



FACT SHEET

PROCEDURES FOR LODGING A CONSUMER COMPLAINT

Consumers of telecom services- who are dissatisfied with services rendered to them by any of the operators have a right to redress the situation through formal lodging of complaints to the NCC.

Please read carefully the procedures, which are outlined hereunder in form of frequently asked questions and answers.

Ques: What is the first thing a dissatisfied Consumer of telecom services should do in order to get his/her problem resolved?

Ans: He/she should first of all contact the service provider whose services or products he/she is not happy or satisfied with and obtain a complaint ticket number. In the event that the issue is not satisfactorily resolved by the service provider, the Consumer can call the NCC Contact centre of the Nigerian Communication Commission to lodge his/her complaint.

Ques: How can a dissatisfied Consumer lodge a complaint?

1. **Ans:** A dissatisfied Consumer can lodge a complaint by: Completing a Consumer Complaint Form (CCF) which can be obtained from the NCC offices listed below. The Consumer Complaint Form (CCF) must be completed and sent to the NCC.

OR

2. Writing a letter to NCC which must be either hand or type written, legible, concise and no more than two (2) A4 pages. The letter must be signed by the dissatisfied Consumer.

OR

3. Calling the NCC Contact Centre toll free number on 0-800-CALL-NCC (0-800-2255-622) to lodge your complaint providing ticket number given by operator.

The Consumer Complaint form (CCF) and letter of Consumer Complaint must be sent to any of the NCC offices listed below:

ABUJA

Head, Consumer affairs
Consumer Affairs Bureau
Plot 423 Aguiyi Ironsi Street
Maitama, PMB 326, Garki
Abuja
Te: 234-9-4617000

Enugu Office

NCC Help Desk
Consumer Affairs Bureau
No 7, Egerton Street, G.R.A
Behind Police Headquarter
Adjacent to High-court,
Enugu State.
Tel: 234-42-250435, 257776
251538, 257629
Fax: 234-42-250435

Ibadan Office

NCC Help Desk
Consumer Affairs Bureau
No 19, Oshuntokun Avenue
Old Bodija, Ibadan, Oyo State.
Tel: 234-2-8104303
Fax: 234-2-8103997

Kano Office

NCC Help Desk
Consumer Affairs Bureau
No. 1, Sokoto Road,
By Audu Bako Secretariat,
Nasarawa GRA,
P.M.B 3212,
Kano State.
Tel: 234-64-947822, 319999
Fax: 234-64-328855

Lagos Office

NCC Help Desk
Consumer Affairs Bureau
9A Bankole Oki Street,
Behind Ikoyi Club, Ikoyi,
Lagos.
Tel: 234-1-72093224, 2690603, 2690712
Fax: 234-1-2690750

Port Harcourt Office

NCC Help Desk
Consumer Affairs Bureau
No. 23A, Igbodo Street,
Behind First Bank Aba Road,
Old GRA, Port Harcourt,
Rivers State.
Tel: 234-84-233055, 573006
Fax: 234-84-239942

Alternatively you can fax your complaints to:

| | |
|-----------------------|-----------------|
| Abuja: | 234-9-4617000 |
| Lagos: | 234-1-4630643-5 |
| Port Harcourt: | 234-84-465644 |
| Kano: | 234-64-947822 |
| Enugu: | 234-42-250435 |
| Ibadan: | 234-2-8104303 |

OR

Email it to: consumerportal@ncc.gov.ng

Ques: What information must be provided in the formal complaint?

Ans: The complaint must state name, address, phone number(s), fax, e-mail of the dissatisfied Consumer, a statement of the problem and duration, a brief explanation of the circumstance that led to the complain, name of service provider and the number of the telephone that has the problem. The date you contacted the service provider about your complaint, copies of any

relevant supporting documents such as service agreement, bills, contracts, promotional leaflets etc which would assist in our Investigations.

Ques: What happens when a Consumer's complaint is received by NCC Consumer Affairs Bureau?

Ans: The Consumer Affairs bureau analyses the complaint and starts investigations immediately. Where the bureau is satisfied that the service provider has breached terms of its contract with the consumer or contravened the provisions of the Nigerian Communications Act 2003 and the Consumer Code of Practice Regulation e.t.c, the Bureau will contact the appropriate service provider who will contact consumer and report to the NCC on the outcome. The Bureau will mediate as appropriate to resolve the issues.

Ques: Will NCC Consumer Affairs Bureau get back to the Consumer who lodge a formal complaint?

Ans: No. the service of the Cab are rendered FREE OF CHARGE.

Ques: Can an aggrieved Consumer sue the service provider in a law court over a breach of contract?

Ans: Yes, However, in line with the provision of the Nigerian Communications Act (NCA), 2003, a dissatisfied Consumer should first seek redress with the service provider and if unresolved report to the NCC. A court action may be considered a last option.

Ques: What avenues for redress are available within NCC?

Ans: The NCC has two distinct redress process available to a dissatisfied Consumer.

1. Consumer Complaint resolution process.
2. Arbitration Process

Ques: What issues can Consumers complain to NCC about?

Consumers can lodge complaints on the following issues amongst others: doubtful bills, arbitrary disconnection of lines, nonchalant attitude towards genuine complaints, poor service delivery, inappropriate or deceptive advertisements, unauthorized increase in prices, supply of sub-standard equipment, exploitation and invasion of privacy.

Ques: Is NCC a government agency?

Ans: Yes, NCC is a full-fledged Federal Government agency with independent status to effectively regulate the activities in the telecommunication industry.

TO LODGE YOUR COMPLAINT CALL TOLL FREE

0-800-2255-622

Toll Free Number Available 8.00am-5.00pm

Monday-Friday, Excluding Public Holidays

Contact

Consumer Affairs Bureau

Nigerian Communications Commission

Plot 423 Aguiyi Ironsi Street, Maitama Abuja

Tel: 234-9-4617000

Email: consumerportal@ncc.gov.ng

www.facebook.com/nigerian.communications.commission

Website: www.ncc.gov.ng

Consumer Affairs Bureau Publication

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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

CONSUMER AFFAIRS BUREAU NIGERIAN COMMUNICATIONS
COMMISSION

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Maitama Abuja

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