
b. Type Approval Business Rules, 2024;
c. Consumer Code of Practice Regulations, 2024;
d. Quality of Service (QoS) Regulations, 2024; and
e. Quality of Service (QoS) Business Rules, 2024.

### 11.2 Public Inquiries

The Commission held Public Inquiries from May 21 - 22, 2024, for the underlisted Draft Regulatory Instruments:

a. Telecommunications Networks Interconnection Regulations 2007;
b. Dispute Resolutions Guidelines 2004; and
c. Change to Guidelines on Procedures for Granting Approval to Disconnect Telecommunication Operators 2012.

### 11.3 Review of Bills

The Commission reviewed the following instruments and forwarded its comments and observations to Management accordingly:

a. Child Online Access Protection Bill 2023.
b. A Bill seeking to regulate Corporate Social Responsibilities.
c. Bill for an Act to provide for the Establishment of the National Safety Regulatory Board and for Related Matters, 2024;
d. Draft on National Digital Economy and e-Governance Bill 2024;
e. Draft Public Finance Management Bill (2024) and Draft Public Financial Regulations (2024);
f. The Nigerian Oil and Gas Industry Content Development Bill 2024;
g. Dishonored Cheques (Offences) Act, 1977 (Repeal and Re-Enactment) Bill, 2024; and
h. Free Internet Access in Selected Public Bill, 2024.

### 11.4 Complaints

The table below summarises the categories of Consumer complaints received from Law Firms and treated by the Commission within the reporting period.

Table 11.1: Categories of Consumer complaints received from Law Firms

| S/N | Type of Complaint | No. Ongoing | No. Concluded | No. Total |
|---|---|---|---|---|
| 1 | Base Transceiver Stations (BTS) | 8 | 7 | 15 |
| 2 | SIM Registration and Related Matters | 1 | 1 | 2 |
| 3 | Unsolicited Calls/Text messages | 0 | 1 | 1 |
| 4 | Unauthorised Deductions/ Forceful Subscriptions | 0 | 2 | 2 |
| 5 | Quality of Service | 3 | 3 | 6 |
| 6 | Lease | 1 | 7 | 8 |
| 7 | Others | 1 | 7 | 8 |
| | **Total Complaints received within the reporting period** | **14** | **28** | **42** |

# CHAPTER 12

# COMPLIANCE MONITORING AND ENFORCEMENT

# 12.0 COMPLIANCE MONITORING AND ENFORCEMENT

## 12.1 Inter-Ministerial Committee on Telecommunication Infrastructure Localization in Nigeria

The Inter-Ministerial Committee on Telecommunication Infrastructure Localization convened five (5) meetings in 2024 to deliberate on issues related to infrastructure deployment and regulatory compliance. The Committee reviewed one hundred and four (104) requests for approval to construct telecommunication sites with setbacks below the 10-meter regulatory requirement. Following thorough evaluations based on regulatory and safety considerations, the Committee approved ninety-two (92) requests, while twelve (12) were declined due to non-compliance with the stipulated guidelines.

## 12.2 Regulatory Intervention

### 12.2.1 Regulatory Intervention Meeting with Service Providers to Discuss Telecommunications Companies' Operations in Osun State and Breaches of Osun State Laws

The Commission received a letter from three service providers requesting a meeting with its representatives and the Members of the Industry Working Group on Multiple Taxation and Regulations, to discuss service providers' operations in Osun State and any breaches of state laws. Following extensive deliberations, it was resolved that fixed right-of-way rates should be published and announced to the operators to reduce the risk of differential pricing. The Commission would also be notified regarding non-payment of taxes by the MNOs, and taxes such as right-of-way fees should be reviewed, with no charges applied to maintenance fees.

### 12.2.2 Shutdown of identified Mobile Telecommunication Masts in Kogi State

The Commission responded to a letter from the Secretary to the Government of Kogi State seeking the Commission's approval to shut down some BTS sites in the state, citing insecurity in the area. The state was reminded that telecommunication infrastructure has been designated as Critical National Information Infrastructure by an Executive Order of the President, and the Commission cannot grant such approval without collaboration with the Office of the National Security Adviser (ONSA).

## 12.3 Tariff and Billing

### 12.3.1 Investigation of Private Internet Service Providers (ISPs) in Nigeria

In response to concerns raised by the National Assembly regarding alleged persistent and unfair data billing practices by Internet Service Providers (ISPs) in Nigeria, the Commission was directed to initiate a thorough investigation into the matter. Following the Commission's investigation and the outcomes of meetings by concerned departments, the following resolutions were approved to continue monitoring the billing integrity of ISPs providing internet service across the country:

a. The implementation of a Data Management Compliance Index to track and evaluate ISPs' adherence to data usage and billing standards.
b. The continuation of an Ongoing Billing System Integrity Audit to assess the reliability and accuracy of billing systems operated by ISPs nationwide.

### 12.3.2 Billing System Integrity Audit Report

The Commission directed all MNOs and ISPs licensees to engage the services of independent auditors to perform audits of their billing and charging platforms to ensure transparency and integrity of the system's functionality. Other elements to be audited include billing accuracy for services such as VAS, data, SMS, voice, and USSD, as well as usage accuracy to ensure the proper functioning of metering systems and consistency with CDR usage. All MNOs submitted records of their billing data, and the details of the reports have been reviewed.

## 12.4 Licensing Matters

### 12.4.1 Non-Compliance with Regulatory Obligations – Contraventions of Sections 64 & 65 of the Nigerian Communications Act 2003 – Pre-Enforcement Notices:

Ninety-five (95) licensees were identified as being in breach of the Commission's regulations and licensing conditions during routine compliance evaluations. As part of the compliance process, pre-enforcement notices were prepared for the affected licensees. On November 28, 2024, eleven (11) Pre-Enforcement Notices were issued to licensees who failed to meet their obligations by the specified deadline from the routine monitoring exercise. The notices directed the licensees to fulfil their outstanding obligations by December 9, 2024.

## 12.5 Call Masking Related Activities

In the year 2024, several telecom licensees were investigated for Call Masking breaches, with 15 of them found culpable. They received total penalties of ₦843,627,812.21, but as of December 2024, just ₦107,746,600 had been settled for KYC and Call Masking infractions.

# CHAPTER 13

# CYBER-SECURITY

## 13.0 CYBERSECURITY

### 13.1 Cybersecurity Awareness Content Dissemination

Cybersecurity awareness content was developed, which conveyed messages to different demographics of the population. The contents were designed to enlighten the public on different Cyber Security topics and safety tips. Safety tips on Identity theft, Cyberbullying, Child Online Protection, Public Wi-Fi Use, the Cybercrime Act provisions and a lot more. This is expected to promote positive and responsible online behaviour and equip the public with the necessary knowledge to safeguard against cyber-attacks.

### 13.2 Anti-Money Laundering, Counter Terrorism Financing and Counter-Proliferation Financing of Weapons of Mass Destruction (AML/CFT/CPF)

The Commission actively participated in several key meetings and workshops focused on Anti-Money Laundering (AML), Countering the Financing of Terrorism (CFT), and Counter Proliferation Financing (CPF). Notable events included the Inter-Ministerial Committee – Rule of Law and Anti-Corruption (IMC-ROLAC) Workshop in February 2024, aimed at enhancing awareness of Nigeria's national AML/CFT/CPF strategy, and the 36th IMC meeting on March 12, 2024. The Commission also attended the Quarterly AML/CFT Authorized Officers Forum on April 17, 2024, which facilitated knowledge sharing and discussions on emerging challenges. Additionally, participation in a FATF webinar on May 6, 2024, provided insights into international cooperation in tackling money laundering. The Commission concluded the year with the 4th Quarter Authorized Officers Forum on October 9, 2024, focusing on Nigeria's Financial Action Task Force (FATF) grey list status and compliance expectations.

### 13.3 Nigerian Communications Sector Computer Security Incident Response Team (CSIRT) Co-ordination Centre

Through collaborative efforts with the Nigerian Computer Emergency Response Team (ngCERT), the NCC-CSIRT provided cybersecurity services to the communications sector, which is its primary constituency. The NCC-CSIRT issued security advisories and cyber threat monitoring reports to its constituency based on events flagged by the Cyber Threat Intelligence Platform (CTIP) and the Alerts and Warnings platform.

During monitoring, threats affecting the Communications sector, as well as other sectors such as Academia, Financial Institutions, Electricity Distribution Companies, and Government institutions, were identified. These observations were subsequently shared with telecom service providers and the respective sector regulators for further dissemination to their constituents.

## 13.4 Cybersecurity Monitoring Activities

The Commission monitors four categories of cybersecurity threats, which include Vulnerabilities, Spam, Blacklisted Internet Protocol (IP) addresses and Command & Control (sinkholes). Analysis from NCC – Computer Security Incident Response Team (CSIRT) monitoring during the reporting period indicates that vulnerabilities constituted the highest recorded threat category, while spam incidents were the lowest. Geographically, Lagos State recorded the highest occurrence of cybersecurity threats, whereas Taraba State reported the lowest incidence.

