

EMERGING TECHNOLOGIES /ISSUES FOR CONSUMER ONLINE PROTECTION IN NIGERIA

SESSION 8

Patrick 'Banji Ojo

Policy Competition and Economic Analysis

Nigerian Communications Commission

Email: ayanbanjiojo@ncc.gov.ng

Website: www.ncc.gov.ng

Table of Contents

- Introduction.
- Mobile Internet
- Highlights of Emerging Technologies.
- Consumer Protection in Global E-commerce
- Ways of protecting Consumers in Nigeria
- Types of Online Piracy attacks In Nigeria
- What to do to prevent online attacks
- Work in Progress
- Conclusion.

Introduction

- Emerging Technologies are Technical Innovations which represent progressive developments within a field for competitive advantage.
- Emerging Technologies cuts across different sectors, and often requires significant research, investment and marketing to bring them to the Commercial Stage
- Emerging Technologies can become Disruptive when the innovations creates a new market that eventually disrupts an existing market and value networks, displacing an earlier technology.

Mobile Internet

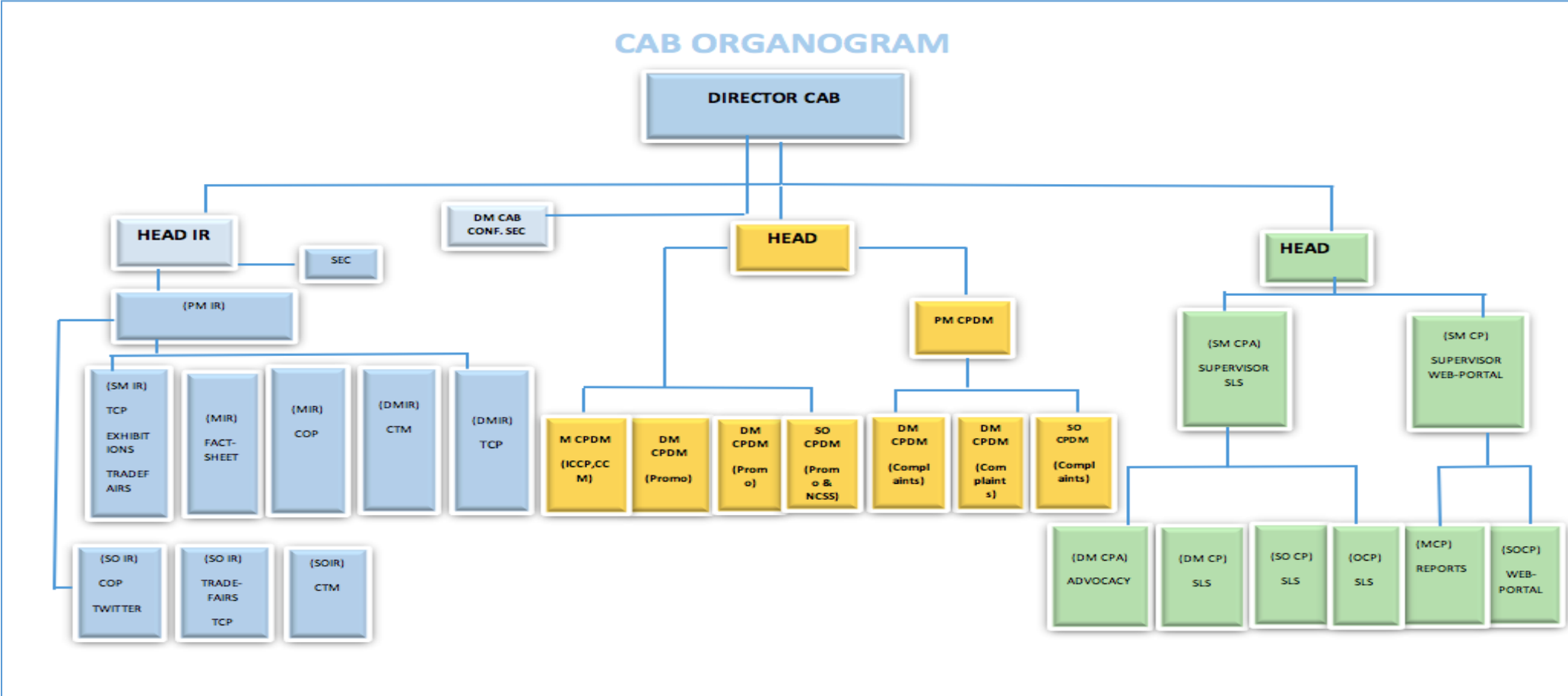
- Mobile Internet is becoming less expensive, and has increased users capability of mobile computing devices and Internet connectivity.
 - ✓ **From wants to needs:** Mobile Internet devices which are now portable, have gone from luxury for a few, to a way of life (necessity) for many.
 - ✓ **Paradigm Shift (From fixed - to - mobile):** An estimate of 50% of Nigeria population (over 90m people) use their mobile devices for web browsing and social media activities.
 - ✓ **Ubiquitous Connectivity and Explosion of Mobile Apps:** Users are now enabled to indulge in novel ways of perceiving and interacting with a Global physical world.
- Mobile Internet is an Enabler as well as a Platform to most emerging technologies such as the Internet of Things (IoT), Cloud Technology, Exploration, Automation of knowledge work etc.

