

The Nigerian Communications Commission Policy Impact Report 2025



Table of Content

01 Introduction

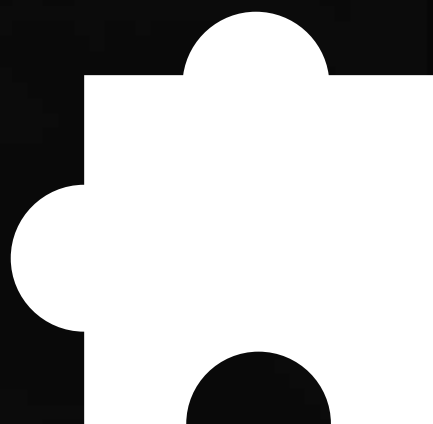
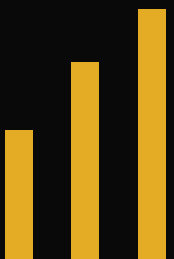
02 Overview of Policies

03 Challenges

04 Recommendations



Key Stakeholders





Regulators



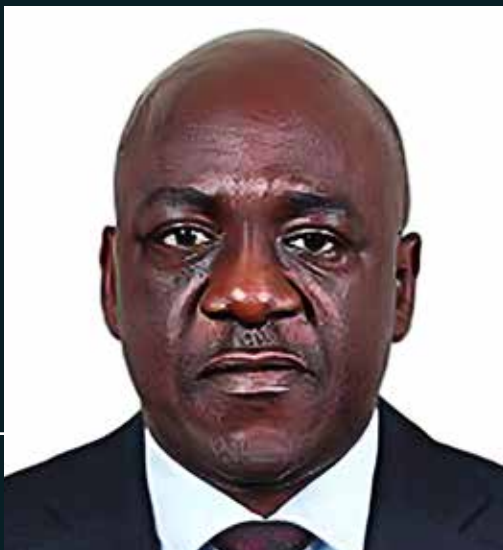
Bosun Tijani

Minister of Communications, Innovation, and Digital Economy, Execs from Nigerian Communications Commission (NCC)



Dr. Aminu Maida

Executive Vice Chairman/Chief Executive Officer, NCC



**Engr. Sunday
Abraham Oshadami**

Executive Commissioner, NCC



Rimini Haraya Makama

Executive Commissioner (Stakeholder Management), NCC



Operators

Telecom Company CEOs



Karl Toriola
MTN Nigeria



Dinesh Balsingh
Airtel Nigeria



Mike Adenuga
Chairman, Globacom



Obafemi Banigbe
T2



Sam Darwish
IHS Towers



Oladipo Badru
Pan African Towers



Gbenga Adebayo
The Chairman of the Association of Licensed
Telecommunications Operators of Nigeria



Introduction



Nigeria stands at a critical juncture in its digital transformation journey. As Africa's most populous country and one of its largest economies, Nigeria's ability to deliver reliable, affordable, and inclusive digital connectivity is central to its aspirations of becoming a globally competitive digital economy.

The Nigerian Communications Commission (NCC), as the primary regulator of Nigeria's telecommunications industry, plays a pivotal role in shaping the country's digital future. In recent years, the NCC has introduced and updated a series of regulatory instruments to deepen access, improve service quality, encourage investment, and ensure the communications sector keeps pace with technological advancements.

These efforts are not isolated; they form a critical part of the broader strategic vision outlined by the Ministry of Communications, Innovation and Digital Economy, which seeks to reposition Nigeria as a globally competitive digital economy.

In alignment with this vision, the Ministry of Communications, Innovation and Digital Economy has outlined ambitious targets through key strategic frameworks such as the National Broadband Plan (NBP) and the National Policy on Telecommunications. These frameworks serve as the foundation upon which the Nigerian Communications Commission (NCC) continues to issue and refine regulatory interventions aimed at building a more inclusive, innovative, and resilient communications sector.

At the heart of the National Broadband Plan is a push to deepen digital access and stimulate investment in broadband infrastructure. The plan aims to achieve 70% broadband penetration by 2025, up from approximately 50% in 2023, alongside a population coverage of 80% by 2027. To achieve these goals, the Ministry is prioritising reforms in spectrum management, investment incentives, and last-mile connectivity for underserved and unserved communities. The plan also aims to deliver data download speeds of 25 Mbps in urban areas and 10 Mbps in rural areas by 2025, while securing a 300–500% increase in broadband investment within the same period.

In parallel, the National Policy on Telecommunications seeks to update Nigeria’s approach to communications regulation in light of rapid technological change. The overarching goal is to increase the sector’s net contribution to GDP to 22% by 2027, reduce the rural connectivity gap to less than 20%, and improve Quality of Service (QoS) by at least 50%.

Within this national policy context, the NCC has issued several regulatory instruments intended to steer the industry toward these benchmarks. This report assesses the impact of several key regulations.