- Threat Categories
  Command & Control (Sinkhole) threats exhibited the highest frequency of occurrence (FO) among the three threat categories (Sinkhole (C&C), Blacklist, and Spam) observed in Year 2024, mirroring the trend noted in the preceding year.

- Vulnerabilities
  In 2024, the CSIRT identified 55,735 unique vulnerable IPs, grouped by Service Providers' Autonomous System Numbers (ASNs). These vulnerable IPs recorded a total frequency of occurrence (FO) of 3,901,160 instances.

- Threats Counts by States
  Lagos State recorded the highest FO in 2024, with 3,080,981 instances and 98,235 unique IPs, followed by Abuja (FCT), which recorded 736,152 instances and 27,933 unique IPs. Ekiti and Taraba States recorded the lowest threat counts, with 146 and 23 FO, respectively.

- Malware Threats

  In Malware threats observed in 2024, PlugX and Andromeda were the most frequently detected types, with PlugX being the most prominent during the reporting period. PlugX and Andromeda malware had a total of 340,939 and 167,594 instances of occurrence, respectively, in 2024.

- Command & Control IPs
  The Top 5 Command & Control IPs analysis reveals that the IP address labelled "195.201.179.204" constituted the highest count, at 23.12%, followed by "5.79.71.225" and "178.162.203.202" with 19.91% and 19.76% respectively. The IP with the lowest count in the top 5 C&C Ips is "5.79.71.205" with 18.36% of the observed Command & Control IPs in 2024.

An executive and graphical summary of cyber threat and vulnerability detections during CSIRT monitoring activities is presented below.

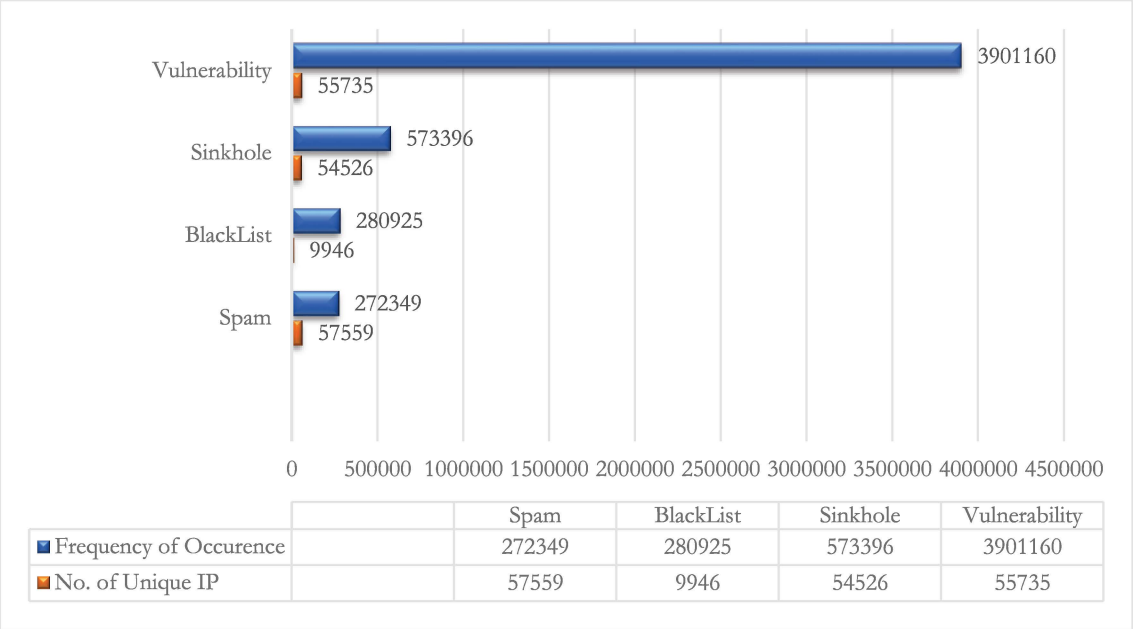



*Figure13.1. Threat Categories Observed in 2024*

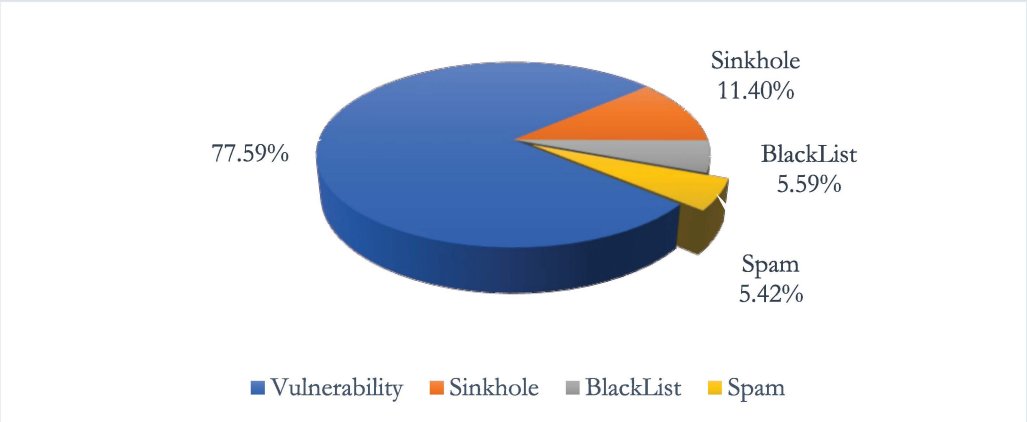



*Figure13.2: Top 5 Threat Categories Observed*

**Table 13.1: Threats by States**

| S/N | Region/ States | Frequency | Count of Unique IP |
|---|---|---|---|
| 1. | Lagos | 3,080,981 | 98,235 |
| 2. | Abuja (FCT) | 726,659 | 27,933 |
| 3. | Rivers | 282,669 | 15,420 |
| 4. | Oyo | 154,785 | 8,188 |
| 5. | Katsina | 72,813 | 10,788 |
| 6. | Kano | 60,908 | 1,674 |
| 7. | Kwara | 34,087 | 2,053 |
| 8. | Ogun | 33,602 | 1,185 |
| 9. | Anambra | 29,641 | 2,114 |
| 10. | Imo | 27,121 | 1,182 |
| 11. | Enugu | 25,513 | 2,077 |

| S/N | Region/ States | Frequency | Count of Unique IP |
|---|---|---|---|
| 12. | Edo | 25,262 | 1,283 |
| 13. | Plateau | 23,195 | 457 |
| 14. | Kaduna | 22,433 | 983 |
| 15. | Delta | 16,946 | 1,919 |
| 16. | Akwa Ibom | 16,739 | 539 |
| 17. | Osun | 16,722 | 336 |
| 18. | Abia | 16,057 | 634 |
| 19. | Cross river | 14,840 | 351 |
| 20. | Sokoto | 8,959 | 972 |
| 21. | Ondo | 8,194 | 451 |
| 22. | Bayelsa | 5,503 | 150 |
| 23. | Niger | 5,476 | 353 |
| 24. | Borno | 5,054 | 88 |
| 25. | Nasarawa | 3,594 | 577 |
| 26. | Adamawa | 3,382 | 73 |
| 27. | Bauchi | 2,972 | 85 |
| 28. | Kebbi | 1,299 | 20 |
| 29. | Kogi | 1,230 | 45 |
| 30. | Benue | 1,078 | 36 |
| 31. | Yobe | 948 | 15 |
| 32. | Gombe | 855 | 14 |
| 33. | Zamfara | 788 | 12 |
| 34. | Jigawa | 372 | 9 |
| 35. | Ebonyi | 224 | 32 |
| 36. | Ekiti | 146 | 66 |
| 37. | Taraba | 23 | 18 |