Consumer Protection: Global E-commerce



- The NCC has a department that handles Consumer Protection and Advocacy
- CAB saddled with the responsibility of ensuring that telecom consumers are satisfied through a systematic and clear-cut complaint management and redress system
- CAB Motto: *Take advantage of us, so that no one takes advantage of you*

CAB Organogram



WAYS OF PROTECTING CONSUMERS IN NIGERIA

- Management and supervision of NCC Contact Centers(NCC has online contact centers based in Abuja and Lagos where consumers call the Toll free Number “622” from any part of the country to report any complaint against any network service).
- Quarterly on-the-spot monitoring of Service Providers Call Centers to enhance quality service delivery
- Consumer Satisfaction Survey (Done yearly to ascertain consumers satisfaction based on QOS and QOE)

WAYS OF PROTECTING CONSUMERS IN NIGERIA

- Research and Production of Educational Fliers/materials in regards to emerging issues for consumer education and information.(Available fliers developed by NCC)

1. Consumer Affairs Bureau(Who we are)
2. Phone Etiquette
3. Procedures for Lodging A Consumer Complaint
4. Do-Not-Disturb(Unsolicited SMS)
5. Tips on How to Protect your Child Online
6. The role of NCC in Consumer Protection
7. Understanding Broadband
8. Consumer Bill of Rights
9. Mobile Number Portability
10. Awareness on Cybercrime
11. Consumer Facts

WAYS OF PROTECTING CONSUMERS IN NIGERIA

- Conducting Cyber awareness programs such as :
- ADAPTI Program(ICT Training for teachers in tertiary institutions)
- Monthly cyber security report(educating users on recent cyber incidents and ways to mitigate against such...posted periodically on NCC website).
- Conducting and carrying out Outreach Programs around the country:
- Telecom Consumer Parliament(TCP) (79 editions) - 2003
- Consumer Outreach Programme(COP) (82 editions) - 2002
- Consumer Townhall Meeting(CTM) (25 editions) – 2010
- Industry Consumer Advisory Forum (ICAF) - 2010
- Translating the educational materials into the 3 major Nigerian languages and PIDGIN English.
- 2017 Declared Year of the Telecom Consumer – Flag off about now in Abuja - Nigeria

WAYS OF PROTECTING CONSUMERS IN NIGERIA

- Monitoring of Service Providers Customer Care Helplines
- Coordination and management of the Industry Consumer Advisory Forum (ICAF) activities
- Fostering the inclusion of People with Special needs in the Telecoms Industry via ICAF activities
- Management of the Consumer Web Portal (The Commission has a Consumer Web Portal which is an interactive web platform that supports information dissemination and feedback online. Dissatisfied Consumers can seek redress via the consumer complaint form or the email address attached to the portal, if their complaints are not satisfactorily resolved by their Service Provider(s).
- The Web Portal can be accessed via www.ncc.gov.ng/consumer
- N.B : In 2016 the NCC ensured the resolution of 97.32% of all complaints received via the NCC contact centers and 93.26% of those received via the Consumer Web Portal

TYPES OF ONLINE PIRACY ATTACKS

- Social engineering is a method intrusion hackers use but relies heavily on interaction and often involves tricking people into breaking normal security procedures. examples
- Email from a friend which contains links and downloads
- Phishing (Tech savy identity thieves)
- Malware
- spam

WHAT TO DO TO PREVENT SUCH ATTACK

- Consumers are advised to open emails from trusted source only
- Delete all unwanted messages without opening
- Have all email attachments scanned by anti-virus prior to opening
- If someone on your messenger is sending strange messages, terminate your IM session immediately
- Only transfer trusted files
- Use antivirus

WORK IN PROGRESS

- Development of a Framework for the Design and Implementation of a Telecommunications Sector Computer Security Incident Response Team (CSIRT) for the Commission
- Development of an Information Risk Management Framework:
- Development of Technical Framework for Data Filtering in Telecommunications Network
- Development of Framework for Website Security Assurance in Nigeria
- A report on Cyber Crime on Foreign Direct Investment and National Development in Nigeria.



THANK YOU

ITU Regional Forum on Consumer Information, Protection and Rights for Africa, 14 - 15 March, 2017 Cotonou, Benin Republic