Collectively, these policies shape the operational landscape for telecom operators, ISPs, infrastructure providers, and digital platforms. They also signal the NCC’s intention to promote fair competition, protect consumers, and accelerate the rollout of broadband.

This report assesses how well these regulations are supporting national broadband and telecom targets, their impact on investment and innovation, and the challenges stakeholders face in complying with them. It draws on interviews with industry leaders, regulatory officers, and independent analysts to provide a balanced, evidence-based view of the current regulatory environment and what must change to realise Nigeria’s digital future.



Key Policies of the NCC

NCC Disaster Recovery Checklist

In 2023, the Nigerian Communications Commission (NCC) introduced the Disaster Recovery Checklist as a mandatory regulatory guideline to strengthen the resilience of Nigeria's telecommunications infrastructure. Enforced under Sections 70 and 149 of the Nigerian Communications Act 2003, the policy requires all licensed telecom operators and service providers to develop and submit a comprehensive Disaster Recovery Plan (DRP). This ensures that telecom services can be restored quickly and effectively in the event of a disaster or unplanned disruption.

The checklist, detailed in Schedule 2 of the official guideline, covers critical recovery principles, including identifying vital assets, setting recovery time and point objectives (RTO/RPO), defining roles and responsibilities, establishing testing protocols, and coordinating stakeholder responses. The policy mandates regular updates and testing of recovery plans to ensure relevance in the face of evolving risks.

This regulation directly supports the Ministry of Information, Communication and Digital Economy's broader goals outlined in the National Broadband Plan (NBP) and the National Policy on Telecommunications. As Nigeria targets 70% broadband penetration and 80% population coverage by 2027, the integrity and continuity of telecom infrastructure become even more critical. The disaster recovery mandate ensures that as broadband expands to more Nigerians, including underserved areas, service reliability and disaster preparedness are not compromised.

NCC 2024 Type Approval Regulations

In 2024, the Nigerian Communications Commission (NCC) introduced a new set of Type Approval Regulations, replacing the 2008 framework. These updated rules are designed to ensure that all communication equipment used within Nigeria meets high standards of safety, quality, interoperability, and cybersecurity. The regulations apply to manufacturers, vendors, and all NCC licensees, covering a wide range of devices, including telecom infrastructure, consumer electronics, IoT devices, and backup power systems.

A key innovation is the provisional approval mechanism, which enables the testing of prototype research-stage products in the field for up to 180 days. This provision encourages local innovation and accelerates the time to market for new broadband-enabling technologies, an essential factor in expanding coverage and connectivity to underserved areas.

The new rules also introduce a Device Management System (DMS) that integrates with mobile networks to track and block uncertified or grey-market devices, helping secure broadband infrastructure and ensuring a more consistent user experience.

Furthermore, by requiring adherence to international cybersecurity and technical standards, the regulations strengthen trust in broadband services and make Nigeria more attractive for telecom investment.

Tariff Simplification Guidelines

On July 29, 2024, the Nigerian Communications Commission (NCC) issued the Guidance on the Simplification of Tariffs in the Nigerian telecommunications sector. The regulation mandates Mobile Network Operators (MNOs) to simplify all voice, SMS, and data tariff plans, making them more understandable and accessible to consumers. It also ensures that promotional bonuses, add-ons, and fees are clearly communicated in monetary terms, avoiding misleading bundling tactics.

At the heart of the guideline is a requirement for operators to publish standardised tariff disclosure tables, detailing prices, plan components, validity periods, rollover policies, and renewal terms. These disclosures must be easily accessible, including via USSD menus, allowing users to instantly verify their current plans without confusion. Operators must also educate subscribers and migrate them to simplified plans before the full compliance deadline of December 31, 2024.

This policy aligns closely with the goals of the National Policy on Telecommunications, which seeks to deepen consumer trust, improve Quality of Service (QoS), and stimulate market competition. Simplified tariffs narrow the information gap between operators and users, enabling consumers to make informed choices, which is especially critical as telecom services expand into rural and underserved communities

★🔧 **NCC Quality Of Service Regulations**

The Nigerian Communications Commission's (NCC) revised 2024 Quality of Service (QoS) Regulations, designed to apply across all network technologies (2G to 5G), aim to enforce minimum service standards and hold operators accountable to the growing demands of Nigerian consumers.

The central goal of the QoS framework is to protect consumer interests by ensuring consistent service delivery, reducing unresolved complaints, and promoting transparency. Key Performance Indicators (KPIs) now encompass technical benchmarks, including call completion rates, drop call rates, and data throughput, as well as customer experience metrics such as complaint resolution speed, satisfaction levels, and billing integrity. For instance, operators must resolve 90% of complaints on the same day and ensure call completion rates approach 100%.

Operators are mandated to submit monthly QoS reports, which the NCC validates using drive tests, surveys, and real-time data. These reports are broken down by geopolitical zones and major cities to track regional disparities in service delivery. Persistent non-compliance attracts significant penalties, starting with a N5 million base fine and N500,000 daily thereafter.

