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<i>S. I. No.</i>	<i>Short Title</i>	<i>Page</i>
25	Nigerian Communications (Quality of Service) Regulations, 2024 ..	B589-609

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**NIGERIAN COMMUNICATIONS ACT
(No. 19, 2003)**

**NIGERIAN COMMUNICATIONS
(QUALITY OF SERVICE) REGULATIONS, 2024**



ARRANGEMENT OF REGULATIONS

Regulation :

PART I - OBJECTIVES AND SCOPE

1. Objectives
2. Scope

PART II — MEASUREMENT, REPORTING AND RECORD KEEPING

3. Use of parameters
4. Reporting periods
5. Combined Reporting Areas
6. Measurement, reporting and record keeping tasks
7. Consumer complaint resolution

PART III — PUBLICATIONS

8. Timing of Publication
9. Contents and format of publication and explanatory remarks

PART IV — INVESTIGATION

10. Auditing of quality of service data
11. Investigation of measurement, reporting and record keeping procedures

PART V — CONTRAVENTIONS AND ENFORCEMENT

12. Contravention
13. Enforcement Measures
14. Factors in applying enforcement measures

PART VI — MISCELLANEOUS

15. Review of these Regulations
16. Issuance of directives
17. Issuance of Business Rules
18. Quality of service ranking
19. Administrative fines
20. Revocation and savings
21. Interpretations
22. Citation

SCHEDULE

S. I. No. 25 of 2024

NIGERIAN COMMUNICATIONS ACT
(2003 No. 19)

NIGERIAN COMMUNICATIONS
(QUALITY OF SERVICE) REGULATIONS, 2024

[29th Day of July, 2024]

Commence-
ment

In exercise of the powers conferred on it by section 70 of the Nigerian Communications Act, 2003 (“the Act”), and of all other powers enabling it in that behalf, the Nigerian Communications Commission (“the Commission”) makes the following Regulations—

PART I—OBJECTIVES AND SCOPE

1.—(1) The objectives of these Regulations are to —

Objectives

(a) ensure the protection and promotion of the interests of consumers against unfair practices, including matters relating to tariffs and charges, the availability and quality of communications services, equipment and facilities ;

(b) improve service quality by identifying service deficiencies and encouraging, enforcing, effecting or requiring appropriate changes and solutions ;

(c) maintain service quality, while recognizing environmental and operating conditions ;

(d) make available information that will help customers make an informed choice of services and service provider;

(e) improve the operation and performance of interconnected networks ; and

(f) assist the development of related communications markets.

2. These Regulations stipulates the minimum quality and standards of service, associated measurements, reporting and record keeping tasks.

Scope

PART II— MEASUREMENT, REPORTING AND RECORD KEEPING

3.—(1) The quality of service standards under these Regulations in accordance with —

Use of
parameters.

(a) measurements required for features of services that are significant, with an emphasis on services that are subject to limited competition ;

(b) measurement methods and related reporting of information to enable the Commission compare the service quality of Licensees fairly, which shall not restrict the measurement or other quality of service monitoring, practices of Licensees ; and

(c) applicable targets or Key Performance Indicators ('KPIs') and other characteristics of the identified quality of service standards appropriate to Nigeria.

(2) A parameter shall be —

(a) used to report a service, measurements and related reporting of the parameters ; and

(b) required where it is one of those stated in these Regulations or listed in the Business Rules issued pursuant to these Regulations.

Reporting periods

4.—(1) Unless as otherwise stated in these Regulations, the reporting periods, which are the periods of time within which measurements are taken and recorded, shall be one month starting from the 1st day of every applicable calendar month to the last day of the month or as the Commission may, determine and communicate to the relevant Licensees.

(2) The Commission shall use any of the following methods in carrying out measurement and data acquisition functions —

(a) drive test ;

(b) mobile Station Probes tests ;

(c) consumer survey ;

(d) data collection from Operators, the Commission's Network Operating Centers ('NOCs') or Network Management Centers ('NMCs') ; and

(e) any other method as may be determined by the Commission.

