



## **FACT SHEET**

### **PHONE ETIQUETTE**

A telephonic conversation is all about communicating in the right way, as it is different from a face-to-face conversation, which makes understanding the other person pretty easy for you. Observing telephone manners is important especially if it is an official call that you are making or receiving. Being able to speak on the phone with good manners and poise is just as important as communicating face to face.

#### **STEPS TO BETTER PHONE MANNERS**

- **ALWAYS INTRODUCE YOURSELF**

When you call someone, a friend, family or stranger speak clearly in a modulated voice and introduce yourself, Smile before taking the call, this allows you to be more amicable.

- **BE WELL-MANNERED**

It would be a better world if we all treated each other the way we wish to be treated? When you are on the telephone with someone, you should treat the caller with the same dignity and respect we expect from them.

- **PROPER TONE OF VOICE**

Tone of voice is the non-verbal component of your telephone personality. Do not sound anxious, aggressive or pushy. While in public, yelling, rude language and profanity may be inappropriate and offensive to those within earshot.

- **BEWARE OF YOUR LANGUAGE**

Your use of language can make or break a call. There are certain words and phrases that can quickly turn off a caller. Things like "I don't know", "We can't do that". On the other hand, there are words and phrases that are music to a caller's ears, such as "Let me see what I can do for you" or "I'm not sure, but let me check and see" show a caller that you care about them and at least you are trying to help.

- **DEVELOP LISTENING SKILLS**

Many people have a tendency to talk incessantly on the phone, while not giving the other person a chance to speak. Do realize that it is important to listen to the other side as well.

- **DO NOT HOLD INAPPROPRIATE CONVERSATIONS IN PUBLIC**

Use appropriate volume when speaking on the phone, everyone around you does not need to hear your conversation, do not put your phone on speaker your conversations should be discrete.

- **DO NOT USE LOUD RINGTONES**

Avoid excessively loud or annoying ring-tones they can be very disruptive or aggravating to those around you.

- **CALL AT APPROPRIATE TIME**

Consider your call timing whether it is your friend, acquaintance, business partner or workplace colleague, you should consider the time of calling a person. Unless it's very urgent, do not disturb a person when he/she is busy or during the peak working hours.

- **DO NOT PUT A CALLER ON HOLD FOR A LONG TIME**

If you have to put a caller on hold for a long time, be sure to check back within few minutes, as to whether he/she would like to continue to be on hold or not.

- **GIVE YOUR FULL ATTENTION**

Do not make calls while Driving, Shopping, banking or doing something else, it puts your life and others in danger and causes distraction.

- **KNOW WHERE TO USE YOUR PHONE**

If your cell phone rings while you are talking or having a meal with someone, take the call only if it is important and excuse yourself for the duration of the call.

## **BENEFITS OF GOOD PHONE MANNERS INCLUDE**

- Telephone manners are very important because when you speak with others on phone that means you present yourself indirectly. The listener may interpret your body language by your tone of voice and speaking skill.
- A voice on the telephone is often the first impression a future customer, potential client or stakeholder has of a company or organization. The tone, pleasantness and politeness of the individuals in their telephone communications are responsible for the image the company projects to the public.
- Telephone manners are not rules but they help form better relationships with colleagues, clients, family members, friends, neighbors, and even strangers!
- Proper business phone manners can make a positive impression on your callers, keep clients on the telephone satisfied and strengthen a business brand.

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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