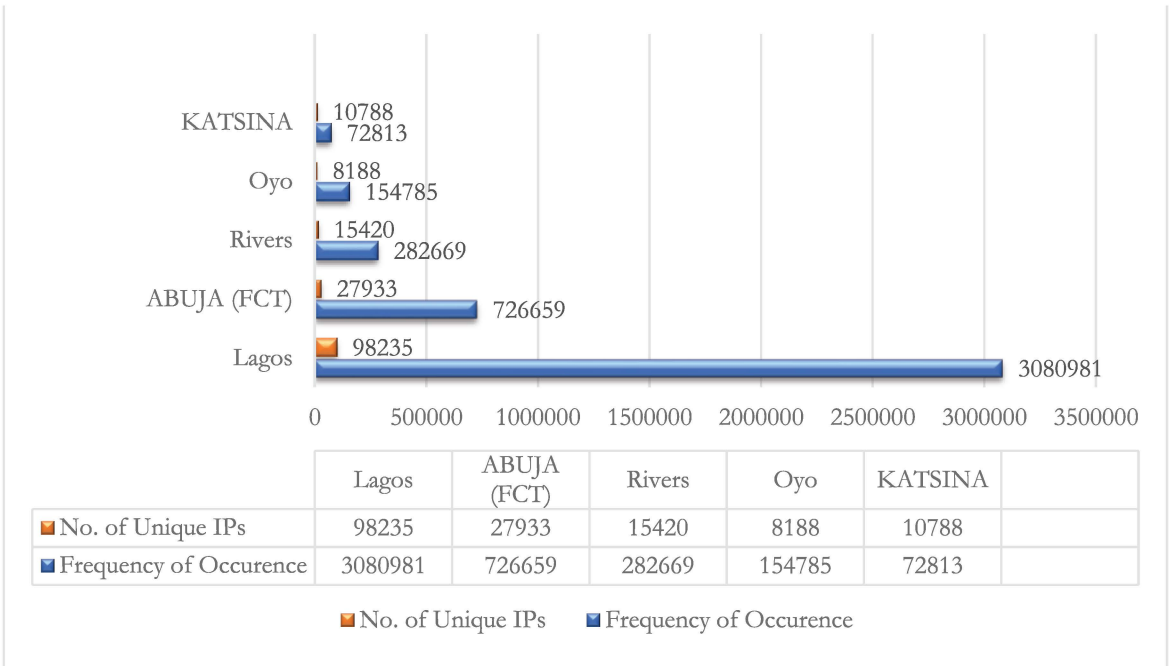



***Figure13.4:Top 5 States with the Most Threats***

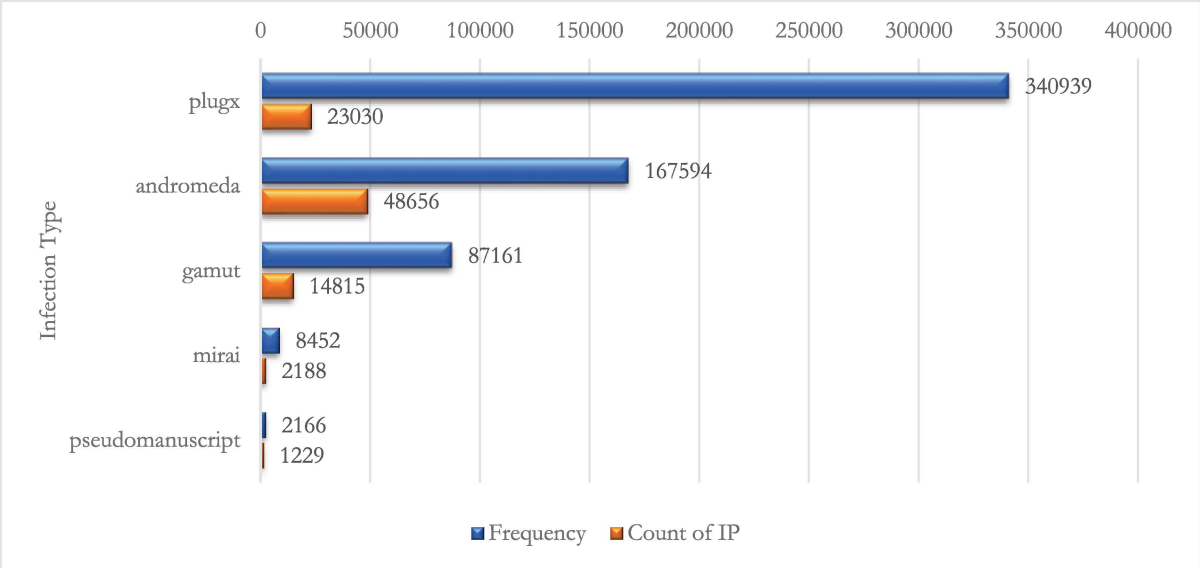



***Figure13.5:Top 5 Prevalent Malware observed***

## 13.4 Child Online Protection (COP)

In 2024, the Commission undertook several initiatives to promote child online protection and empower youth, especially girls, in the ICT sector:

- **Girls in ICT Day**
  The annual Girls in ICT Day was celebrated on April 24, 2024, at Government Secondary School, Tudun Wada, Abuja, emphasizing the theme of "Leadership" to inspire young girls to pursue roles in technology. A parallel event on April 30, 2024, organized by Zee Tech Foundation in Bauchi engaged 100 students from 10 schools. Furthermore, the Cyber 30-30 Project was launched to train 300,000 cybersecurity experts by 2030, with a flag-off event on September 5, 2024.

- **Internal Working Group on Child Online Protection (IWG-COP) Retreat**
  The fourth annual retreat of the Internal Working Group on Child Online Protection (IWG-COP) was held on April 25-26, 2024, at The Destination Hotel in Abuja. The retreat focused on strategizing Child Online Protection (COP) activities for the year and included participation from all IWG-COP members. Participants engaged in debates and knowledge-sharing sessions to address the complexities of the digital age and develop innovative strategies for enhancing online safety for Nigerian children.

- **Children's Day School Visit**
  On May 28, 2024, a COP sensitization campaign was conducted at Bristol Academy, Karu, as part of Children's Day celebrations. This event aimed to raise awareness about cybersecurity and child online protection, providing essential insights to students, staff, and parents on maintaining a safe online environment for children. The initiatives undertaken reflect a commitment to promoting

online safety and empowering young individuals with the knowledge needed to navigate the digital landscape securely.

- **Ndukwe Kalu Foundation Teacher's Engagement**
  The Commission participated in a Teachers' Engagement Training on Child Online Protection (COP), which was hosted by the Ndukwe Kalu Foundation (NKF). The session took place on August 21, 2024, at Government Secondary School Jabi, Abuja, with 39 teachers from 19 schools in attendance. The event featured presentations from key stakeholders, including NKF, NAPTIP, NCC and ISOC, Nigeria Chapter. The topics covered included child online safety risks, online privacy, cyberbullying prevention, digital citizenship, responsible internet use and exercise session guided by the NCC Training Teachers Manual focused on educating teachers about child online rights. The training concluded emphasis on the importance of ongoing partnerships to achieve broader Child Online Protection awareness and ensure the online safety of Nigerian children.

- **National Cybersecurity Awareness Month (NCSAM)**
  In celebration of the 2024 National Cybersecurity Awareness Month (NCSAM), the Commission carried out a Child Online Protection sensitization campaign to two schools, namely, Esteem Learning Centre and Royaute Academy, Abuja, on 30th and 31st October 2024. The school visit aimed to enhance online safety knowledge as well as create awareness of unwholesome content to Students/Teachers. Thus, creating a more inclusive approach in ensuring Nigerian children are empowered with the suitable knowledge and resources to anticipate online risks and stay safe online, while urging teachers to assist in the fight against crimes targeted at children

## 13.5 Nigerian Internet Governance Forum (NIGF)

For the year under review, the Nigeria Internet Registration Association (NIRA) handed over the Chairmanship of the NIGF Multistakeholder Advisory Group (MAG) to the National Information Technology Development Agency (NITDA) for 2 years. The 2024 edition of the NIGF was held on October 16th - 17th, 2024, in Port Harcourt, Rivers State. The theme for the NIGF 2024 is "*Responsible Use of the Internet: A Panacea for Sustainable Socio-Economic Development*".

## 13.6 National Internet Resource (NIR) Management System

In 2024, the database recorded 112 blocks of IPv6, 12,293 of IPv4 and 243 ASN from 241 organizations from different sectors in Nigeria that were assigned/allocated Internet Number Resources (INR) by AFRINIC. Most of the NIR comes from Comms Service Providers/ISPs, with 52.5%, and the least

comes from Government, with 5.1%. The diagram below indicates the sectors' share in % of IP addresses by industries.