(3) The Commission may rely on real-time data acquired from feeds from Operators NOCs or NMCs.

(4) KPI Measurements may be carried out at all network segments including BTS, Cell, BSC or MSC levels.

Combined Reporting Areas

5.—(1) The reporting areas for which measurements are taken and recorded, shall be —

(a) a specific geographical area or driving routes ;

(b) the States of Nigeria ; or

(c) the Federal Capital Territory.

(2) The reporting areas shall be taken separately unless the prior written approval of the Commission has been obtained that two or more reporting areas be combined into one reporting area for particular Licensees, parameters, services and Reporting Periods.

(3) The reporting areas shall be such that performance of different clusters representing different geographic areas in the states is easily obtainable.

(4) In considering whether to grant approval that two or more reporting areas be combined into one reporting area under this regulation, the Commission shall take the following factors into account, the —

(a) value of information about variations in quality or service between separate reporting areas ;

(b) relationship between the network structure and corporate organisation of the relevant Licensees and the physical boundaries of the reporting areas ;

(c) numbers of consumers using the relevant services in the reporting areas ; and

(d) difference in costs between taking measurements for separate reporting areas and taking measurements for combined reporting areas.

6. For each parameter that is reportable for a service, reporting area and for each reporting period, a Licensee shall perform the following measurement, reporting and record keeping tasks —

Measurement,
reporting
and record
keeping
tasks

(a) take the measurements according to the defined measurement method ;

(b) submit the measurements to the Commission within one week after the end of the reporting period and ensure availability of real-time performance data from the performance measurement or management systems of the Licensee as may be specified by the Commission ;

(c) submit any additional information requested by the Commission, including details of the times, places, network segments and other particulars of the measurements, within one month after the end of the reporting period or as may be directed by the Commission ; and

(d) retain quality of service data, including measurements and related records, for a minimum of twelve months after the end of the reporting period or as may be directed by the Commission.

7.—(1) The Licensee shall resolve any consumer complaint within the resolution time stated in these Regulations, Business Rules issued pursuant to these Regulations or as may be approved by the Commission from time to time.

Consumer
complaint
resolution

(2) Where a Licensee fails to resolve a consumer complaint in accordance with sub-regulation (1) of this regulation, the Licensee shall compensate the consumer in addition to paying any fines that may be imposed by the Commission.

(3) A Licensee may be sanctioned by the Commission where the rate of occurrence of a particular complaint exceeds the maximum number stated in the Business Rules issued pursuant to these Regulations.

PART III — PUBLICATIONS

Timing of
Publication

8.—(1) The Commission may publish some or all the KPI measurements within two months after the end of each reporting period to which the measurements apply, with or without additional notes or comments.

(2) Prior to the publication under sub regulation (1) of this regulation, the Commission may after due analysis, direct Licensees to make necessary amendments or corrections to the measurements submitted by Licensees under regulation 6 of these Regulations.

Contents
and format
of
publication
and
explanatory
remarks

9.—(1) For each parameter that is reportable for a service, reporting area, identified network segments, and for each reporting period, the content and format of publication shall be as set out in tables contained in the Business Rules issued pursuant to these Regulations, and shall include —

- (a) the name of the service provided by the Licensee ;
- (b) an identification of the reporting area, driving route or network segments for which the measurements were taken ;
- (c) the measurements collected from or submitted by the Licensee ;
- (d) an indication of any target for the parameter and the service that has not been achieved by the Licensee ;
- (e) any explanatory remark by the Licensee accepted by the Commission, including remarks about changes in environmental or operating conditions that may not have been reasonably foreseen by the Licensee ; and
- (f) any other information or comparison of service quality that the Commission determines to be appropriate, including information to help the Commission or subscriber assess the performance of competing Licensees.

(2) In considering whether to approve explanatory remarks by a Licensee under sub-regulation (1) (e) of this regulation, the Commission may take any of the following factors into account —

- (a) service deficiencies that arise partly or wholly from the services of another Licensee ;
- (b) changes in environmental or operating conditions that may not have been reasonably foreseen by the Licensee ; or
- (c) quality of service deliverables that are appropriate to the tariffs and other commercial terms for the services of the Licensee.

