



THE NCC TELECOM CONSUMER PARLIAMENT & THE ROLE OF REGULATOR IN THE NEW IP- ENVIRONMENT



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OUTLINE



- **NCC's role**
- **Market Trends/Growth/Statistics**
- **Poor QoS (Technical & Administrative)**
- **Dealing with Consumer Affairs -Outreach**
- **NCC Telecom Consumer Parliament (TCP)**
- **Proceedings of TCP**
- **The Role of Regulator in the IP-environment**
 - **Objective and functions of the NCC**
 - **The unchanged position of Goal-Post -The Role is Unchanged**
- **Conclusion**

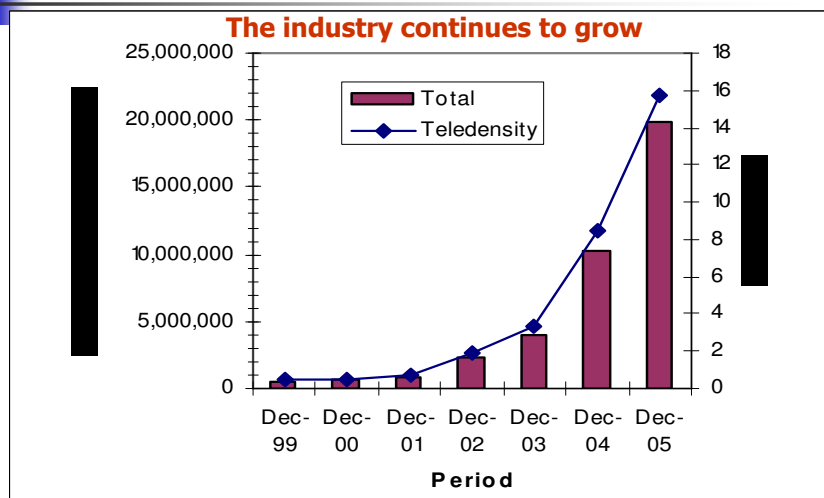
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Rapid Network Roll-out

- Today we can boast of >25Million Active lines as against <0.5Million lines 5 years ago
- The growth in subscriber-base is supported through aggressive service roll-out by the operating companies

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RAPID NETWORK GROWTH – EXPONENTIAL SUBSCRIBER TRENDS



CHALLENGES: POOR QoS

- **Poor QoS (Technical & Administrative):**
 - Lost of Service through network failures, loss of Entitlements, loss of credits by consumers, billing inaccuracies, inability to recharge, inability to check account balances etc.
 - Power supply, Network planning, System inadequacies, Charging policy
 - plethora of products & services Vs consumer confusion
- **Consumer Complaint Handling Process**
 - Operator--then NCC-CAB or TheTelecom Consumer Parliament--NCC
- **NCC Consumer Education Schemes (TCP,COP)**

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TELECOM CONSUMER PARLIAMENT

Objectives-1

- To serve as a platform for consumer education, information and protection
- To serve as an Alternative, Inexpensive, and quick Dispute Resolution mechanism
- To serve as an interactive forum, bridging the gap between operators and consumers in the industry, thereby building confidence and creating mutually beneficial relationships.

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Objectives-2

- To give Telecom Consumer the platform through which to air views and suggestions on how to move the industry forward, and also to make complaints over services.
- To provide reliable feedback to the regulator for effective regulation.
- To educate Telecom Consumers on their rights and obligations for the overall healthy development of the industry.

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Objectives-3

- To institutionalize public accountability of both the Operators and the Regulator, for transparency in the industry
- To elicit stakeholder views, reactions, and inputs to regulatory policies and programs
- To eradicate the perception of the consumers as the underdogs as was the case during the era of monopoly

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TELECOM CONSUMER PARLIAMENT

Arrangements-1

- TCP is held monthly at different geographical zones of Nigeria
- The Head of Consumer Affairs Bureau [HCA], Executive Commissioner in-charge of–Licensing & Consumer Affairs [EC(L&CA)] and Executive Vice Chairman [EVC] agree on a date and location of the Next Edition
- The Consultant managing the event, HoD Public Affairs are informed, and Publicity is then arranged

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TELECOM CONSUMER PARLIAMENT

Arrangements-2

- The HCA writes *letters of invitation* to operators and other stake holders and ensures early dispatch. Invitations are also sent through emails, SMS, and follow up phone calls.
- A list of few management staff of the Commission that would attend the edition in order to give support and to learn from it, is then agreed between the HCA and the EC(L&CA).