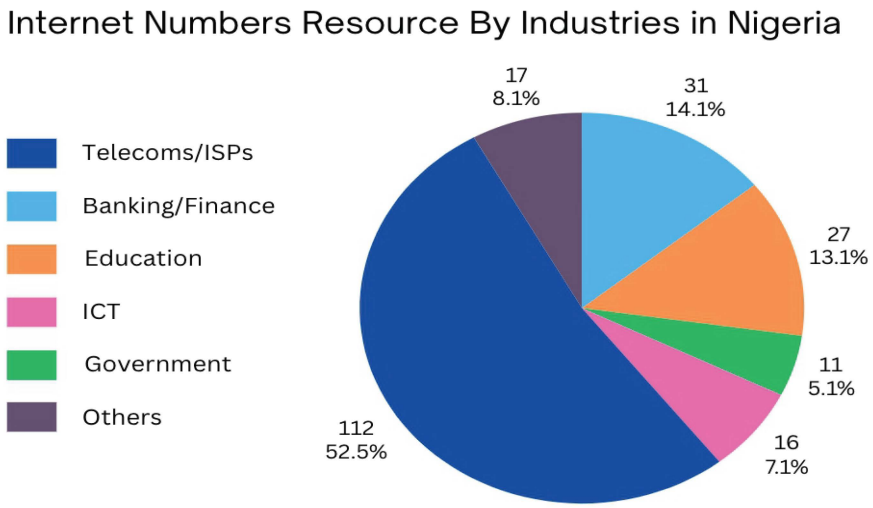



***Figure13.6:Internet Numbers Resource by Industries in Nigeria***

# CHAPTER 14

# STAKEHOLDER MANAGEMENT & COLLABORATION

# 14.0 STAKEHOLDER MANAGEMENT AND COLLABORATION

## 14.1 Judges Workshop

The Commission worked closely with other stakeholders to ensure the successful execution of the 2024 Judges' Workshop, themed "The Role of the Judiciary in Accelerating Digital Transformation in Nigeria". The workshop was a collaboration between the Commission and the National Judicial Institute (NJI). The workshop highlighted topical issues in the telecommunications sector and the role of the judiciary. It enabled the Commission to reinforce its objective of improving industry resilience by enlisting the support of the Judiciary.

## 14.2 USSD Debt Resolution

The Commission coordinated the resolution of the long-standing dispute between banks and MNOs on the payment of USSD Debts. The efforts culminated in the issuance of a Second Joint Circular by the NCC and the CBN stipulating payment terms, and the Commission has published a notice of the impending disconnection of indebted banks, as well as the withdrawal and reassignment of USSD codes from such banks. Implementation of the Circular is ongoing.

## 14.3 Nigerian Data Protection Commission

The Commission engaged the Nigerian Data Protection Commission (NDPC) to develop a Memorandum of Understanding aimed at resolving jurisdictional and regulatory conflicts. A Joint Committee established for this purpose drafted Data Protection Guidelines for the industry. This initiative supports the Commission's objectives of fostering cross-industry innovation and enhancing regulatory clarity and industry resilience.

## 14.4 Mobile World Congress (MWC) 2024

MWC Barcelona is the premier event for the connectivity industry, attracting a diverse range of attendees, from mobile operators and tech providers to content owners and innovators. This annual gathering brought together tens of thousands of Senior Executives, Government officials, and Pioneers in the Tech sector to shape the future of technology. The aim of the event was to give businesses the opportunity to showcase their novel technologies and for professionals working in the electronics and automotive sector to network. MWC was primarily attended by telecommunications companies, technology companies, consumer electronics companies and software providers. MWC Barcelona brought together over 100,000 attendees from 205 countries and territories.

*Key Trends*

- **Artificial intelligence:** Generative AI **(**Gen AI**)** was omnipresent at **M**WC 2024. It was shown throughout the show supporting a variety o**f** use cases. Use cases included voice assistants, chat_bots for consumer support, image creation, content creation and workforce training.
- **Smart device**: Concepts, prototypes and existing products which use Gen AI to enhance the user experience were shown.
- **5G & 6G Connectivity**: 5G innovations were covered widely at MWC 2024. Technologies such as 5G Advanced, 5G private networks, and opportunities for 5G monetization were demonstrated.
- **Collaboration and Partnership**: MWC 2024 also saw the launch of the joint venture Global Telco AI Alliance (GTAA). The joint venture aims to develop Large Language Models (LLMs) for telcos to help improve their customer interactions through digital assistants and chatbots.

## 14.5 21ST Annual General Meeting (AGM) of WATRA

The 21st AGM of the West Africa Telecommunications Regulators Assembly was held from 19th to 22nd March 2024 at the prestigious Radisson Blu Mamie Yoko hotel in Freetown, Sierra Leone. The event commenced with an insightful workshop on Big Data Analytics & AI delivered by GSMA, setting the stage for fruitful discussions. During the AGM, delegates received updates on ongoing projects, including the implementation of the ECOWAS Regional Roaming initiative, and collaboratively reviewed the milestones achieved in the previous year, as well as the proposed initiatives for the upcoming year, culminating in the approval of the 2024 Annual Plan and budget.

A major highlight of the AGM was the re-election of Nigeria's Engr. Yusuf Aliyu Aboki, as Executive Secretary, for a second term in a unanimous vote by the member countries.

## 14.6 Experts Group (CWGs) Meetings

The Council Working Group and Experts Group Meetings in Geneva are gatherings of experts and representatives from ITU Member States, Sector Members, and other stakeholders. The meetings focus on assisting the ITU Council in the review of certain issues affecting the Union and Membership, with a view to providing annual feedback and guidance to the Council. The Working Groups deliberate on issues relating to ITU's Strategic & Financial Plans, WSIS-SDGs, Languages, Child Online Protection, as well as Financial and Human Resources.'

The NCC delegation participated optimally at the various meetings and made a Presentation on Nigeria's activities in the last 6 months on Child Online Protection which captured the recently developed Standard Operating Procures for Child Online Protection (SOP4COP), the amended Cybersecurity bill, the National Child Online Protection Policy and Strategy (NCOPPS) document and some localized videos showing the Commission's efforts as it relates to COP. Nigeria was given a standing ovation and Member States present requested Nigeria to share more of its initiatives as a best practice sharing formula.

# CHAPTER 15

# DIGITAL ECONOMY

# 15.0 DIGITAL ECONOMY

## 15.1 State Action on Business Enabling Reforms (SABER) Program

The World Bank Group (WBG) initiated the State Action on Business Enabling Reforms (SABER), which aims to provide financial incentives to States for implementing broadband-related reforms. Such reforms include the implementation of the N145/linear meter RoW, adoption of a template for RoW legislation, standardized charges and levies, publication of RoW process and other relevant information, measurable increase in fibre deployment, etc.

In line with the above, the Commission held a meeting with representatives of the World Bank and the Nigeria Governors Forum (NGF) on 3rd April 2024 in a bid to encourage States to leverage the SABER initiative to enhance broadband connectivity across the country. The Nigerian Governors Forum (NGF) Representative discussed their efforts to encourage states to ensure that cumulatively, the total aggregate Right of Way (RoW) charge does not exceed N145/linear meter.

The meeting aimed to discuss the verification protocol for the release of the SABER grant to eligible states and to ensure that the Commission, the WBG and NGF were aligned and in agreement. During the meeting, the following conclusions were reached:

a. There would be continuous awareness and engagement with key stakeholders to get states to adopt ₦145 per linear meter RoW charge and to enact a regulation/framework. NGF and WBG will explore the possibility of convening workshops to engage with stakeholders.

b. The role of the Commission is to provide the baseline fibre deployment data for 2022, to support the selected Independent Verification Agent (IVA) in verification of results.

c. The Commission stated its security concerns with respect to the provision of raw data on GIS maps. However, a compromise was agreed upon for the WBG to be invited to view the data at the Commission.

## 15.2 Establishment of Internet Exchange Point (IXP) Data Centre in the Northeast Region

In line with NNBP 2020 – 2025, the Commission championed the establishment of an IXPN Data Centre in the North-East, Gombe State, which is aimed at promoting local hosting of Internet traffic for benefits including cost reduction and increased Internet bandwidth. Phase I of the Project covers the acquisition of the Project Land Site and building construction of the proposed IXPN Data Centre, which was completed in September 2023. Phase II of the project covers the provision of active equipment in the Data Centre. This was completed in July 2024.

## 15.3 Gigabit Passive Optical Network Solution

The aim of the Gigabit Passive Optical Network (GPON) initiative is to provide affordable and reliable broadband connectivity in Tertiary Institutions in line with the Nigerian National Broadband Plan (NNBP 2020-2025). This project was completed at the University of Benin.

## 15.4 Build-A-Thon Initiative

Build-A-Thon is a learning ecosystem comprising different offerings aimed at enhancing the skills of senior secondary school students. It includes technology labs, DIY boxes, workshops, and the Build-A-Thon event. Through these offerings, we aim to build human capital by enriching them with technologies in demand. The Commission collaborated with the Federal Ministry of Communications, Innovations and Digital Economy (FMCIDE) for the 'Build-A-Thon' Project.

The 4-day program was successfully executed simultaneously across three locations (Abeokuta, Maiduguri, and Owerri), January 22 – 25, 2024. The Initiative facilitated an intensive hands-on training of 1,500 (500 per location) senior secondary school students on programming, content creation, embedded systems, and maker culture.

## 15.5 Digital Skills Workshop for Youth Empowerment

The Digital Skills Workshop (DSW) training is aimed at empowering youth with digital skills for improved employment, stimulating entrepreneurship and self-reliance among participants. The training took place in the first quarter of 2024 across all six geopolitical zones in Nigeria (Abuja, Lagos, Kano, Enugu, Port Harcourt, and Yola), with 950 participants provided with tablets.

