



Nigerian Communications Commission (NCC) Issues Three (3) New Regulations.

The Nigerian Communications Commission ("the Commission"), exercising its authority under section 70¹ of the Nigerian Communications Act, 2003 ("the Act"), as well as all other enabling powers, has recently issued three key regulations in the telecoms sector. The newly issued regulations are:

1) The Consumer Code of Practice Regulations, 2024

The new regulations took effect on July 29, 2024, and repealed the previous Consumer Code of Practice Regulations, 2007.²

The new regulation is designed to protect consumers by ensuring fair practices and transparency in the communications industry in Nigeria. The Regulations also prescribe the procedures to be followed by a Licensee in:

- i) preparing approved Consumer Code of Practice by a Licensee in accordance with section 106 of the Nigerian Communications Act, 2003 and the Schedule to these Regulations; and
- ii) determining the content and features of a Consumer Code of Practice to be prepared by a Licensee.

The overarching goal of these regulations is to standardize and regulate the development and implementation of Consumer Codes of Practice by communication service providers ("Licensees"). Through these measures, the Commission aims to protect consumer rights, foster fair practices, and ensure transparency within the industry.

For further details and to view the comprehensive regulations, subscribers and industry stakeholders are encouraged to visit the NCC's official website, or access an electronic copy of the Consumer Code of Practice Regulations, 2024 [here](#).

¹ Section 70 of the Nigerian Communications Act, 2003, grants the Commission the authority to make and publish regulations and guidelines to address issues within the telecommunications industry.

² Regulation 11 of the Consumer Code of Practice Regulation, 2024.

2) **The Quality of Service Regulations, 2024**

The new regulations came into effect on July 29, 2024, and replaced the previous Quality of Service Regulations, 2007.³

They are intended to protect and promote consumer interests by guarding against unfair practices, particularly in areas such as tariffs, charges, service availability, the quality of communication services rendered, equipment, and facilities. They also establish minimum quality standards, including associated measurement, reporting, and record-keeping requirements, to ensure transparency and accountability within the communications sector.

The primary objective of these regulations is to uphold high service standards while safeguarding the rights of consumers across Nigeria.

For further details and to view the comprehensive regulations, subscribers and industry stakeholders are encouraged to visit the NCC's official website, or access an electronic copy of the Quality of Service Regulations, 2024 [here](#).

3) **The Type Approval Regulation, 2024**

The Type Approval Regulation, 2024 took effect on July 29, 2024, and replaced the previous Type Approval Regulations, 2008.⁴

These regulations focus on promoting network interoperability, protecting network integrity, ensuring efficient spectrum use, and guaranteeing the safety and security of communications equipment. They also regulate electromagnetic radiation limits, support the availability of high-quality equipment, encourage research and innovation, and establish processes for Type Approval in line with international standards.

Overall, the regulations aim to enhance the safety, functionality, and development of communications networks and equipment while fostering industry innovation.

For further details and to view the comprehensive regulations, subscribers and industry stakeholders are encouraged to visit the NCC's official website, or access an electronic copy of the Type Approval Regulations, 2024 [here](#).

³ Regulation 20 of the Quality-of-Service Regulation, 2024.

⁴ Regulation 34 of the Type Approval Regulation, 2024.