Notably, the regulations now apply to both individual and class license holders, expanding oversight. Additionally, the NCC is developing a QoS ranking system, which will enable consumers to compare operators based on service quality, thereby adding competitive pressure for improvement.

👤 **NCC Consumer Code Of Practice Regulations**

The Nigerian Communications Commission (NCC) Consumer Code of Practice Regulations 2024 represent a significant update to Nigeria's telecom consumer protection regulations, superseding the 2007 version. Rooted in the Nigerian Communications Act of 2003, the new regulations seek to establish a fair, transparent, and accountable relationship between telecommunications operators and their consumers.

A central feature of the 2024 Regulations is the mandatory Individual Consumer Code of Practice (ICCP). All licensees must submit and implement ICCPs tailored to their services based on the NCC's General Consumer Code. This ensures uniformity in consumer protections while allowing operators to reflect operational realities.

The Code's scope is comprehensive, addressing key consumer-facing issues: accurate service descriptions, transparent billing and advertising, protection of personal data, effective complaint management, and special provisions for people with disabilities and emergency access. It also mandates service quality standards, including expectations for fault repairs and customer service response.

The NCC's Consumer Affairs Bureau is empowered to monitor compliance, and non-adherence can attract sanctions, fines, or even license revocation. Consumers are also given clearly defined rights and responsibilities, and structured complaint escalation paths, including compensation in cases of service breaches.

2025 Tariff Hike

In January 2025, the Nigerian Communications Commission (NCC) approved a 50% tariff hike for telecom operators, the first increase in nearly eleven years. This policy shift was driven by the need to address specific challenges in the telecom sector, including rising inflation, the sharp devaluation of the naira, and skyrocketing operational costs.

The NCC acted under Section 108 of the Nigerian Communications Act, 2003, which authorises it to set and approve tariffs. While operators had lobbied for hikes exceeding 100%, the NCC capped the increase at 50%. It also stressed that the hike must be accompanied by improvements in service quality, with clear communication to consumers regarding pricing, plan validity, and features.

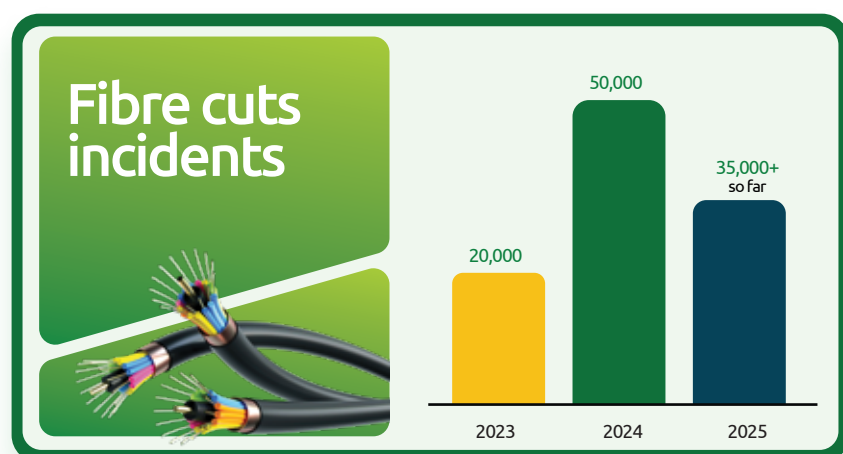
The policy ties tariff adjustments to the 2013 Cost Study band (N6.40–N50) and will be reviewed on a case-by-case basis under the 2024 Tariff Simplification Guidance. Operators are expected to begin implementation in February 2025, with protections in place for subscribers on existing plans.

The NCC's Policy Impact

1. Infrastructure Resilience and Security

The NCC's 2023 Disaster Recovery guidelines obligate every telecom operator to develop and file a detailed recovery plan using an NCC checklist. In practice, this forced telcos to catalogue every hazard (from vandalism to power outages) facing their networks, effectively quantifying the risks operators face in carrying out their business.

For example, in 2023 it cost Telcos \$23 million to fix fibre cuts with MTN and Airtel shouldering most of the cost. This data likely emerged through the new disaster recovery process. These findings underscored telecoms' vulnerabilities and spurred official action: in June 2024, President Tinubu issued an executive order designating all telecom systems as Critical National Information Infrastructure. The gazetted CNII Order of 2024 will serve as a means to protect Telecoms equipment across the country, and outlines penalties for anyone who tampers with this critical infrastructure.



However, there has been limited implementation of the Critical National Information Infrastructure gazette, and attacks on telecom sites have only accelerated. In early 2025, operators formed an industry-wide working group after noting "rising cases of

fibre cuts, equipment theft and vandalism" across the country. As one industry executive lamented, "We are experiencing daily losses of assets, which significantly impacts the quality of service delivered to subscribers."

In other words, the Disaster Recovery checklist exercise and CNII policy have identified and criminalised the threats, but the threats themselves persist. New legal tools now exist to prosecute vandals, yet network damage continues to mount – so far, the impact on actual security outcomes remains limited.

