

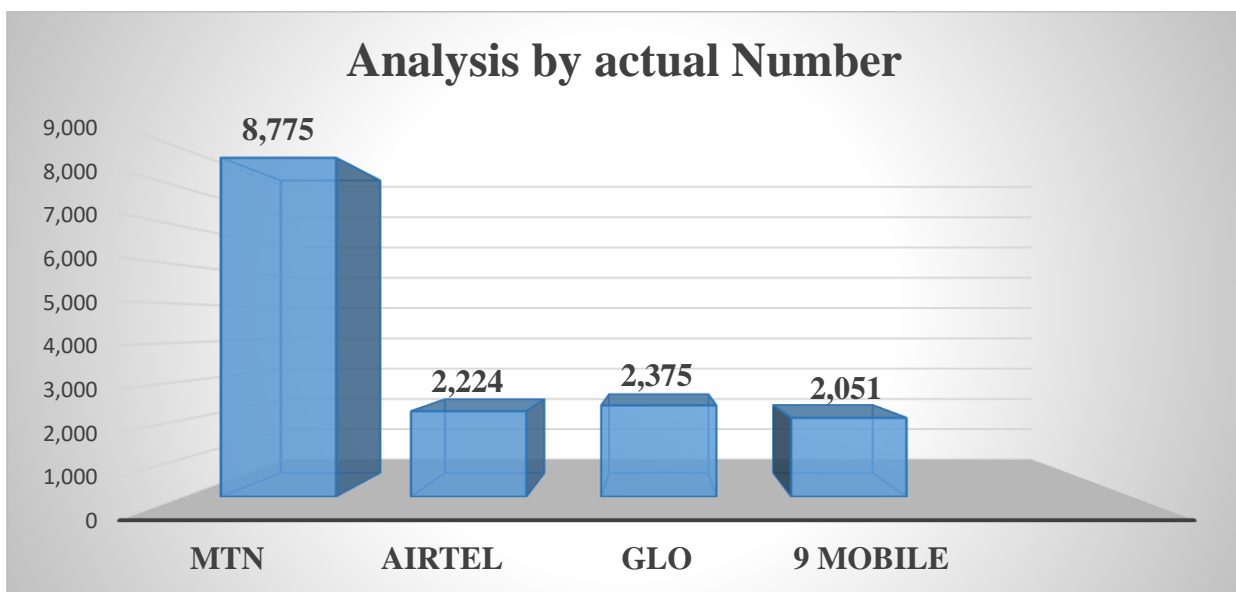
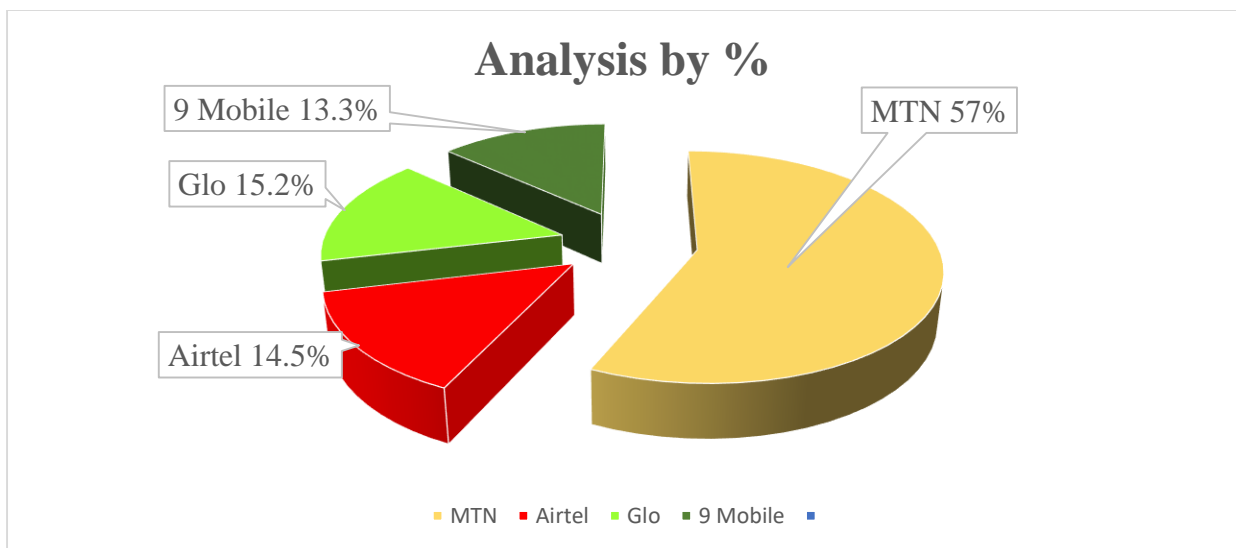
## 1. Introduction