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TELECOM CONSUMER PARLIAMENT Proceedings-1

- The session begins when the presenter introduces; the representatives of operating companies, NCC Commissioners & Management, as well as, Legislators in attendance.
- The EVC is invited to make opening remarks/brief Industry report, In the absence of EVC, The EC(L&CA) opens and chairs the session.


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TELECOM CONSUMER PARLIAMENT Proceedings-2

- The presenter then spell-out the rules of the proceedings which are (1) to accord courtesy to one another and (2) questions/comments must be brief, clear and to the point
- **Question and Answer sessions:** 5 to 10 questions, comments, complaints, observations, suggestions, etc constitutes a round
- After, every round the representative of the concerned operating company is invited to respond on each query/complaint that is directed to the company


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TELECOM CONSUMER PARLIAMENT Proceedings-3

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- where response from operators are inadequate or questions are missed the chair of the session i.e the EVC intervenes
 - At the end of 3-4 rounds of Q&A, the presenter then invites the EVC to respond to the questions directed to the NCC. Other commissioners and staff sitting with the EVC collate summary of questions and suggest responses as it affects their departments and pass same to the EVC for comprehensive response to Questions.
 - EVC then makes closing remarks.

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TELECOM CONSUMER PARLIAMENT Un-Concluded Issues

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- The proceedings are recorded on both Video and Audio. The video versions are for broadcast in the national TV and in at least one other major TV station.
 - The audio versions are used for the preparation of reports of the proceedings
 - Report of the Parliament is then prepared by HCA and submitted to EC (L&CA) and Un-concluded issues are then followed-up by the NCC to their logical conclusion
 - The list of all complaints that were brought before the commission and the resolution reached are published on news papers every year, for public accountability.

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THE ROLE OF THE REGULATOR in AN IP-BASED ENVIRONMENT

THE NCC's case

- promote the **provision of modern, universal, efficient, reliable, affordable and easily accessible** communications services and the widest range thereof throughout Nigeria
- Encourage *local and foreign investments* in the Nigerian communications industry and
- Promote the **introduction of innovative services and practices** in the industry

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ROLE OF THE NCC –no change

- Encourage **effective research and development** efforts by all communications industry practitioners;
- Protect the **rights and interest of service providers and consumers** within Nigeria;
- Ensure that the **needs of the disabled** and elderly persons are taken into consideration in the provision of communications services; and

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ROLE OF THE NCC –no change

- The protection and **promotion of the interests of consumers** against unfair practices and in respect of **the availability** and quality of communications services, equipment and facilities;
- Ensuring that licensees implement and operate at all times the most efficient and **accurate billing** system; Functions of the Commission

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IP-BASED ENVIRONMENT –Regulatory Issues

- **Consumer Education & Broadband Expansion**
- **Accurate Billing**
- **Access to the emergency services/Location of emergency caller**
- **Availability/requirement power supply at consumer premises for back-up in case of power cuts**
- **May require power back-up via a traditional telephone connection**

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IP-BASED ENVIRONMENT –Regulatory Issues

- **Equipment connected to the traditional telephone connection for power, may also need type-approval**
- **Features such as *directory assistance*, directory listings and access to the operator.**
- **Number portability**
- **Support research to resolve the difficult areas**

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CONCLUSION

- Have demonstrated the Market Growth;
- Discuss the problems associated with poor quality of service delivery
- Mentioned Complaint procedure for consumers
- Described Consumer Education schemes of the NCC
- Discussed Telecom Consumer Parliament in detail
- Discussed the role of NCC and Illustrated how they are unlikely to change with new IP technology
- Discussed the regulatory issues relating to IP technology

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THE END



I Thank You all