The NCC is looking to address this problem. It has launched a nationwide campaign to defend telecoms infrastructure across the country. The strategy involves nationwide asset mapping, the creation of a comprehensive protection framework, and grassroots awareness drives designed to foster public ownership and responsibility for digital infrastructure

The NCC is working closely with the Office of the National Security Adviser (ONSA) to secure facilities against cyber intrusions and sabotage, while also engaging state governments to harmonize Critical National Information Infrastructure (CNII) protection policies across all tiers of governance. Unlike earlier measures that focused narrowly on regulation, this approach combines legal enforcement, inter-agency coordination, and community education.

Public engagement is central to the strategy: through targeted campaigns, Nigerians are being sensitized on the risks of theft and vandalizing telecom equipment and the shared responsibility of safeguarding these assets.

Also, In July 2024, the NCC overhauled its Type Approval regulations, tightening certification requirements on all telecom hardware. In the months since, Nigeria’s mobile operators have begun upgrading their hardware in line with these standards. NCC officials confirm that shipments of new equipment started arriving by mid-2025, backed by a massive \$1 billion industry investment drive.

2. Consumer Protection and Market Transparency

NCC’s Tariff Simplification Guidance (July 2024) caps each operator at 100 bundles and seven base plans. It requires clear disclosure of all rates (per-second voice, per-SMS, per-MB data, bonus values, add-ons, terms/rollovers, etc.). News reports note that this aims to protect consumers by eliminating confusing “bonus” plans and hidden fees: operators must publish simple tariff tables and USSD prompts so subscribers can compare offers. For example, the NCC now requires telcos to give a 30-day notice of any rate changes and to display plans with prices in naira or megabytes, preventing consumers from unwittingly subscribing to higher-rate promotions. These measures are intended to ensure that Nigerians are not preyed upon by opaque billing.

To enforce network quality, the NCC's updated QoS rules (gazetted 2024) set strict targets (e.g. ≥90% call completion, T dropped calls, ≥90% of complaints cleared the same day) and obligate all operators – including tower companies – to report metrics quarterly. In practice, operators are investing in improvements to meet these requirements. Investment specifically focuses on equipment to expand 4G coverage and prepare for 5G, explicitly to “reduce network congestion, improve call quality, and increase internet speeds for Nigeria’s 160 million subscribers”. In July, the NCC directed major tower firms to fix power and equipment faults or face sanctions. This will help improve the quality of voice and data services provided by MNOs.



Gbenga Adebayo

The Chairman of the Association of Licensed
Telecommunications Operators of Nigeria

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We are training and retraining our workforce to adapt to emerging technologies. The Nigerian Communications Commission (NCC) has set strict service level requirements, and we are committed to not only meeting but surpassing them. Though network optimization may occasionally cause service disruptions, we appeal to the public for understanding as these efforts will ultimately deliver a much-improved user experience nationwide.”

To further boost service quality, the NCC is allowing spectrum trades through leasing arrangements, aimed at ensuring more efficient use of Nigeria’s limited spectrum resources. By enabling trades between the Telcos the commission hopes to optimize underutilized spectrum thereby improving broadband quality. This shift was particularly helpful in the recent rebranding of 9mobile to T2 with the operator temporarily leasing MTN’s network. More spectrum leasing deals are expected to be finalised soon, and should translate into more reliable 4G services for Nigerians

Also, the NCC launched a new outage portal to monitor major disruptions. However, the initiative is largely reactive, lacking systems to prevent future outages or enforce fast repairs. Its effectiveness relies on telecom operators' cooperation since there’s no independent monitoring. Additionally, it mainly tracks major outages, potentially overlooking more minor, persistent issues, especially in rural areas, and there is limited consumer awareness and accessibility to the platform.

The Consumer Code of Practice Regulations (July 2024) mandate transparent, customer-friendly practices across the industry. It requires accurate service descriptions and billing, strong privacy protection, effective complaint processes, and accessibility for persons with disabilities. Notably, the Code enforces new outage rules: operators must now notify subscribers (via media/USSD) of major planned outages one week in advance and publicly report any unplanned outages (causes, affected areas, restoration time). If a major outage exceeds 24 hours, carriers must compensate customers (for example, by extending prepaid validity) in line with the Code.

There has been no report of any operator being fined yet for breaching the new tariff transparency rules, reflecting full compliance among the telcos.

In a bid to strengthen oversight of the sector in delivering quality services to Nigerian consumers, President Bola Ahmed Tinubu has constituted new boards for the Nigerian Communications Commission (NCC) and the Universal Service Provision Fund (USPF). Idris Olorunnimbe, who previously served on the Lagos State Employment Trust Fund (LSETF) board, was appointed Chairman of the NCC, while Dr. Aminu Maida continues as Executive Vice Chairman and Chief Executive Officer. The appointments are expected to enhance governance, improve monitoring, and further align the NCC's regulatory work with its mandate of ensuring high-quality, transparent, and reliable telecom services for Nigerians.

