

**OPENING REMARKS BY THE EXECUTIVE VICE CHAIRMAN,
NCC, PROF. UMAR GARBA DANBATTA, FNSE, FRAES, FAEng,
DURING THE 84TH EDITION OF TELECOM CONSUMER
PARLIAMENT (TCP) ON THURSDAY, JUNE 28, 2018 AT THE NAF
CONFERENCE CENTRE, KADO, ABUJA.**

The Executive Commissioner, Technical Services, NCC
The Executive Commissioner, Stakeholders Management, NCC
Management and Staff of NCC,
Telecom Service Providers,
Consumer Advocacy Groups,
Collaborating Agencies,
Our Esteemed Telecom Consumers,
The Media,
Distinguished Ladies and gentlemen.

I am delighted to address you all on this occasion of the 84th Edition of the Telecom Consumer Parliament (TCP) taking place here at the NAF Conference Centre, Kado, FCT, Abuja.

The event is held quarterly in line with the Commission's vision of protecting, informing and educating consumers of telecom services on issues of common interest and current developments in the industry.

As regulator, the Commission strives to achieve the target of ensuring availability, accessibility and affordability of services to telecoms consumers. Telecoms Consumer Parliament (TCP) is one of the robust platforms designed by the Commission to facilitate interaction on issues of common interest among industry stakeholders. Not only this, the TCP has, over the years, provided a unique opportunity for the consumers of telecoms services to be enlightened and educated on burning issues in the industry.

The theme of today's event: **“Improving Telecom Service Delivery to Consumers: Key to Industry Sustainability”** is another of such carefully-chosen topical issues aimed at furthering discussions on how service providers can improve on the entire service delivery system.

Telecoms service delivery is the totality of how telecoms operating companies package, provide and deliver services to their consumers from the point of ensuring quality of service and to the point of delivering the service to the consumers in a satisfactory manner.

In other words, the term ‘Service delivery’ embodies such elements as Quality of Service (QoS), Quality of Experience (QoE), Effective Customer Complaint Resolution, conducive ambience for customers at care centres (CCs), absence of nuisance calls or text messages that, sometimes, irritate and annoy consumers, among others. Service delivery also has to do with how telecoms consumers are treated generally by operators or their agents.

Expectedly, doing well in all the aforementioned areas of service delivery continuum will help the service providers to attract customers, who would be loyal to them in a way that guarantees operators' growth and subsequently, boost our industry's sustainability.

However, in spite of series of initiatives put in place by the Commission to keep operators on their toes, gaps are still being noticed in the areas of quality of service delivery and consumer complaint resolution, among others.

Let me reiterate the fact that improving telecoms services has become critical not only to businesses but also to the entire national economy. Access to telecom services has become an enabler of economic development. Most people and industries rely on improved telecoms service delivery to carry out the services personal and official tasks more efficiently and effectively.

This is why it has become important that we, as regulator of the telecommunications industry, continuously hold forums such as TCP to engage relevant stakeholders to push the frontier of improved service delivery forward.

Today's TCP is, therefore, expected to critically examine, analyse and identify the strengths, weaknesses, opportunities and threats to the whole gamut of service delivery improvement in our industry.

The popular clause that **“Consumer is King”** is held in high esteem in the Commission because everything we do focuses on how the consumers can get maximum value for money spent while also promoting competition among the

telecoms Operating Companies. Consumers are the reason the regulator and the operators are in business. Without the consumer, there cannot be operators and if there are no operators, I wonder if we, as regulator, have any reason for existence.

To retain and grow customer base for improved revenue, which helps them to expand network, improve coverage and enhance service delivery therefore, Telecoms Operating Companies have an obligation to aim at improved service delivery always.

On our part ladies and gentlemen, we promote improved service delivered by the operators through close monitoring of the quality of service using key performance indicators and, sometimes, sanction them for poor service quality. We also ensure that we constantly dialogue with industry stakeholders in a forum such as this in order to help diagnose their challenges and inadequacies and then proffer solutions aimed at helping them to improve on the overall service delivery to consumers.

Also, we monitor call centers and customer service centres of the operators to ensure availability of adequate and efficient facility to handle consumer complaints and requests without delay. We have also mandated service providers to develop Individual Code of Practice as an offshoot of our Consumer Code of Practice Regulations, 2007 in order to make sure consumers are treated well at care centres. We are working to ensure that operators serve consumers better by encouraging them to build more customer care centres accessible to their customers across the nation.

Our Do-Not-Disturb (DND) facility and the NCC 622Toll-Free Line have also been set up specifically to ensure improvement in service delivery. For DND, as you may be aware, consumers have the power to stop all unsolicited messages on their mobile devices or choose specific messages they would like to be getting from service providers. More than 12 million subscribers have signed up for the DND as we continue to create more awareness on it.

Ladies and gentlemen, let me state that the Commission is committed to protecting the interest of telecoms consumers at all time while also finding ways to addressing challenges facing the service providers.

I have no doubt that, given the calibre of participants at this gathering; justice shall be done to the theme.

I also hope that at the end, we shall come up with specific and concrete recommendations on how we can better achieve improved service delivery across networks with a view to ensuring industry sustainability.

On this note, I declare this event open and wish you productive deliberations.

Thank you.

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