## 15.6 Digital Learning Initiative

The Digital Learning Initiative (DLI) is an initiative that is aimed at providing digital skills and literacy for students in public secondary schools. DLI was launched in 2023 in collaboration with Google partners and the Federal Ministry of Education. Over 300 pre-installed digital devices were presented to students in selected Federal Government Colleges across Nigeria. These schools were FGGC Bwari, Abuloma, Akure, Monguno and FGC Kano and Enugu. The project consultant facilitated a virtual training session for teachers and students on how to navigate the digital learning environment.

## 15.7 Digital Economy Facilitation/Sponsorship

The Commission has helped the digital economy thrive, which is an essential driver in economic growth, job creation, and entrepreneurship. The Commission supported the following organizations/programs:

*Table 15.1: Organizations Supported by the Commission*

| SN | Beneficiary |
|---|---|
| 1. | Shamrock Innovations |
| 2. | KAD ICT Hub |
| 3. | National IOSAFE Nigeria & Havel Corporate Concept |
| 4. | Ibrahim Baba-Inna (IBI) Foundation |
| 5. | Majesty Community Rural Development Foundation (MCRDF) |
| 6. | Office of the Special Assistant to the President on ICT Development and Innovation |
| 7. | Technovation Girls Challenge 2024 |

## 15.8 Visit to IMOSE Technologies

On the 8th of November 2024, the Honourable Minister of the Federal Ministry of Communications, Innovation and Digital Economy (FMCIDE), led a delegation of NCC and others to the IMOSE manufacturing plant in Lagos. Some highlights of the meeting include:

a. Federal Government support to promote the OEM in the country.

b. Facilitation of Indigenous Content Policies about procurement activities within the industry, as well as patronage of their products.

## 15.9 NCC Centre of Excellence Powered by NOKIA

Following the successful installation of equipment by Nokia at the Digital Park, the Centre was officially launched on July 11, 2024, by the Honourable Minister of Communications, Innovation, and Digital Economy. Subsequently, a pilot phase of the Nokia 4G/5G Technical Training was conducted from September 13th to 25th, 2024, at the NCC Centre of Excellence. During this training program, 32 Commission staff members were trained with the latest knowledge and skills in 5G and emerging technologies. The next phase of the training is to commence in 2025.

## 15.10 Indigenous ICT Fabrication Lab (ICT-FABLAB)

The Commission undertook a courtesy visit to the National Information Technology Development Agency (NITDA) ICT Fabrication Laboratory (FABLAB) at the National Centre for Artificial Intelligence and Robotics (NCAIR), Abuja, for benchmarking and knowledge sharing. Further to the deployment of NCC FABLAB, the NCC team visited to understudy the activities of their FABLAB for operationalising the ongoing FABLAB project in the Commission.

# CHAPTER 16

# EMERGENCY COMMUNICATION CENTER (ECC)

## 16.0 EMERGENCY COMMUNICATION CENTER (ECC)

### 16.1 Emergency Communication Centre Infrastructure Project Initiatives

The Commission has handed over sites for the following projects to the Contractors:

1. Maintenance of the existing ECC Building in 12 states
2. Supply and Installation of Suspended Floors at ECC Abia State.

The following projects were completed:

1. Construction of Communication Towers, Bayelsa ECC.
2. Additional works for the completion (water-logged condition) of the construction of the Emergency Communication Centre, Bayelsa State.
3. Connection of ECC Yobe State to the National Grid and Installation of Transformer.
4. Provision of Fibre Optic Cable Equipment for Internet Bandwidth for 13 operational ECCs.
5. Supply and Installation of a complete set of new IP-based Communication equipment and furniture for four (4) states without equipment, including design and installation of Plate Earthing system for ECC Buildings, Communication Towers, etc. and installation of fail-proof lightening arrestors –ECC Yobe, Niger, Rivers, Bayelsa States.

#### 16.1.1 Emergency Communication Centre Spot Checks and Monitoring of 112 Service Coverage/Availability

The Commission carried out quarterly physical assessments of operational ECCs and monitored the network service coverage of the 112 toll-free number. The Commission also monitored the delivery of service by Operations Management and Facility Maintenance Contractors of the Emergency Communication Centres across the country. There was a continuous review of daily updates from the Centre Managers in real time through the online Monitoring platform, and issues related to network stability, downtime and other related issues were successfully addressed. Monthly reports, payment requests and other incidental reports were reviewed in accordance with Service Level Agreements. However, the following centres were handed over to the NCC Zonal offices due to their proximity to the ECCs as indicated in the table below:

*Table 16.1: ECC Centres That Have Been Handed Over to the NCC Zonal Offices*

| S/N | Kano Zonal Office | Ibadan Zonal Office | Enugu Zonal Office |
|---|---|---|---|
| **1.** | ECC Kaduna | ECC Ekiti | ECC Anambra |
| **2.** | ECC Kano | ECC Oyo | ECC Abia |
| **3.** | ECC Katsina | ECC Ogun | ECC Ebonyi |
| **4.** | ECC Jigawa | ECC Ondo | ECC Enugu |
| **5.** | ECC Bauchi | ECC Osun | ECC Imo |
| **6.** | ECC Gombe | | |
| **7.** | ECC Zamfara | | |

### 16.1.2 112 Toll-Free Number Calls Records 2024

The Commission collated and reviewed the reports of emergency cases received within the year and below is a summary of live case records.

a. A total of 10,218 live cases were recorded for the year 2024. The table below indicates the spread of calls across the months of the year. The highest emergency cases received were recorded in February with a total of One Thousand, One Hundred and Nine (1,109) calls, whereas the lowest calls received were recorded at Six Hundred and Seventy-One (671) calls in October (Figure 16.1)

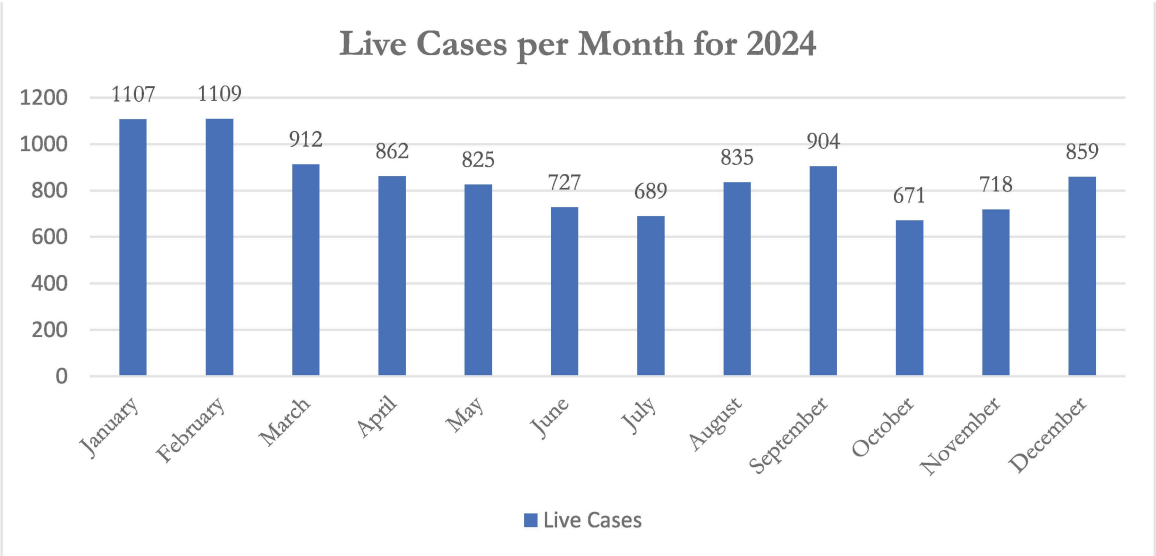



***Figure16.1: Live Cases Per Month for 2024***

FCT recorded the highest received emergency cases at 2,265 calls while Ekiti State had the lowest received cases at 17 calls (Figure 16.2)