3. Market Sustainability and Pricing

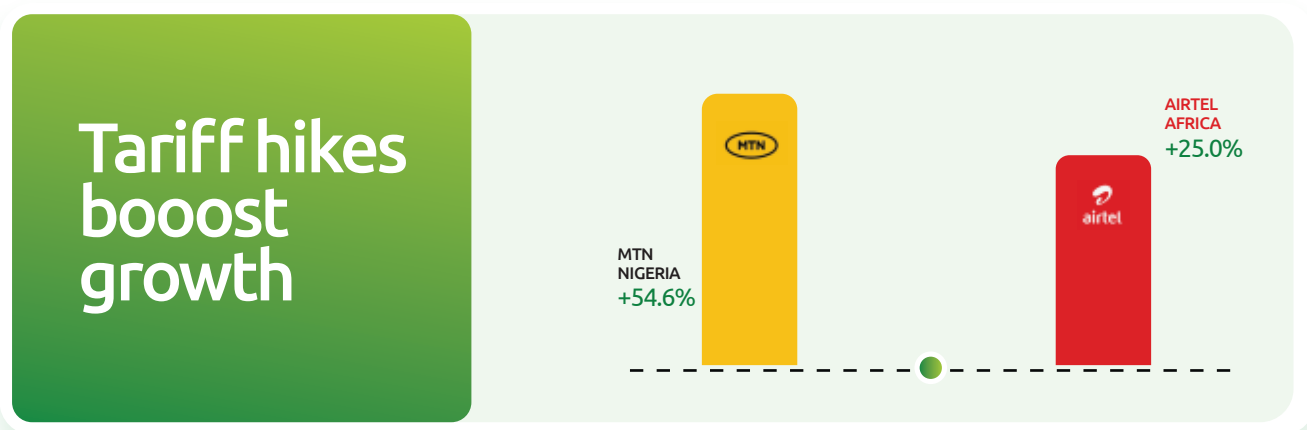
The Nigerian Communications Commission (NCC) in January 2025 approved an increase in telecom tariffs for the first hike in 11 years. Despite the telcos clamouring for a 100% hike, arguing that they needed the increase to offset inflation and naira devaluation, NCC capped the increase at 50%. The tariff increase immediately boosted telcos' average revenue per user (ARPU). In Q1 2025, combined ARPU for MTN and Airtel Nigeria rose 15.5% year-on-year to about \$2.24, reversing a prior decline.

The tariff hike has restored the cost-reflective pricing principles enshrined in the 2000 Telecoms policy and the 2003 Communications Act which fueled Nigeria's telecom boom in the early 2000s, and is essential to sustain investment in the sector.

● Profit boost in Q1 2025

The tariff hike directly lifted telecom revenues and profits. MTN Nigeria's Q1 2025 service revenue jumped 40.5% year-on-year, crossing the N1.1 trillion mark. Profit after tax surged 134% to N133.7 billion (versus a N392.7 billion loss in Q1 2024). Similarly, Airtel Africa (which includes Nigeria) reported a 25% YoY revenue rise and 20% increase in net profit (\$156 million) in its Apr–Jun 2025 quarter, driven largely by Nigeria's tariff adjustments. Overall, telcos credit the NCC's pricing change for much of this turnaround.

By Q2/H1 2025, the momentum continued. MTN Nigeria's first-half service revenue grew 54.6% YoY to N2.36 trillion, and it swung to a N414.9 billion profit (from a prior loss). Airtel Africa's consolidated revenues and profits also expanded, as Nigeria's market (the largest for both operators) saw "full benefit" of the earlier price rise. In short, the tariff hikes helped reverse declines: operators are now reporting historically strong growth and profitability in 2025.



● Investing in network upgrades and repairs

Higher revenues have funded heavy infrastructure spending. Telcos announced record capital expenditure (capex) for 2025. For example, MTN Nigeria spent N202.4 billion on network infrastructure in Q1 alone (up 159% YoY) and N565.7 billion in H1.

Management explicitly linked this to the tariff increase: CEO Karl Toriola called the price adjustment “a critical enabler to sustain ongoing investment” and said it allowed MTN to “accelerate network investments” to boost capacity. MTN H1 2025 results showed it added 2,300+ new sites, expanded 4G coverage to 82%, and rolled out more fibre investments central to its service growth. Likewise, Airtel Africa reported rolling out 2,300 new cell sites and 2,700 km of fibre region-wide in 2025, part of sustained network investment to improve capacity.

Globacom (Glo), Nigeria’s third-largest operator, likewise embarked on an upgrade program. In mid-2025, Glo announced it was relocating critical fibre routes damaged by construction and deploying hundreds of new 4G base stations to underserved areas. MTN has pursued similar moves, including building its first multi-stage data centre (\$240 m project) and partnering to lease passive infrastructure to smaller operators.



