



## FACT SHEET

# CONSUMER BILL OF RIGHTS

The Constitution of the Federal Republic of Nigeria expressly provides for a number of rights, which are recognised as inalienable to every citizen of the country. The Nigerian Communications Commission (NCC), the federal body responsible for regulating your telecom service, offers you this guide (Basic Rights of Consumer) to help you understand your rights as a stakeholder in the Telecommunication industry.

**The Right to be informed:** Consumers have the right to receive clear and complete terms and conditions for service agreements and disclosures of prices for goods and services, and to affirmatively accept all terms and conditions before being charged for services. They have the right to be protected against fraudulent, misleading and deceitful information or advertisement or labeling.

**Right to safety:** Right to be protected against the marketing of goods that are hazardous to public health

**Right to choose:** Right to be assured wherever possible to a variety of goods and services at competitive prices with satisfactory quality

**Right to be heard:** Right to get fair, inexpensive and quick redress of grievances. Consumers must have accessible knowledge of the complaint process and steps needed to lodge a complaint. Consumers have the right to a customer-oriented response for complaints and as prescribed by the Consumer Codes of Practice and Regulations.

**Right of Privacy:** Consumers have the right to personal privacy, to protection from unauthorised use of their records and personal information, and to reject intrusive communications and technology.

**Right of Timely Installation, Restoration and Repair Service:** Consumers have the right to timely installation of new services, and restoration and repair of existing services.

**Right of Timely and Responsive Customer Service:** Consumers have the right to timely and polite customer service from knowledgeable employees. Consumers have the

right to be treated with courtesy and respect. Consumers have the right to speak to a Service Provider if dissatisfied with customer service, and to be informed of this right during the initial complaint process. Consumers have the right to file a complaint with the Nigerian Communications Commission (NCC) if the problem is not resolved after speaking with a supervisor, and to be informed of this right during the initial complaint process.

**Right to Quality Service:** Consumers have the right to quality service. Operating companies must provide and list in their directory, a 24 hour repair service number. Consumers have the right to access vendors' annual quality of service reports.

**Right to Accurate, Clearly Worded and Organised Bills:** Consumers have the right to be accurately billed for services they subscribe to. Vendors of telecommunications services must provide clearly worded and organised bills.

**Right to Action on Disputed Charges:** Consumers have a right of notice before any disconnection. Service Providers must avoid imposing any disconnection or credit management action regarding any service to which a complaint or billing dispute relates while the complaint or dispute is being investigated.

**Right to Timely Redress:** Consumers have the right to timely dispute resolution by service providers. Service providers must provide clear information on customer bills explaining how and where consumers can complain. Consumers must have their complaints addressed in a timely manner without harassment.

**Right to Fair Complaint Process:** Consumers have the right to a fair complaint process. Consumers must have accessible knowledge of the complaint process and steps needed to lodge a complaint. Consumers have the right to a customer-oriented response for complaints within 24 hours.

**Right to Oversight and Enforcement:** Consumers have the right to be informed of their rights and what agency enforces those rights. Consumers have the right to address how well the state and federal regulators monitor or implement consumer protections on their behalf.

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

For Further Information,  
Call the NCC Toll Free Number

0800-call-NCC

0800-2255-622

Toll Free Number Available 8:00am - 5:00pm  
Monday - Friday, Excluding Public Holidays

For Online Complaints visit;

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

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