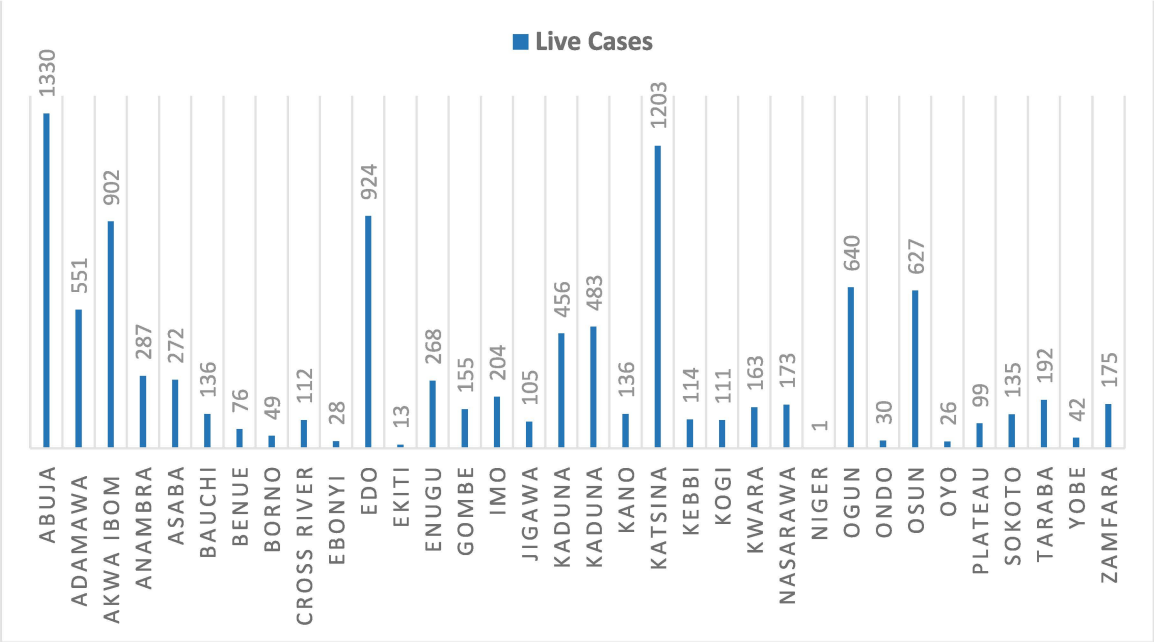



***Figure16.2: Live Cases Received Per Centre for 2024***

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, the Commission conducted a small-scale sensitization exercise during the third quarter 112 verification exercise to create more awareness on the availability and usefulness of the 112 service.

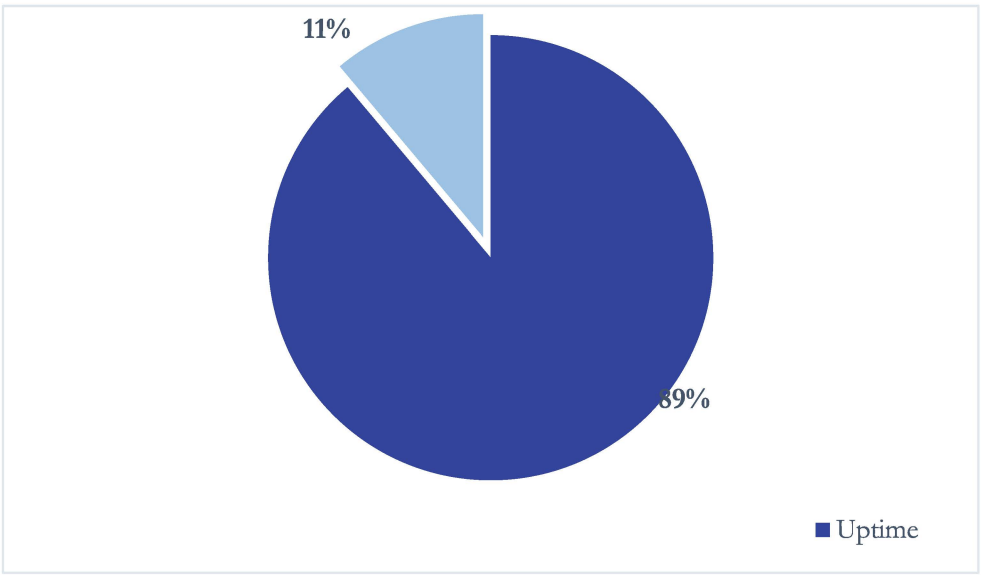



***Figure16.3. Total Percentage Downtime per Month for Year 2024***

## 16.2 Provision of Broadband Infrastructure for Micro, Small and Medium Enterprise (Market Places), Higher Institutions of Learning and Domestic and International Airports Across the Six (6) Geopolitical Zones of the Country.

The broadband infrastructure initiative under the Presidential directive and NDEPS marks a transformative step in advancing Nigeria's digital economy. By deploying broadband across higher institutions, marketplaces, and airports, the project has enhanced digital connectivity, expanded access to education, stimulated economic growth, and promoted cultural and social development. Despite challenges such as economic constraints, stakeholder resistance, and security risks, the initiative has achieved substantial milestones, with 99 out of 120 projects completed. Collaborative efforts, such as the partnership with NAMA for interim Wi-Fi services at major international airports, demonstrate innovative approaches to addressing challenges and ensuring progress.

Strategic recommendations, including stakeholder engagement, flexible contract frameworks, and thorough lifecycle planning, have been proposed to address obstacles and optimize implementation. Sustainability measures such as monitoring, scalability, routine maintenance, and fostering public-private partnerships are critical for long-term success. This initiative reflects Nigeria's dedication to inclusive digital development, fostering innovation, and strengthening its position in the global digital landscape. It stands as a cornerstone for economic growth, improved quality of life, and enhanced global competitiveness.

# CHAPTER 17

## NCC PICTURES

## 17.0 NCC PICTURES




**The Enugu Governor's visit to the NCC Annex Office, Mbora, Abuja.**

***[From centre to right]*** *Executive Governor of Enugu State, Dr Peter Mbah; Executive Vice Chairman/CEO, Nigerian Communications Commission (NCC), Dr Aminu Maida; Executive Commissioner, Stakeholder Management, NCC, Rimini Makama; Executive Commissioner, Technical Services, NCC, Engr. Abraham Oshadami; along with other members of NCC Management and Commissioners, and Advisers to the Enugu State Government.*




**The Minister's visit to the Commission's Head Office, Maitama, Abuja.**

*Honourable Minister of Communications, Innovation and Digital Economy, Dr. Bosun Tijani, with Executive Vice Chairman/CEO, Nigerian Communications Commission (NCC), Dr. Aminu Maida, and Directors, Heads of Departments, and Heads of Units of the NCC.*



**The EVC's working visit to the Adamawa State Government House**

***[L-R]*** *Special Adviser to the Adamawa State Governor on ICT, Dr. Hammajam Ahmed Adamu; Manager, Nigerian Communications Commission (NCC), Samira Danburam; Chief Commercial Officer, Backbone Connectivity Network (BCN), Dr. Auwal Abdullahi; Executive Governor of Adamawa State, Rt. Hon. Ahmadu Umaru Fintiri; Executive Vice Chairman/CEO, NCC, Dr. Aminu Maida; Special Project Coordinator, BCN, Ahmad Ibrahim Ahmad; Chief of Staff to the EVC, NCC, Ibrahim Galadima; and Special Adviser to the EVC on Technical, Dr. Umar Sani Abdulahi.*



**2024 International Women's Day**

*Executive Vice Chairman/CEO, Nigerian Communications Commission (NCC), Dr. Aminu Maida, flanked by Executive Commissioner, Stakeholder Management, NCC, Rimini Makama (right); Executive Commissioner, Technical Services, NCC, Engr. Abraham Oshadami (left); and*

*Director, Public Affairs, Reuben Muoka, pose with female staff of the Commission in commemoration of the 2024 International Women's Day at the NCC Head Office, Maitama, Abuja.*



**The Sierra Leone Minister's courtesy visit to the NCC Head Office, Maitama, Abuja**

***[L-R]*** *Sierra Leone's Minister of Communications, Technology and Innovation, Salima Monorma Bah, in a handshake with Executive Vice Chairman/CEO, Nigerian Communications Commission (NCC), Dr. Aminu Maida.*



***EVC'S Nationwide Tour of NCC Zonal Offices.***

*Executive Vice Chairman/CEO, Nigerian Communications Commission (NCC), Dr. Aminu Maida, with staff of the Commission's Enugu Zonal Office, during his nationwide tour of NCC Zonal Offices.*



**A meeting with the top management of Huawei Technologies during the Mobile World Congress, Barcelona, Spain**

***[L-R]*** *Director, Technical Standards and Network Integrity, NCC, Engr. Edoyemi Ogoh; Director, Policy, Competition and Economic Analysis, NCC, Ayuba Shuaibu; Executive Vice Chairman/CEO, NCC, Dr. Aminu Maida, and Executive Commissioner, Technical Services, NCC, Engr. Abraham Oshadami.*




**Courtesy Visit to the NIMC Head Office, Abuja**

*Executive Vice Chairman/CEO, Nigerian Communications Commission (NCC), Dr. Aminu Maida, with Director General, National Identity Management Commission (NIMC), Engr. Bisoye Coker-Odusote, during the EVC's courtesy visit to the NIMC Head Office, Abuja*

# CHAPTER 18

# FINANCIAL STATEMENT

# NIGERIAN COMMUNICATIONS COMMISSION (NCC)
# FINANCIAL STATEMENTS
# FOR THE YEAR ENDED 31ST DECEMBER, 2024

## NIGERIAN COMMUNICATIONS COMMISSION (NCC)
## FINANCIAL STATEMENTS FOR THE PERIOD ENDED DECEMBER 31, 2024

### COMMISSIONERS' RESPONSIBILITIES AND APPROVAL

The Commissioners are required by the Nigerian Communication Act No. 19. of 8th July 2003 to maintain adequate accounting records and are responsible for the content and integrity of the financial statements and related financial information included in this report. It is the Commissioners'' responsibility to ensure that the financial statements fairly present the state of affairs of the Commission as at the end of the financial year and that the results of its operations and cash flow for the period ended December 31, 2024, are in conformity with the International Public Sector Accounting Standard, the Nigerian Communications Acts No 19 of 2003, and in line with "Public Interest Entity" reporting as prescribed by the Financial Reporting Council of Nigeria (FRCN). The External Auditor is engaged to express an independent opinion on the financial statements.