PART IV — INVESTIGATION

Auditing of
quality of
service data

10.—(1) The Commission may audit the quality of service data acquired from the Licensee under regulation 4(2) of these Regulations or data retained by Licensees.

(2) The Commission may, in carrying out its obligations under subregulation (1) of this regulation, vary the frequency of the audits, data

collection, the licensee's services, parameters, reporting areas, network segments and reporting periods that require audits.

(3) The Commission may also utilize data acquired under regulations 4(2) and 6(b) in its auditing processes.

11.—(1) The Commission may investigate the quality of service measurement, reporting and record keeping procedures of a Licensee pursuant to the provisions of sections 61 and 89 of the Act.

Investigation of measurement, reporting and record keeping procedures.

(2) The Commission may, in carrying out its duties under subregulation (1) of this regulation, exercise its powers of information gathering pursuant to sections 64 to 68 and section 141 of the Act.

PART V — CONTRAVENTIONS AND ENFORCEMENT

12. A Licensee providing service is deemed to have contravened the provisions of these Regulations, in relation to each parameter for service, reporting area, prescribed network segment and for each reporting period, where the Licensee —

Contravention

(a) fails to perform the measurement, reporting and record keeping tasks set out in regulation 6 of these Regulations ;

(b) fails to achieve the set target for the parameter and the service after the —

(i) commencement date of these Regulations,

(ii) date when the target was most recently specified, or

(iii) date the target was changed to require a higher standard of quality ;

(c) fails to submit, within a time-frame specified by the Commission, information requested by the Commission pursuant to regulations 6 or 9 of these Regulations ;

(d) submits or publishes false or misleading information about its quality of service ; or

(e) obstructs or prevents an investigation or real-time collection of performance data by the Commission in respect of quality of service measurement, reporting and record keeping procedures.

13. Where a Licensee contravenes any of the parameters set out in these Regulations, the Commission may take one or more of the following enforcement measures —

Enforcement Measures

(a) require the Licensee to submit or publish additional information about the quality of the relevant service including implementation of a remedial plan within a time-frame agreed with the Commission and information

submitted may be cross-checked against the performance data collected by the Commission under regulations 4(2) and 6(b) of these Regulations.

(b) issue directions pursuant to Section 53 of the Act including directing Licensees to compensate subscribers or consumers for poor quality of service ; and

(c) impose a fine on the contravening Licensee as determined under the Schedule to these Regulations.

Factors in applying enforcement measures

14. The Commission may, in considering the application of enforcement measures under regulation 13 of these Regulations, take into account relevant factors, including the—

(a) considerations set out in regulation 15 of the Nigerian Communications (Enforcement Process, etc.) Regulations, 2019 or any applicable provision of an amendment to the said Regulations ;

(b) time interval between a failure to perform the measurement, reporting and record keeping tasks and due compliance ;

(c) time interval between identification and the resolution of faults or problems inhibiting real-time data acquisition under regulation 6(b) of these Regulations ;

(d) time taken to achieve targets specified by the Commission in these Regulations ;

(e) numbers and nature of the services, parameters, reporting areas, relevant network segment, reporting periods and targets which the Licensee has contravened ;

(f) service credits or rebates, including public information provided by the Licensee to subscribers, who may have been inconvenienced or otherwise affected by the contraventions ; and

(g) factors set out in the Business Rules issued pursuant to these Regulations where the rate of occurrence of a particular complaint exceeds the maximum number specified.

PART VI — MISCELLANEOUS

Review of these Regulations

15.—(1) The Commission may from time to time review or modify these Regulations pursuant to section 72 of the Act.

(2) The Commission shall, in carrying out a review or modification of these Regulations, request and receive advice or comments from external advisory groups which advice shall not be binding on the Commission.

Issuance of directives

16. The Commission may from time to time issue additional rules, directives or guidelines on any aspect of these Regulations which shall be of general application or specific to a Licensee.