Consumer Complaints Management is one of the key activities of Consumer Affairs Bureau (CAB) of Nigerian Communications Commission (NCC).

In Q2 2017, CAB received a total of 15,377 complaints via her complaints channels (622 Toll Free Line, Written-hard copies, Consumer Web Portal & Social Media handles).

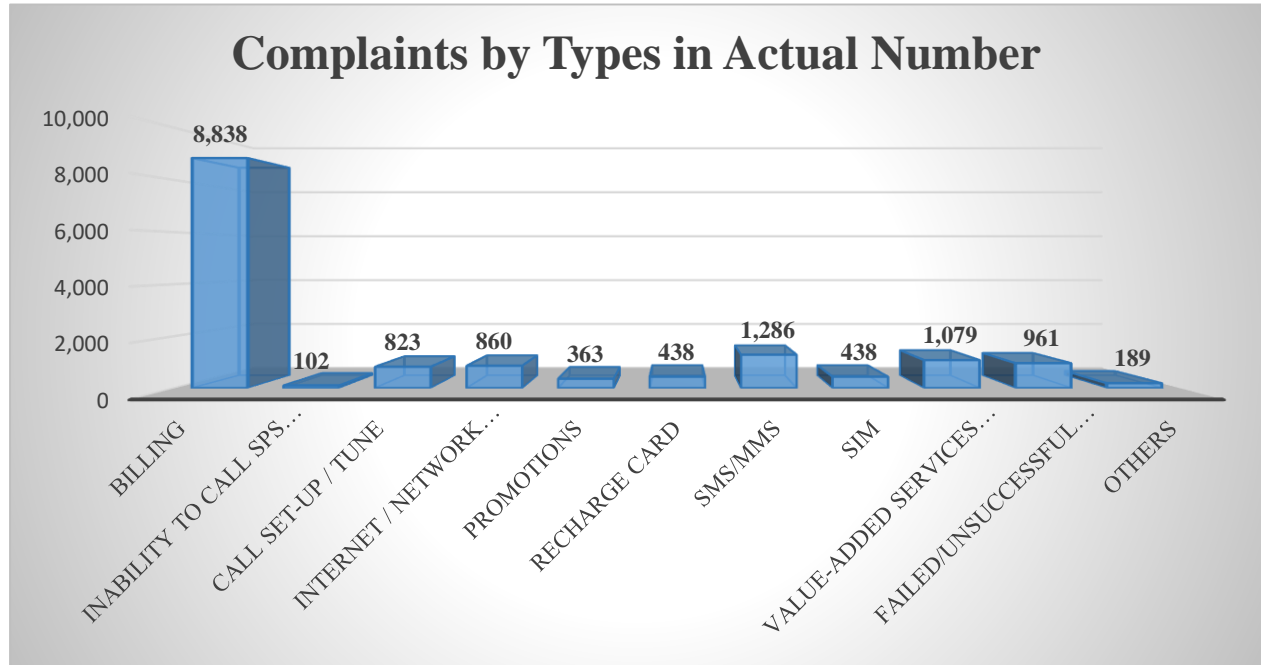
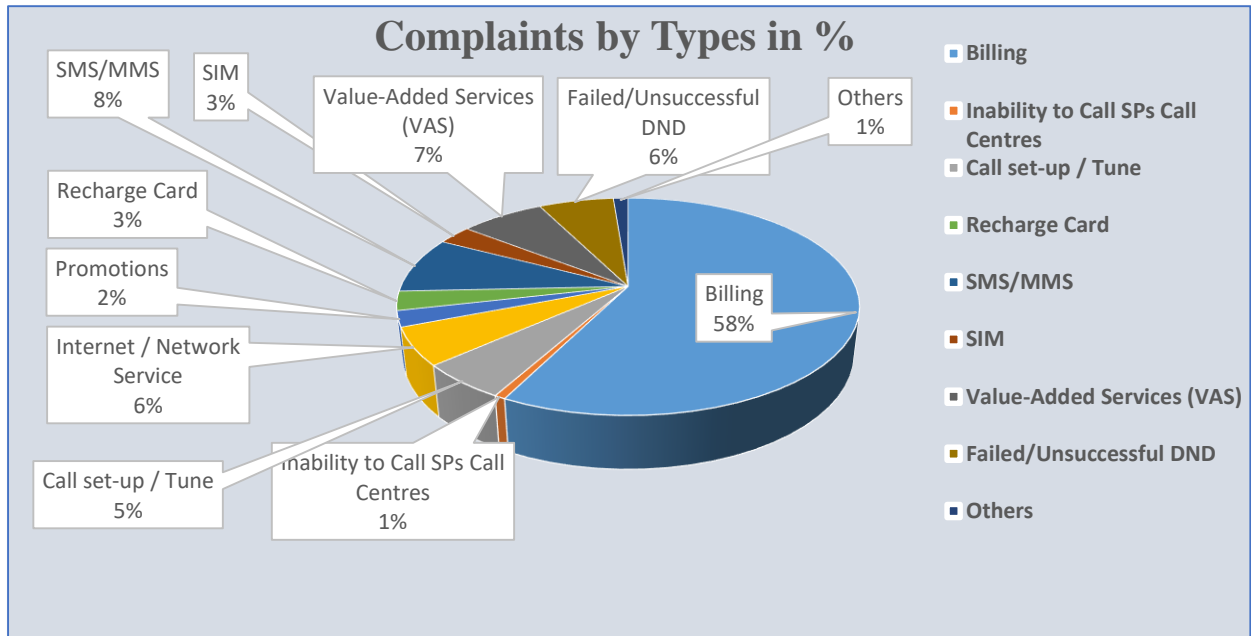
## 2. Complaints by Service Providers