The financial statements were prepared in accordance with the International Public-Sector Accounting Standard (IPSAS) and are based upon appropriate accounting policies consistently applied and supported by Federal Government Policies in the Financial Regulations.

The Commissioners acknowledge that they are ultimately responsible for the system of internal control established by the Commission and place considerable importance on maintaining a strong control environment. To Enable the Commissioners, to meet these responsibilities, the board sets standards for internal control aimed at reducing the risk of error or loss in a cost-effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures, and adequate segregation of duties to ensure an operational risk level reduction. These controls are monitored throughout the Commission and all employees are required to maintain the highest ethical standards in ensuring the Commission's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the Commission is on identifying, assessing, managing, and monitoring all known forms of risk across the Commission. While operating risk cannot be fully eliminated, the Commission endeavors to minimize it by ensuring that appropriate infrastructure, controls, systems, and ethical behavior are applied and managed within predetermined procedures and constraints.

## COMMISIONERS' RESPONSIBILITIES AND APPROVAL

The Commissioners are of the opinion, based on the information and explanations given by management that the system of internal control provides reasonable assurance that the financial records may be relied upon for the preparation of the financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

The Commissioners have reviewed the Commission's cash flow statement for the period to December 31, 2024, and, in light of the review, of the current financial position, they are satisfied that the Commission has access to adequate resources to continue in operational existence for the foreseeable future.

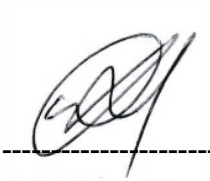
The external auditors are responsible for independently auditing and reporting on the Commission's financial statements. The financial statements have been examined by the Commission's external auditors and their report is presented on pages 5 to 7 of the financial statement.

The financial statements set out on pages 11 to 42, were prepared on a going concern basis, and approved by the Ministry of Communications, Innovation and Digital Economy on 13th June, 2025 and signed on its behalf by:



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Dr. Aminu Maida
Executive Vice Chairman/CEO
FRC/2024/PRO/DIR/003/109768



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Rimini Makama
Executive Commissioner - SM
FRC/2024/PRO/MBA/002/470968

## COMMISSIONERS' REPORT (CONTINUED)

### 5. Management Team

The Management Team in office at the date of this report are as follows:

| S/No | Name | Designation | S/No | Name | Designation |
|---|---|---|---|---|---|
| 1 | Dr. Aminu Maida | EVC/CEO | 15 | Dr. Kelechi Nwankwo | Director, Corporate Planning, Strategy & Risk Mgt. |
| 2 | Engr Abraham Oshadami | EC, Technical Services | 16 | Ms. Hafsat Lawal | Director, Human Capital |
| 3 | Ms. Rimini Makama | EC, Stakeholder Management | 17 | Engr. Edoyemi Ogoh | Director, Technical Standard & Network Integrity |
| 4 | Mr. Efosa Victor Idehen | Director, Compliance Mont. & Enforcement | 18 | Mrs. Stella Erebor | Head, Internal Audit |
| 5 | Mr. Ayuba Shuaibu | Director, Policy Competition & Economic Analysis | 19 | Mr. Usman Mamman | Head, Licensing & Authorisation |
| 6 | Mr. Yakubu Gontor | Director, Financial Services | 20 | Mrs. Adejoke Atte | Head, Procurement |
| 7 | Mr. Ismail Adedigba | Director, Research & Development | 21 | Mr. Oluyomi Arowosafe | Secretary USPS |
| 8 | Dr. Ikechukwu Adinde | Director, Consumer Affairs | 22 | Engr. Babagana Digima | Head, New Media & Information Security |
| 9 | Mr. Usman Malah | Director, Corporate Services | 23 | Mrs. Chizua Whyte | Head, Legal and Regulatory Services |
| 10 | Mr. Reuben Muoka | Director, Public Affairs | 24 | Engr. Atiku Lawal | Head, Spectrum Administration |
| 11 | Mr. Gwa Mohammed | Commission Secretary | 25 | Mrs. Nkiruka Ebenmelu | Head, Information Technology |
| 12 | Mr. Phillip Eretan | Director, Projects | 26 | Mr. Saidu Shuaibu | Head, Special Duties |
| 13 | Ms. Helen Obi | Director, Zonal Operations | 27 | Mr. Ibrahim Galadima | Chief of Staff to the EVC |
| 14 | Mr. Olatokunboh Oyeleye | Director, Digital Economy | | | |

HARUNA YAHAYA & CO.
(Chartered Accountants & Tax Practitioners)
BN 986979

CORPORATE HEAD OFFICE:
Ahmedu Bello House,
Shiroro Road,
P.O Box, Minna
Tel: 08030612115

ABUJA OFFICE:
No. 20, Victoria Ironsi Crescent,
Gwarinpa II Estate, Abuja.
Tel: 08078490826

e-mail: infohq@harunayahaya.org
website: www.harunayahaya.org

LAGOS OFFICE:
No. 21, Tafawa Balewa Crescent,
off Adedinran Ogunsanya Street,
PO. Box 3043, Surulere, Lagos
Tel: 07061806818

KADUNA OFFICE:
4th Floor, Hamza Zayyad House,
No. 4 Muhammadu Buhari Way,
P.O. Box 8607, Kaduna.
Tel: 07010945181

## REPORT OF THE AUDITORS TO THE MEMBERS OF NIGERIAN COMMUNICATIONS COMMISSION (NCC),

### Our Opinion

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Commission as of December 31, 2024. The financial performance and its cash flows for the year ended are in accordance with the Nigerian Communications Act No. 19 of 8th July 2003 and comply with the provisions of the Financial Reporting Council of Nigeria Act No. 6, 2011, and the International Public Sector Accounting Standard.

We have audited the financial statements of the Nigerian Communications Commission (NCC), ("the Commission") which comprise the Statement of Financial Position, the Statement of Financial Performance, the Statement of Changes in Net Assets/ Equity, the Statement of Comparison of Budget and Actual Amounts, Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies and other explanatory information, as set out on pages 11 to 42.

### Basis for Opinion

We conducted our audit in accordance with the International Standards on Auditing (ISAs). Our responsibilities under those Standards are further described in the Auditor's Responsibilities for the Financial Statements section of our report. We are independent of the Commission in accordance with the International Ethics Standards Board for Accountants Code of Ethics for Professional Accountants (Parts A and B) (IESBA Code) and other independence requirements applicable to performing audits of financial statements in Nigeria. We have fulfilled our other ethical responsibilities in accordance with the IESBA Code and in accordance with another ethical requirement applicable to performing audits in Nigeria. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Other Information

The Commissioners are responsible for the other information. The other information comprises the Report of the Commissioners, Commissioners' Responsibilities and Approval, Value Added Statement and Five-year financial summary. Other information does not include the financial statements and our audit report thereon. Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance or conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, our knowledge obtained in the audit, or otherwise appears to be materially misstated. If based on the work we have performed, we conclude that there is a material misstatement of this other information we are required to report that fact. We have nothing to report in this regard.

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Managing partner/CEO: Haruna N. Yahaya, mni, FCA. Partner: Ahmad Shehu Haruna, FCA, Maryam Haruna, FCA, Davies Ajaguna, FCA

A member of mgiworldwide

**Commissioners' responsibility for the financial statements**

The Commissioners are responsible for overseeing the Commission's financial reporting process including the preparation and fair presentation of the financial statements in compliance with the Financial Reporting Council of Nigeria Act No. 6, 2011 and in accordance with the International Public Sector Accounting Standard and in the manner required by the Nigerian Communications Act No. 19 of 8th July 2003. The responsibility includes designing, implementing, and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstance.

In preparing the financial statements, the Commissioners are responsible for assessing the Commission's ability to continue as a going concern, disclosing, as applicable, matters related to going concern, and using the going concern basis of accounting unless the Commissioners either intend to liquidate the Commission or to cease operations or have no realistic alternative but to do so.

