



**CONDITIONS FOR OFFERING  
CLOSED USER GROUP (CUG)  
SERVICES IN THE NIGERIAN  
TELECOM INDUSTRY**

**Issued by the  
Nigerian Communications Commission**

**this 26th Day of September, 2023**



## CONDITIONS FOR OFFERING CLOSED USER GROUP (CUG) SERVICES IN THE NIGERIAN TELECOM INDUSTRY

The following Conditions apply for the provision of Closed User Group Services (CUGs):

1. CUG services may be offered to subscribers in the following entities:
  - I. Large Corporate Organizations;
  - II. Government;
  - III. Not-For-Profit Organizations;
  - IV. Duly Registered Residential Estate Associations;
  - V. Trade Associations; and
  - VI. Micro Small and Medium Enterprises (MSMEs).
2. A CUG offering must have a minimum of **three (3)** Mobile Station International Subscriber Directory Number (MSISDNs) (Subscribers) and maximum numbers as detailed in 3 below.
3. The maximum number of MSISDNs(Subscribers) permissible for the respective categories are presented below:
  - I. MSME- **200**;
  - II. Resident Estates Associations- **2,000**;
  - III. Not for Profit (NGO)- **10,000**;
  - IV. Government Agencies- **20,000**;
  - V. Large Corporate Organisations- **30,000**; and
  - VI. Trade Associations **2,000**
4. The minimum access fee for both prepaid and postpaid CUG Services shall be N400 while the maximum shall be N5,000.

5. CUG services should be restricted to the provision of Voice Calls and Short Messaging Service (SMS) only. CUG rental/access fee must not be bundled with Data, VAS, or other ancillary services.
6. All Calls and SMS within a CUG (on net) shall not be below the rates of **N0.50**/min for voice services and **N1.02** for SMS.
7. All calls outside the CUG (off net) shall not be below the price floor of **N6.40**/min for voice services and **N1.02** for SMS.
8. The price cap for voice shall be N50/Min for voice and N4 per SMS.
9. Operators are advised to directly manage the relationship with the entities being offered CUG services by liaising directly with a designated staff of the organization. However, in the event that a third party/agent is engaged to manage any CUG relationship, the agent must be duly registered by the Commission and shall hold a Class License.
10. The following documents are mandatory and must be submitted before they are registered for CUG services:

**A. Large Corporate Organization, Not-for- Profit Organisation and MSME**

- I. Business Registration Document (Certificate of Incorporation, or Certificate of Registration, or Certificate of Incorporated Trustees);
- II. Provision of Tax Identification Number (TIN);
- III. Signed contract agreement between the organization and the MNO;
- IV. Proof of Identification of members within the given CUG;
- V. The NIN of two (2) company representatives either; C-Level Director, CEO or Board Member/Trustees;

- VI. A request for the service shall be signed by two (2) company representatives either; C-Level Director, CEO or Board Member/Trustees on the letter head of the organization;
- VII. Student Union Associations are categorised as Not-for-Profit Organisation

**B. Trade Associations and Resident Estates Associations:**

- I. Business Registration Document (Certificate of Incorporation, or Certificate of Incorporated Trustees);
- II. Provision of Tax Identification Number (TIN);
- III. Signed contract agreement between the organization and the MNO;
- IV. Proof of Identification of members within the given CUG;
- V. The NIN of two (2) company representatives either; Board Member or Trustees;
- VI. The request for the service shall be signed by two (2) Trustees or Members of EXCO of the Association on the letter head of the Association;
- VII. Each subscriber shall provide a valid means of identification.
- VIII. A list of staff ID on a signed letter may suffice in place of ID card

**C. Government Agencies (Federal, State and Local)**

- I. Signed contract agreement between the organization and the MNO;
- II. Proof of Identification of members within the given CUG;
- III. A list of staff ID on a signed letter may surface in place of ID card
- IV. The NIN of two (2) company representatives either; Board Member or Trustees;

- V. A request for the service shall be signed by two (2) company representatives either; C-Level Director, CEO or Board Member on the letter head of the organization;
11. Organizations with subsidiaries should be treated as separate entities especially if the business functions are different;
12. Operators shall on a Quarterly basis furnish the Commission with a report detailing:
- I. All CUGs newly registered in the relevant Quarter;
  - II. All new subscribers added to an existing CUG; and
  - III. All subscribers that have left an existing CUG.
13. The Condition shall take effect from the **1st Day of November, 2023** and will remain valid and binding on Licensees until further reviewed by the Commission;
14. The Commission reserves the right to review, vary and modify these Conditions from time to time as it may deem fit.

*Dated this 26th Day of September, 2023.*



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Executive Vice-Chairman  
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