Analysis of complaints received were in respect to the following Service Providers (SPs)



### 3. Complaints by types

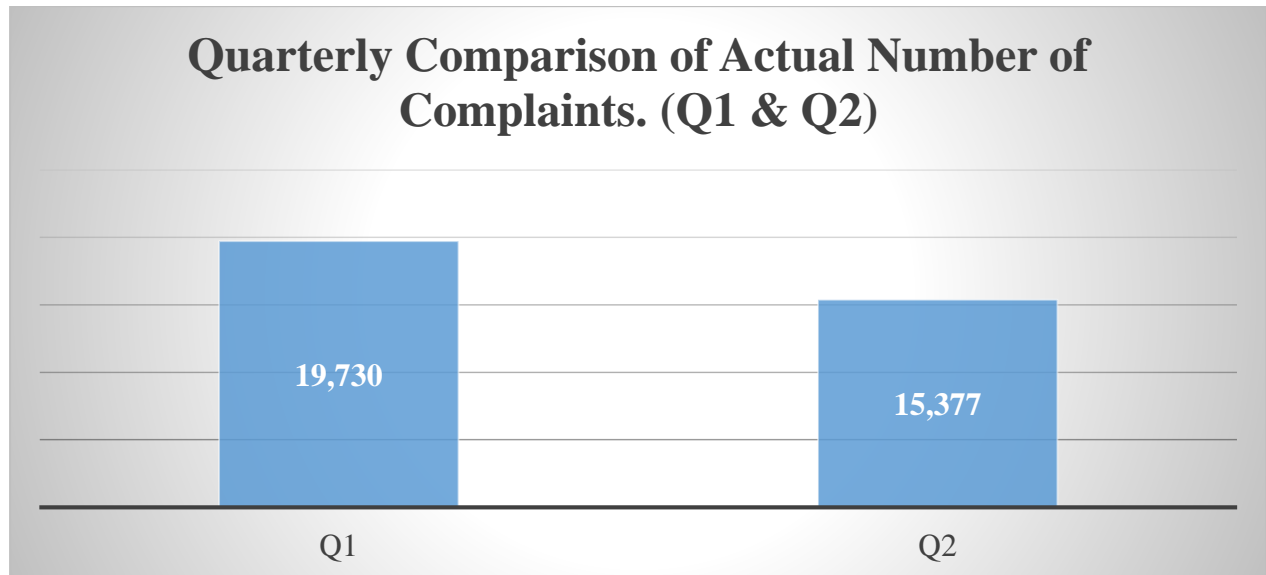
Analysis of complaints received were in respect to the following types of complaints



Billing related complaints accounts to about 58% of the number of complaints received by the Commission in Q2 2017 and as a matter of fact, deductions from consumers' accounts for activations of unsolicited Value Added Services (VAS) and SPs' promotions constitute about 80% of the Billing related complaints.