**Responsibilities of the Auditor for the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements are free from material misstatement, due to fraud or error and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, it is not a guarantee that an audit conducted in accordance with International Standards on Auditing (ISAs) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken based on these financial statements.

As part of an audit in accordance with International Standards on Auditing, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risk of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than of those resulting from error, as fraud may involve collusion, forgery, intentional omission, misrepresentation, or override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures appropriate in the circumstance, but not for the purpose of expressing an opinion on the effectiveness of the Commission's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Commissioners.
- Conclude on the appropriateness of the Commissioners' use of the going concern basis of accounting based on the audit evidence obtained; whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our audit report. However, future events or conditions may cause the Commission to cease to continue as a going concern.

- Evaluate the overall presentation, structure, and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

**Report on Other Legal and Regulatory Requirements**

The Commission is a statutory body established by and operating under the provisions of the Nigerian Communications Act No. 19 of 8th July 2003. Its powers, functions, financial management, and reporting responsibilities are primarily governed by this enabling Act.

As a statutory body, the Commission adheres to principles of good corporate governance and sound financial reporting as generally recognized in Nigeria. In this regard, the Commission's financial statements were prepared in compliance with International Public Sector Accounting Standards (IPSAS), Nigerian Financial Reporting Standards (NFRS) as adopted or issued by the Financial Reporting Council of Nigeria (FRC). The Commission recognizes its status as a Public Interest Entity (PIE) under the provisions of the Financial Reporting Council of Nigeria Act 2021 and adheres to the relevant governance and reporting requirements applicable to such entities.

**We confirm that:**

i. We've obtained all the information and explanations that, to the best of our knowledge and belief, were necessary for the audit.

ii. Proper books of account have been kept by the Commission, as far as appears from our examination of those books, and adequate returns have been received for our audit from branches not visited.

iii. The Commission's statement of financial position and statement of performance agree with the books of account.

Haruna N. Yahaya, mni, FCA
FRC/2013/ICAN/00000002270
For: Haruna Yahaya & Co.
Chartered Accountants
13th June, 2025



**NIGERIA COMMUNICATIONS COMMISSION**
**STATEMENT OF FINANCIAL PERFORMANCE**
**FOR THE PERIOD ENDED DECEMBER 31 2024**

| | Note | 2024 | 2023 |
|---|---|---|---|
| | | ₦'000 | ₦'000 |
| Revenue from Exchange Transactions | 3-12 | 195,826,962 | 448,214,823 |
| Revenue from Non-Exchange Transactions | 13-14 | 498,572 | 420,679 |
| Total Revenue for the period | | 196,325,533 | 448,635,502 |
| Total Operating Expenses | 15-17 | 74,100,531 | 81,180,363 |
| Surplus from Operating Activities for the Period | | 122,225,002 | 367,455,138 |
| Total Special Capital Expenditure | 19-19.10 | 10,785,041 | 33,286,987 |
| Transfer to Federal Government Remittance of Operating Surplus/Spectrum Fees | 19.11 | 111,333,635 | 333,319,843 |
| Surplus/ (Deficit) for the Period | | 106,326 | 848,309 |

The notes set out on pages 16 to 39 form an integral part of the Financial Statements

## NIGERIA COMMUNICATIONS COMMISSION
## STATEMENT OF FINANCIAL PERFORMANCE
## FOR THE PERIOD ENDED DECEMBER 31 2024

| Asset | Note | 2024 | 2023 |
|---|---|---|---|
| | | ₦'000 | ₦'000 |
| **Current Assets** | | | |
| Cash and Cash Equivalents | 20 | 1,547,784 | 34,816,188 |
| Inventories | 21 | 97,403 | 53,111 |
| Receivables | 22 | 17,814,929 | 21,748,478 |
| Prepayment | 23 | - | 7,062,246 |
| **Total Current Assets** | | **19,460,116** | **63,680,023** |
| **Non-Current Assets** | | | |
| Property, Plant and Equipment | 24 | 85,685,551 | 80,715,794 |
| Intangible Assets | 25 | - | 9,000 |
| **Total Non-Current Assets** | | **85,685,551** | **80,724,794** |
| **Total Asset** | | **105,145,667** | **144,404,817** |
| **Liabilities** | | | |
| **Current Liability** | | | |
| Payables | 26 | 7,008,385 | 54,627,030 |
| **Total Current Liability** | | **7,008,385** | **54,627,030** |
| **Non-Current Liability** | | | |
| Deferred Income | 27 | 17,755,068 | 17,900,534 |
| Related Party Transaction | 28 | 4,000,000 | - |
| **Total Non-Current Liabilities** | | **21,755,068** | **17,900,534** |
| **Total Liabilities** | | **28,763,454** | **72,527,565** |
| **Accumulated Funds** | | | |
| Reserves | 29 | 76,382,214 | 71,877,253 |
| **Total Liabilities and Accumulated Fund** | | **105,145,667** | **144,404,817** |

The notes set out on pages 16 to 41 form an integral part of the Financial Statements

| | | |
|---|---|---|
| Dr. Aminu Maida | Rimini Makama | Yakubu Y. Gontor, FCA, ACTI |
| Executive Vice Chairman/CEO | Executive Commissioner -SM | Director Financial Services |
| FRC/2024/PRO/DIR/003/109768 | FRC/2024/PRO/MBA/002/470968 | FRC/2018/ICAN/00000018689 |

## NIGERIA COMMUNICATIONS COMMISSION
## STATEMENT OF CHANGES IN NET ASSETS /EQUITY
## FOR THE PERIOD ENDED DECEMBER 31 2024

| | Reserves ₦'000 | Total ₦'000 |
|---|---|---|
| **Balance as at 1 January 2023** | 73,748,658 | 73,748,658 |
| Total Surplus (Deficit) for the period | 848,309 | 848,309 |
| Adjustment for the period | (2,719,714) | (2,719,714) |
| **Balance as at 31 December 2023** | **71,877,253** | **71,877,253** |
| **Balance as at 1 January 2024** | 71,877,253 | 71,877,253 |
| Total Surplus for the period | 106,326 | (583,182) |
| Adjustment for the period | 4,398,635 | 4,398,635 |
| **Balance as at 31 December 2024** | **76,382,214** | **75,692,705** |

The notes set out on pages 16 to 41 form an integral part of the Financial Statements

## NIGERIA COMMUNICATIONS COMMISSION
## FIVE YEARS FINANCIAL SUMMARY
## FOR THE PERIOD ENDED DECEMBER 31 2024

| | 2024<br>₦'000 | 2023<br>₦'000 | 2022<br>₦'000 | 2021<br>₦'000 | 2020<br>₦'000 |
|---|---|---|---|---|---|
| **ASSETS EMPLOYED** | | | | | |
| Non-current assets | 95,685,551 | 80,724,794 | 81,331,706 | 80,834,624 | 79,577,364 |
| Current assets | 19,460,116 | 63,680,023 | 189,823,820 | 67,295,586 | 79,061,503 |
| Non-current liabilities | (21,755,068) | (17,900,534) | (10,766,395) | (11,639,437) | (8,364,154) |
| Current liabilities | (7,008,385) | (54,627,030) | (186,640,472) | (63,545,892) | (79,636,783) |
| **Net assets** | **76,382,214** | **71,877,253** | **73,748,658** | **72,944,881** | **70,637,930** |
| **Financed by:** | | | | | |
| **Reserves** | **76,382,214** | **71,877,253** | **73,748,658** | **72,944,881** | **70,637,930** |
| **REVENUE AND SURPLUS/DEFICIT** | | | | | |
| Revenue | 195,826,962 | 448,214,823 | 489,780,116 | 272,809,630 | 94,009,781 |
| Other income | 498,572 | 420,679 | 28,873 | 94,141 | 37,682 |
| Personnel Cost | (48,008,635) | (43,207,012) | (36,831,333) | (34,168,325) | (22,552,147) |
| Administrative and General Expenses | (23,570,262) | (35,211,472) | (36,074,889) | (12,362,049) | (6,414,337) |
| Special Capital Intervention | (10,785,041) | (33,286,987) | (37,028,159) | (43,545,652) | (14,793,208) |
| Federal Government | (111,333,635) | (333,319,843) | (374,834,365) | (197,685,961) | (42,060,613) |
| Depreciation Expenses | (2,521,635) | (2,761,880) | (2,506,690) | (2,534,744) | (2,399,286) |
| **Net Surplus/Deficit** | **106,326** | **848,309** | **2,533,554** | **(17,392,960)** | **5,827,873** |




Plot 423, Aguiyi Ironsi Street, Maitama District,
Abuja, FCT 900271, Nigeria.

+234-209-461-7000, +234-209-461-7514

www.ncc.gov.ng