



NCC – fines GSM OPERATORS for poor network quality.

Recently the Nigerian Communications Commission (NCC) fined four existing telecom operators the sum of N1.17bn for poor quality of service experienced by the subscribers. The operators were MTN and Etisalat, charged with the sum of Three Hundred and Sixty Thousand Naira (N360,000,000) each while Globacom and Airtel were meant to pay the sum of Two Hundred and Seventy Million Naira (N270,000,000) and One Hundred and Eighty Million Naira (N180,000,000) respectively.

The Director, Legal Services disclosed that the sanction period is for the months of March and April, 2012. She stressed that failure to pay the said fine will attract an extra payment of Two Million Five Hundred Thousand Naira (N2, 500,000) daily by each operator.

Reacting to the development, The National President, National Association of Telecoms Subscribers (NATCOMS), Chief Deolu Ogunbanjo commended NCC for imposing the fine, saying that it will make the operators live up to the responsibility of providing quality service to millions of subscribers in Nigeria.

He also recommended that the fine be used to compensate subscribers as was done in 2007 because the subscribers are the ones at the receiving end.

In a joint statement made by the four GSM operators, They mentioned some of the problems faced by them such as absence of a reliable source of power, frequent cuts of fibre networks which link the cell sites, indiscriminate closure of sites by Ministries, Departments and Agencies of the Federal, State and Local Governments in pursuit of multiple taxation of telecommunications infrastructure and security.

They appealed to the Nigerian Communications Commission, the Ministry of Communication, the National Assembly and the Office of the National Security Adviser and other stake holders to work together to achieve an enabling environment in which operators can conveniently invest in to deliver a world class telecommunications networks.

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