



## FACT SHEET

# CONSUMER AFFAIRS BUREAU

The Consumer Affairs Bureau (CAB) of the Nigerian Communications Commission (NCC) was established in September 2001, to INFORM, EDUCATE and PROTECT (the PIE mandate) all the consumers of telecommunications services in Nigeria. The CAB is the interface between the Consumers and the Commission.

### OUR VISION

To ensure that all Consumers of ICT services in Nigeria are well informed and satisfied.

### OUR MISSION

The PIE mandate: To ensure the protection of the rights privileges and interests of telecommunications Consumers, including the physically challenged groups through adequate information, education, outreach programmes, as well as effective policies strategies that promote effective telecoms service delivery, good quality and reasonably priced ICT services (i.e value of money).

### OUR MOTTO

Take advantage of us, so no one takes advantage of you.

### OUR OBJECTIVES

- To empower Consumers through awareness creation programmes that highlight their rights, privileges and obligations.

- To ensure Consumers have adequate information and education.
- To protect Consumers from unfair practices in the industry.
- To facilitate redress for dissatisfied Consumers.
- To ensure acceptable customer care services to consumers
- To monitor trends that impact Consumers.
- To give a voice to all Consumers irrespective of their socio-economic status.
- To ensure the Consumer remains King.
- To actualize the objectives, the CAB will:
  - Publish fact sheets and brochures on Consumer rights.
  - Organise community outreach forums
  - Facilitate improved channels of communication by providing access to the Regulator through the Consumer Contact Centre.
  - Facilitate efficient Consumer-operator interface for complaints management.
  - Collaborate with Consumer Advocacy Groups.
  - Monitor the activities and programmes of service providers.
  - Ensure Call/Care Centres meet acceptable standards (international best practice)

**For any complaint, contact your service provider, if still dissatisfied, call**

**(Toll Free)**

**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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COMMISSION

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