Dr. Aminu Maida

Executive Vice President, NCC

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This is a deregulated sector, but over the last decade we drifted back into price control, almost like the old NITEL era. Operators were locked into stagnant tariffs while other players across the value chain—tower companies, fiber providers—adjusted their contracts annually for inflation and forex. Investments dried up. By allowing tariffs to rise, we’ve restored balance and unlocked the capital the industry desperately needs.

● Network vandalism and repairs

Despite the investment drive, Nigeria's networks have suffered rampant vandalism, which operators must repair. Since May 2025, the industry has averaged 5+ reported vandalism incidents per day (up from 2/day before May). Subsea cable cuts and tower sabotage have also been widespread. Each incident can knock out multiple sites, causing blackouts for customers. Crucially, telcos now divert equipment meant for upgrades to fix vandalised sites. MTN's CTO speaking to TechCabal noted that spare parts and budget earmarked for expansion are being consumed fixing damages: "We're now diverting equipment originally meant for upgrades".

Operators also face recurring fibre cuts from roadworks and theft. Globacom noted that many of its fibre cables along highways were regularly vandalised, forcing costly relocations. In total, Nigeria saw 89 major network outages between January and May 2025, roughly 70% of which were due to fibre cuts or vandalism. These disruptions impact service quality and delay upgrades, undercutting the user-experience benefits that tariff-funded investment aims to deliver

● Subscriber impact and feedback

The tariff hikes and network changes have hurt subscribers. On one hand, operators cite strong demand: total mobile subscriptions have continued growing (169 million active lines by Jan 2025). On the other hand, Nigerians have scaled back their usage due to higher prices. NCC data show monthly data traffic dipped from a record 1,000 PB in January 2025 to 983 PB by April (briefly dropping to 893 PB in February). Also in H1 Telcos lost 1 million internet subscribers across board, this may be attributed to the tariff hike as people subscribers now rely on only one SIM card. Industry surveys indicate many consumers feel strained. A BusinessDay report quoted a user saying, "I am paying over 60% more for data, and I have never been more frustrated with my internet connection," and noted industry leaders admit the hike has imposed "untold hardship" on many. NATCOMS (a subscribers' group) warned that only improved service quality will justify the extra cost.



Challenges

1. Enforcement gap between policy and practice

Despite the Disaster Recovery (DR) checklist helping telcos document threats and prompting the CNII designation in 2024, vandalism and fibre cuts continue to rise. There is a clear gap between criminalisation and enforcement, as there have been few prosecutions and vandalism remains a daily challenge for network operators. The tools exist, but they are not being used.

2. Lack of proactive implementation by operators

Much of the QoS and Consumer Code enforcement depends on voluntary compliance and self-reporting by operators. There is no independent verification mechanism to validate metrics or outage logs, making enforcement reactive rather than preventive.

3. Expensive hardware upgrades

The 2024 Type Approval Regulations led to higher equipment standards, which will require significant investment from telcos. While major players in the industry have begun a \$1 billion upgrade drive, smaller operators may struggle to comply due to limited capital. This could widen the gap between large and small players, creating unequal quality of service.

4. Power supply and security challenges

Many of the service quality issues (network downtime, poor data throughput, dropped calls) are linked to systemic power problems, vandalism, and equipment theft, not just technical inefficiencies. Policies like DR and QoS rules don't directly address root causes like electricity shortages or physical site protection.

5. QoS reporting is infrequent and opaque

While telcos are required to file quarterly reports, the NCC does not publicly release detailed, disaggregated service quality data regularly. Consumers and independent stakeholders therefore lack visibility into whether KPIs are being met, and the Commission has no real-time enforcement tools.

6. The NCC outage portal is underutilised

Though the portal is a good step toward transparency, its effectiveness is limited by poor awareness among users, a lack of real-time data integration from operators, and the absence of automated triggers for investigation or penalty.

7. Rural populations are still underserved

Most infrastructure investments and quality improvements focus on major cities. Rural areas continue to experience poor signal quality, slower internet, and longer repair times, despite national-level policies promising equitable service.

8. Lack of coordination across government agencies.

For infrastructure security in particular, NCC's jurisdiction ends where physical security begins, requiring coordination with law enforcement, state governments, and the Nigeria Security and Civil Defence Corps (NSCDC). This coordination is not yet seamless.



Recommendations

To improve the effectiveness of the NCC's regulatory framework and its impact on Nigeria's telecommunications sector, several practical and actionable steps can be taken.

First, the Commission must prioritise strengthening enforcement through independent monitoring. While operators are expected to self-report on quality of service and consumer complaint resolution, the absence of an independent verification mechanism undermines accountability. Establishing a dedicated telecom performance audit unit within the NCC to regularly assess infrastructure uptime, call quality, data throughput, complaint resolution, and tariff transparency. This unit could complement operator reports with crowdsourced consumer feedback to ensure that quality of service benchmarks and consumer protection regulations are met.

