



## FACT SHEET

# NUMBER PORTABILITY

**T**he Nigerian Communications Commission in line with its function to protect and promote consumer interest against unfair practices, is initiating Number Portability to foster consumer choice and effective competition by enabling subscribers to switch between Service Providers without suffering any identity loss or costs, inconvenience of changing telephone numbers and carrying multiple handsets.

### What is Number Portability?

Number portability is a feature that enables telecommunications networks to provide users with the ability to migrate from one service provider to another without changing their telephone number.

### Use of Number Portability

Providers of telecommunications services recognize that telephone numbers almost become some form of identification when their customers use them over a long period of time. There is great reluctance by customers to give up numbers assigned for their use mainly because of the loss of business they are likely to suffer as a result of the change. For individual and residential users, a change in telephone numbers may cause them to lose contact with friends, family and acquaintances.

**To Regulators,** whose responsibility is to ensure that consumers are protected through the creation of competition in the market, the reluctance by consumers to change Service Providers frustrates the introduction of competition. Number Portability, as defined above, provides a solution to the above concerns by making it possible for consumers to change Service Providers as and when they deem fit.

**To Service Providers,** number portability provides the motivation for them to continuously improve both the quality and the prices of their services in order to retain and attract more customers.

**To Consumers,** the much-needed flexibility to move from one network to another based on quality, price and variety of services offered is availed through number portability.

### Availability and modalities

Currently, the Commission and Service Providers are working on modalities of introducing number portability in the Nigerian telecommunications industry.

### Scope of Portability

Whereas number portability is a useful feature, its introduction will be phased with a gradual progression from the GSM networks to fixed networks where necessary. Adequate information and education on Number Portability will be communicated to consumers as the policy develops.

### Charges for Number Portability

Several charging options exist. NCC will in consultation with the industry determine a most appropriate formula ensuring a balance in interest of operators and consumers.

For any complaint, contact your service provider, if still dissatisfied, call the NCC (Toll Free)

For Further Information,

Call the NCC Toll Free

For Complaints:

0800-call-NCC

0800-2255-622

For Online Complaints visit;

[www.ncc.gov.ng/consumer](http://www.ncc.gov.ng/consumer)

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