17.—(1) The Commission shall pursuant to the provisions of these Regulations, issue Business Rules, which shall apply as part of these Regulations.

Issuance of Business Rules

(2) The Business Rules may be amended separately and shall have the same effect on the application of the provisions of these Regulations.

18. The Commission may develop a quality of service ranking of its licensees based on the attainments of set thresholds and parameters.

Quality of service ranking

19.—(1) The Commission may impose administrative fines as specified in the Schedule to these Regulations for each contravention or non-compliance by licensees.

Administrative fines

(2) Any administrative fine imposed by the Commission pursuant to the Act, these Regulations or any other Regulations made pursuant to the Act, shall become due and payable by the person who committed the contravention within 14 days from the date of receipt of notice of imposition of fine.

(3) The payment of an administrative fine shall not be construed as a limitation or foreclosure of the power of the Commission to impose any other enforcement sanctions under the Act and any regulations made under the Act.

20.—(1) The Quality of Service Regulations, No. 13, 2013, is revoked.

Revocation and savings

(2) The revocation of the Regulations specified in sub-Regulation (1) of these Regulations shall not affect anything done or purported to be done under the revoked Regulations.

21.—(1) In these Regulations —

“*Access Service*” means a service that is provided for communications to or from network termination points that serves end users without making the communications pass through more than one public network ;

Interpretations

“*Act*” means the Nigerian Communications Act, No. 19, 2003 ;

“*Average*” or “*Mean*” means the result of dividing the sum of the numerical values in a set by the number of values in the set ;

“*Broadband Internet Access Service*” means an internet access service that is not a Voiceband Internet Access Service ;

“*BSC*” means Base Station Controller ;

“*BTS*” means Base Transceiver Station ;

“*Busy Time*” means the set of the same six hours in each of the same four days in each of twelve weeks of a reporting period during which the highest average traffic for a service is measured or expected on the basis of observation conducted in the preceding reporting period ;

“*Busy Hour (BH)*” means the continuous 1-hour period lying wholly in the time interval concerned for which the traffic or number of call attempts is greatest ;

“*Call Attempt*” means an attempt to achieve a connection to one or more devices attached to a communication network ;

“*Commercial Launch Date*” means the date a Licensee commences commercial provision of a service in a reporting area ;

“*Commission*” means the Nigerian Communications Commission ;

“*Contravention*” means any failure to comply with the requirements identified in these Regulations ;

“*End User*” means a Customer that is not an Interconnecting Licensee or a provider of an international route to or from the Federal Republic of Nigeria ;

“*Fixed Telephony Service*” means a telephony service that is not a Mobile Telephony service ;

“*Fixed Wireless Telephony Service*” means a telephony service that relies on wireless connectivity ;

“*Fixed Wireline Telephony Service*” means a Fixed Telephony service that requires the use of radio frequencies assigned under individual License to achieve communications at the network termination points of the End User Telephony service that is not a fixed wireless telephony service ;

“*Interconnecting Licensee*” means a Licensee that has an interconnect with another Licensee at a network termination point ;

“*Internet Access Service*” means an access service that is an Internet service ;

“*Internet Service*” means a service that is provided substantially for data ;

“*IP*” means the inter-network protocol that is defined by the Internet Engineering Task Force often known as the Internet Protocol ;

“*KPI*” means Key Performance Indicators ;

“*Licensee*” means a person who either holds an individual licence or undertakes activities which are subject to a class licence granted under the Act ;

“*Measurement*” means a numerical value that is obtained by using a measurement method ;

“*Measurement Method*” means a method of measuring a parameter under these Regulations ;

“*Mobile Communications Service*” means a service that requires the use of radio frequencies assigned under individual Licences to achieve communications at the network termination points of the end users and that permits the end users to move between different geographic locations without losing communications ;

“*MSC*” means Mobile Switching Centre ;

“*Network Termination Point*” means a point at which a customer has physical access through customer equipment to the network of a Licensee ;

“*Parameter*” means a measurable characterization of the quality of an aspect of a service ;

“*Published Measurement*” means a measurement that is intended for publication with content and format that is identified under these Regulations ;