Second, the critical national infrastructure (CNI) gazette, which formally recognises telecom infrastructure as essential to national security, must move beyond its symbolic function to an operational framework. Telecom vandalism continues to be a pressing issue, despite this designation. To reverse this, the NCC should collaborate closely with the Nigeria Security and Civil Defence Corps (NSCDC) and local governments to establish joint task forces focused on protecting telecom assets, especially in volatile regions. Public education campaigns should also be launched to sensitise communities about the implications of vandalising telecom infrastructure, now classified as a national offence. Moreover, creating a national incident register for vandalism cases, along with a whistleblower reward system, would encourage citizens to actively participate in safeguarding this infrastructure.



Third, the implementation of the 2024 Type Approval Regulations has already begun to influence improvements in the quality of telecom equipment deployed in Nigeria. However, the long-term effectiveness of these regulations would be significantly enhanced by linking them to a broader strategy that encourages local manufacturing. Currently, most telecom hardware is imported, which raises costs and exposes operators to foreign exchange volatility. The NCC could incentivise local assembly or production of approved telecom equipment by reducing type approval fees for telcos that source hardware locally. Working in partnership with the Standards Organisation of Nigeria (SON), the Commission can help develop a pipeline of certified Nigerian vendors capable of meeting global equipment standards.

Finally, deeper engagement with consumers in underserved and rural areas remains a crucial but often overlooked component of Nigeria's telecom policy landscape. While regulatory focus tends to centre on urban metrics and national averages, communities in rural and peri-urban areas continue to face significant gaps in service quality and consumer awareness. To address this, the NCC should deploy mobile consumer outreach initiatives that travel to these areas, educating residents about their rights under the consumer code, including how to file complaints, understand tariff changes, and access redress mechanisms. In parallel, the Commission should develop rural-specific performance indicators, such as minimum coverage hours or latency benchmarks, ensuring that quality of service monitoring is genuinely inclusive and reflective of the diversity of Nigeria's telecom users.

Glossary



2G, 3G, 4G, 5G – Successive generations of mobile network technology, each offering improved speed, capacity, and capabilities:

2G: offers digital voice and basic data services (SMS, limited internet).

3G: offers mobile broadband with faster data and multimedia capabilities.

4G: offers high-speed internet suitable for HD streaming and advanced mobile applications.

5G: offers next-generation connectivity with ultra-low latency, very high speeds, and support for IoT at scale.

4G Base Stations – Network equipment and facilities that provide fourth-generation (4G) mobile connectivity within a defined coverage area, enabling high-speed data and voice services.

Average Revenue Per User (ARPU) - A financial metric indicating the average monthly revenue generated from each active subscriber, used to assess operator performance.

Broadband - A high-capacity transmission method that enables fast internet access through various media, including fibre optics, digital subscriber lines (DSL), cable, and wireless networks.

Capex - Short for “capital expenditure.” Funds used by an organisation to acquire, upgrade, or maintain physical assets such as property, infrastructure, or equipment.

Consumer Code of Practice – Regulatory guidelines issued to ensure service quality standards, protect consumer rights, and outline complaint resolution procedures in the telecommunications sector

Critical National Information Infrastructure (CNII) - Information and communication systems or assets whose disruption or destruction would have a significant impact on national security, economic stability, or public safety

Detailed, Disaggregated Service Quality Data - Telecommunications performance information broken down into specific metrics, geographic areas, service types, or periods to allow precise monitoring and analysis.

Device Management System (DMS) - A platform used by telecom regulators or operators to register, track, and authenticate mobile devices on the network, helping to prevent the use of stolen, counterfeit, or non-compliant devices.

Disaster Recovery (DR) Checklist – A structured list of actions, resources, and procedures used by organisations to restore operations and services after a disruptive event such as a cyberattack, hardware failure, or natural disaster.

Fibre Cut - Physical damage to fibre optic cables that disrupts telecommunications services. Construction work, vandalism, environmental hazards, or accidental strikes can cause this.

Individual Consumer Code of Practice (ICCP) - A document developed by telecom service providers that outlines their specific policies for customer service, complaint resolution, and adherence to regulatory consumer protection standards.

Latency Benchmarks - Target or acceptable delay times in data transmission, used as a performance standard to assess the responsiveness of telecommunications networks.

Mobile Network Operators (MNOs) - Companies licensed to provide wireless voice, data, and messaging services through their own network infrastructure.

Multi-Stage Data Centre – A facility designed with multiple operational stages or tiers for data storage, processing, and redundancy, often to ensure scalability, fault tolerance, and business continuity.

NATCOMS - National Association of Telecommunications Subscribers, a Nigerian advocacy group representing the interests of telecom service users and promoting consumer rights in the sector.

Nigerian Communications Commission (NCC) - The independent regulatory authority responsible for overseeing the telecommunications industry in Nigeria, including licensing, compliance, and consumer protection.