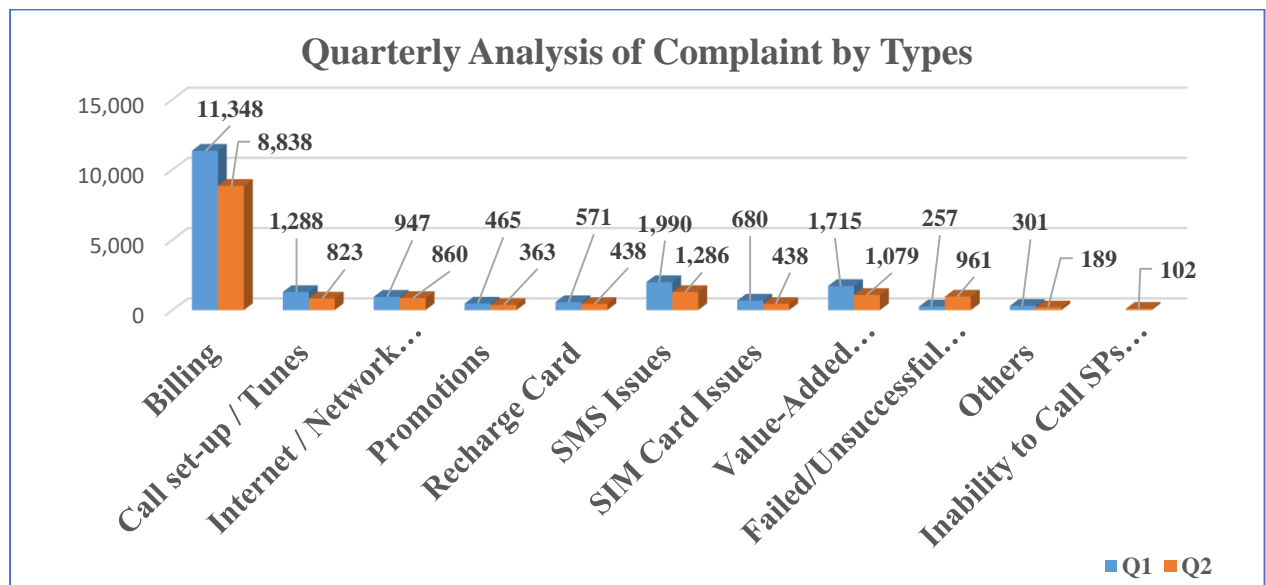
#### 4. Trend Analysis

A comparison of complaints received in Q 1 and Q 2, 2017 shows a reduction in the Number of Complaints received by 22.06% (as shown in the graph below).



This reduction in number of complaints received can be attributed to the decline in the number of billing related complaints by consumers, from **11,348 in Q1** to **8,838 in Q2** as shown in the graph below.

Further analysis revealed that the introduction of Do-Not-Disturb (DND) service initiative which was designed to curtail unsolicited messages/activations of services led to the decline in the number of Billing complaints, thus resulted to the reduction in the No. of complaints received by the Commission.



## 5. Notes:

1. Billing accounts for the highest number of complaints received during the quarter. i.e 58%, while SMS/MMS and Value Added Services complaints accounts for the second and third highest number of complaints received by the Commission with 8% and 7% respectively.
  - Billing related complaints include the following;
    - Deductions from activations of unsolicited VAS and telecom promotions and products
    - Over deduction (Inaccurate charges)
    - Charges for unauthorised services
    - Charges for unsuccessful calls
    - Charges for undelivered SMS
    - Inability to change tariff plan
    - Virtual top-up deducted but not received
    - Charges for Caller Ring Back Tune not downloaded, etc.