“*Quality of Service standards*” means —

(a) parameters, defining the applicable quality of service standards for specific services ;

(b) the methods of taking measurements that measure service performance against prescribed parameters described as “*Measurement Methods*” under these Regulations ; and

(c) any applicable targets for the prescribed parameters identified in the Schedule to these Regulations ;

“*Reporting Area*” means a geographic area for which measurements are taken and recorded, determined in accordance with these Regulations ;

“*Reporting Period*” means the period of time over which measurements are taken and recorded and against which a fine can be calculated when a Licensee or the Commission performs quality of service measurement, reporting, enforcement and record keeping tasks once for each reporting area, parameter and service, determined in accordance with these Regulations or as may be prescribed in any other Regulations determined by the Commission from time to time ;

“*Service*” means application, content, network or facilities service or any combination of these services, that is provided substantially for communications between network termination points ;

“*Target*” means the attainable standards set based on parameters outlined in these Regulations ;

“*Telephony Service*” means a service that is provided substantially for voice communications to or from Network Termination Points that have telephone numbers that are allocated according to the numbering and electronic addressing plan ; and

“*Voiceband Internet Service*” means any internet access service that provides communications from network termination points and that requires the use of a telephony access service to achieve communications.

(2) In these Regulations, for the purpose of measuring standards indicated or specified, whenever there is a difference between the definitions expressed in words and those alternative definitions expressed in mathematical terms, the meanings attributed to the latter definitions shall prevail and mathematical definitions shall supersede the definitions in words.

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(3) The Licensee shall ensure that, where exact counters are not provided in its network or systems, formulas with similar effect are used for each parameter computations.

Citation

22. These Regulations may be cited as the Nigerian Communications (Quality of Service) Regulations, 2024.

SCHEDULE
ADMINISTRATIVE FINES

[Regulations 13(c) and 19(1)]

PART A—FINES CALCULATED ON THE BASIS OF EACH
OCCURRENCE OR CONTRAVENTION

S/N.	<i>Contravention</i>	<i>Fine</i>
	The General KPIs	
1.	Failure to meet the target for the Percentage of cells reporting QoS data for each KPI.	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
2.	Failure to meet the target for the Percentage of NCC QoS applets registered in QoS Infrastructure Tool Server.	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
	2G Network KPIs	
1.	Failure to meet the BH Traffic Channel (TCH) Congestion KPI target with impact outside operators control removed for measurement at cell level.	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
2.	Failure to meet the BH SDCCH Congestion KPI target (measured at BSC).	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
3.	Failure to meet the BH SDCCH Congestion KPI target (measured at Cell levels) with impact outside operators control excluded.	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
4.	Failure to meet the BH CSSR KPI target (measured at Cell levels) with impact outside operators control excluded	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.

S/N.	<i>Contravention</i>	<i>Fine</i>
5	Failure to meet the BH CSSR KPI target (measured at BSC level).	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
6.	Failure to meet the BH Drop Call Rate KPI target (measured at cell level) with impact outside operators control excluded.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
7.	Failure to meet the BH Drop Call Rate KPI target (measured at BSC level).	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
8.	Failure to meet the BH Handover Success Rate KPI target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
9.	Failure to meet the BH Paging Success Rate KPI target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
10.	Failure to meet the MOS KPI target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
11.	Failure to meet the Call Setup Time KPI target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
12.	Failure to meet the cell availability target measured over 24 hour period	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.

S/N.	<i>Contravention</i>	<i>Fine</i>
	3G Network KPIs	
1.	Failure to meet the Call Setup Success Rate (PS) target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
2.	Failure to meet the Call Setup Success Rate (CS) target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
3.	Failure to meet the RRC connection establishment success rate (PS) target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
4.	Failure to meet the RRC connection establishment success rate (CS) target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
5.	Failure to meet the RAB Establishment Success Rate target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
6.	Failure to meet the HSUPA Setup Success Ratio [%] for Streaming(S), Interactive(I) and Background(B) Services target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
7.	Failure to meet the HSDPA Setup Success Ratio [%] for Streaming(S), Interactive(I) and Background(B) target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
8.	Failure to meet the IUB Congestion target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.