Quality of Service (QoS) - A measure of the overall performance of a telecommunications service, typically assessed by factors such as availability, speed, latency, error rates, and reliability

Standards Organisation of Nigeria (SON) – The national body responsible for setting and enforcing quality and safety standards for products, services, and systems in Nigeria, including telecommunications equipment.

Tariffs - The pricing structures for telecommunications services, including call rates, data bundles, SMS charges, and other service fees set by operators and regulated by authorities.

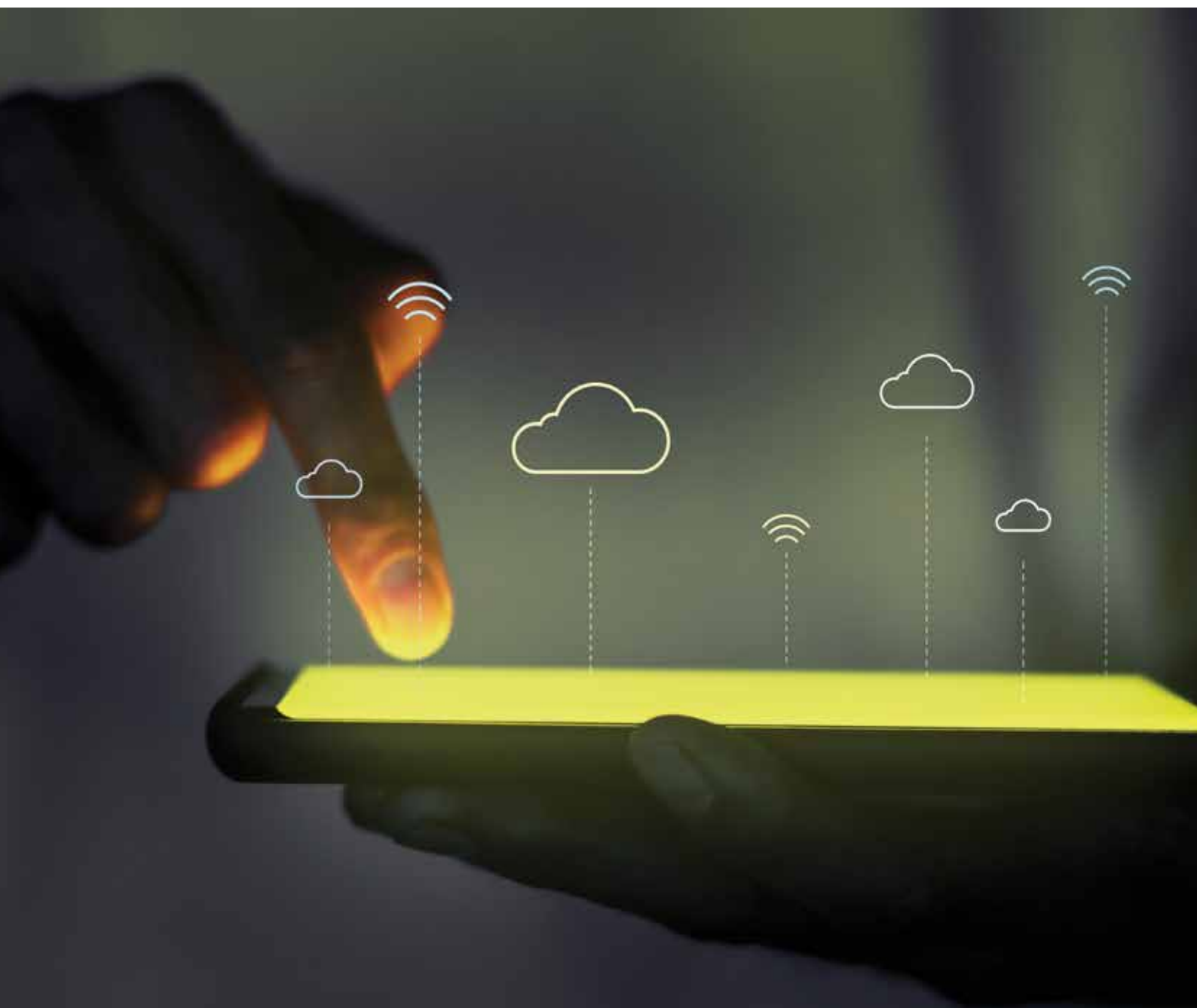
Telcos - Informal shorthand for telecommunications companies, including mobile network operators, internet service providers, and related service firms.

Tower Firms - Companies that build, own, and manage telecommunications towers and related passive infrastructure, leasing them to mobile network operators and other service providers.

Type Approval - A regulatory certification process by which telecommunications equipment is tested and approved to ensure it meets technical and safety standards before being used or sold in a country

USSD – Unstructured Supplementary Service Data; a communications protocol used by mobile phones to interact with a service provider's systems via short numeric codes, often for banking, airtime recharge, or customer service

YoY (Year-on-Year) - A performance comparison between one period (typically a month or quarter) and the same period in the previous year, used to track growth or decline.



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