S/N	<i>Contravention</i>	<i>Fine</i>
9.	Failure to meet the RRC Congestion target	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
10.	Failure to meet the Circuit Switched RAB Congestion target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
11.	Failure to meet the Paging Success Rate target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
12.	Failure to meet the CS RAB Abnormal Release Rate target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
13.	Failure to meet the PS RAB Abnormal Release Rate target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
14.	Failure to meet the Soft Handover Success Rate target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
15.	Failure to meet the Inter RAT Handover Success Rate for CS Domain target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
16.	Failure to meet the Cell Availability (or Node-B Accumulated downtime (available for service) target	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.

S/N.	Contravention	Fine
17.	Failure to meet the Average Downlink Throughput per User target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
18.	Failure to meet the CS Call setup time (CST) for on-net calls target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
19.	Failure to meet the CS Call setup time (CST) for on-net calls target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
20.	Failure to meet the MOS target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
4G Network KPI		
1.	Failure to meet the Cell Availability target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
2.	Failure to meet the CSFB CST target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
3.	Failure to meet the ERAB Set up Success Rate target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
4.	Failure to meet the RRC Set up Success Rate target.	N5,000,000 per reporting area, and a further sum of N500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.

B 606

<i>S/N.</i>	<i>Contravention</i>	<i>Fine</i>
5.	Failure to meet the ERAB Drop Rate target.	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
6.	Failure to meet the E-UTRAN Downlink User Throughput (Mbps) per user target.	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
7.	Failure to meet the LTE HOSR (Inter Cell/Inter Frequency) target.	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
8.	Failure to meet the MOS target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
Data Service KPIs		
1.	Latency Target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
2.	Availability Target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
3.	Packet Loss KPI target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
4.	Jitter KPI target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.

<i>S/N.</i>	<i>Contravention</i>	<i>Fine</i>
5.	Link Utilization KPI target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
6.	Throughput KPI target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
Colocation Service Providers		
1.	Power Availability Target with impact outside operators control excluded	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
2.	Mean Time to Repair target with impact outside operators control excluded	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
Point of Interconnect KPIs		
1.	ASR Incoming target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
2.	ASR Outgoing target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
3.	Congestion Incoming target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.

<i>S/N.</i>	<i>Contravention</i>	<i>Fine</i>
4.	Congestion Outgoing target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
5.	Utilization Target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists ; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.
6.	Availability Target	₦5,000,000 per reporting area, and a further sum of ₦500,000 per day for as long as the contravention persists; provided that the Commission may reduce the cumulative fine for several reporting areas where the licensee remedies the identified issues expeditiously.

PART B — FINES CALCULATED ON OTHER BASIS

<i>S/N.</i>	<i>Contravention</i>	<i>Fine</i>
1.	Failure by a Licensee to submit information within a time period specified by the Commission.	₦15,000,000 for each act of Contravention and ₦2,500,000 for each day that the contravention continues to occur.
2.	Submission or publication of false or misleading information about quality of service by Licensee.	₦15,000,000 for each act of Contravention and ₦2,500,000 for each day that the contravention continues to occur.
3.	Obstructing or preventing the Commission from carrying out an investigation in respect of the quality-of-service measurement, reporting, data collection, and record keeping procedures by a Licensee, its officers, agents, servants, privies etc.	₦15,000,000 for each act of Contravention and ₦2,500,000 for each day that the contravention continues to occur.

MADE at Abuja this 29th day of July, 2024.

DR. AMINU MAIDA
Executive Vice Chairman/CEO
Nigerian Communications Commission

EXPLANATORY NOTE

*(This note does not form part of these Regulations
but is intended to explain its purport)*

These Regulations revokes the Quality of Service Regulations, 2013 ; seeks to ensure the protection and promotion of the interests of consumers against unfair practices including matters relating to tariffs and charges, the availability and quality of communications services, equipment and facilities ; and stipulates the minimum quality and standards of service, associated measurements, reporting and record keeping.