



INTERCONNECT
Clearinghouse Nigeria Limited

CONSUMER CODE OF PRACTICE

1 INTRODUCTION

Interconnect Clearinghouse Nigeria (ICN) Limited is duly licensed by the Nigerian Communications Commission (NCC) to provide and operate Interconnect Exchange services throughout Nigeria. The Company is also licensed to provide International Data Access services, Mobile Number Portability (MNP) Services and is a licensed VAS Aggregator in Nigeria.

This Consumer Code of Practice "this Code" is made in furtherance of the regulations of the Nigeria Communications Commission's requirement based on the Nigerian Communications Act (NCA) 2003 and Schedule 1, General Code of the Consumer Code of Practice Regulations 2007.

2 REVISIONS TO THIS CODE

The provisions of the Code will be reviewed regularly approximately once a year, in line with NCC regulations. The latest approved version shall be posted on the website, subject to the approval of the NCC.

3 DEFINITION OF TERMS

In this Code unless otherwise defined, any word, phrase or expression shall, unless the context requires otherwise, have the meaning given to it herein and the terms below shall have the following meaning:

a. "Commission" or "NCC": the Nigerian Communications Commission (NCC) established by virtue of the Nigerian Communications Act 2003

b. "Content": content is information and experiences that may provide value for an end-user/audience. Content may be delivered via any medium such as the Internet, television, audio /video / data CD-ROM and video / data DVD as well as live events such as conferences and stage performances;

c. "Content Providers": Individuals, organizations and companies who supply Content to Service Providers or Value Added Service Providers for use in their Services;

d. "Code": This Consumer Code of Practice;

e. "Consumer" or "Client" shall mean any of our corporate Consumers, whether jointly or severally.

f. "Services" shall mean/refers to any tasks, whether one-off or recurrent, undertaken by ICN at the behest of any corporate Consumer;

g. "Telco": An NCC licensed Mobile Network Operator (MTN, Airtel, Etisalat, Glo etc) or Private Network Operator providing telecommunication services in Nigeria;

h. "Telecommunications": Any form of transmission, broadcast or reception of signs, signals, texts, images, sounds or data by wire, optical means, wireless or other electromagnetic means";

i. "Telecommunications Services/IDA Services": Any service, including the processing, transmission and/or routing of signs, signals, texts, images, sounds or data or a combination of these functions, using telecommunication networks;

j. "Telecommunications Law": Telecommunications Laws passed by legislative Acts of the Nigerian National Assembly including the NCC Act 2003.

k. "Value Added Services" or "VAS" are characterized by:

i. Adaptation in the form, content, code, protocol or any other representation of the data transmitted by a Subscriber or User through the telecommunications Network without changing their content; or

ii. Provision of data to a User or Consumer including re-composition of data transmitted by them; or

iii. Provision of stored data for interaction with a User or a Consumer

l. "Value Added Service Provider": The provider of Value Added Services including Telco's offering Value Added Services over their own network.

m. "Value Added Service Aggregator": The Provider of direct and secure connection to content and application providers, for access to all network operators that have the capability to transmit Value Added Services, to end users. The provider of direct link to the internet or International Data Access service providers for content and application providers, who wish to market their services globally.

n. "IDA Services": International Data Access Services provided by ICN to licensed Mobile Network Operators;

o. "MNP Services": Mobile Number Portability Services provided by ICN to licensed Mobile Network Operators.

4 CODE OF PRACTICE FOR ICN CONSUMERS
a. ICN as an IDA, MNP and VAS Aggregator Licensee

shall provide guidance to its clients and employees in respect of disputes or complaints relating to the provision of service by them and the timeframe for handling complaints through this procedure.

b. ICN shall advise clients on charging, billing and related enquiries.

c. ICN shall provide its clients with advice and procedures on the proper use of VAS services or any other services it provides.

d. ICN may consult the Commission once every year, about the operation of the Code of Practice.

5 RESPONSIBILITY

a. ICN shall follow all applicable rules and regulations of the Commission

b. Pay all assessment fees and operating levies due to the Commission and/or the Government.

c. Promptly notify the Commission of any change of address and contact information.

d. Treat each Consumer equally to all other similarly situated Consumers, free of prejudice or disadvantage.

e. Respect Consumers' right to select different telecommunications services and vendors.

f. Administer procedures to prevent deceptive and unfair marketing practices aimed at potential or existing Consumers.

g. Protect Consumers' right to privacy, by safeguarding records and personal information against unauthorized use.

h. Respond to consumer complaints or inquiries made by the Commission, thoroughly and quickly.

i. ICN is responsible for ensuring that the content, promotion and operation of all its Services (whether provided by themselves or by their partners) comply with all conditions of this Code of Practice and its existing regulatory licences.

j. All Value Added Service Providers and interconnect clients that utilize ICN's VAS Aggregator services, must be appropriately licensed by the NCC for the provision of services and undertake to abide by the terms and conditions of such services as is.

k. ICN shall ensure that all agreements, alliances or partnerships of any kind entered with Value Added Service Providers, Content Providers, mobile operators, Media or any other party for the provision, promotion or exploitation of Value Added and/or Premium Services are in conformity with the rules established by this Code of Practice, as well as the Laws of the Federal Republic of Nigeria and the regulations issued by the Nigerian Communications Commission.

6 SERVICE CONTRACTS

6.1 The Company shall provide Consumers with relevant information on their services that is complete and accurate, in simple English language. ICN shall endeavour to respond in a timely manner to Consumer inquiries and requests for information on their services which shall be provided free of charge and shall include at least the following: (a) current service, service levels, quality of available services, arrangements, including rates and terms and conditions for all services offered to the public, which shall be readily available in print and electronic format.

6.2 ICN shall supply, or make available on request, a copy of the agreement for the provision of services to the Consumer, and such contracts shall be written in clear English language

6.3 The service description will be provided in the Service Contract and or associated forms for the on-boarding process in clear language. In the event that other services/facilities are required or complementary in order to effectively operate or utilize the service, the Consumer will be sufficiently informed of such requirements or service dependencies.

6.4 The timeline for initial connection to live services, the waiting period to ensure the client is on-boarded on MNO's platform will be disclosed to the client in relation to the particular services required. ICN shall also provide information on the service quality levels offered, the waiting time for initial connection and any service areas and coverage maps if applicable.

6.5 ICN will provide specific information regarding any compensation, refund or other arrangements, that may apply if the contracted quality of service levels are not met, along with the procedures and methods for resolving disputes in respect of the service contract, subject to existing agreements.

6.6 Where services are packaged with one or more other services or products, ICN shall provide the Consumer in relation to each service or product: (a) a description of each component service or product, and where the ICN sells the service or product component separately, the

price that ICN would charge for each of the components on a stand-alone basis; and (b) for services that are bundled with services from third parties, ICN shall be fully responsible for the effective performance of the entire package including service support, maintenance, complaints handling, dispute resolution and other administrative requirements.

6.7 The term and termination: Parties shall be at liberty to determine the commencement and termination dates or duration of each contract i.e. 6months, 1 year, 2 years or any other period as may be agreed. The Parties shall agree on the commencement date of any contract which shall be indicated in the Contract. The Contract shall remain in effect until either party terminates the contract or until the contract expires by effluxion of time. The contract may also be renewed based on terms agreed by parties.

7 PROVISION OF SERVICES

7.1 The provision of services by ICN shall be in accordance with the service supply time targets set out in the NCC Quality of Service Regulations. ICN shall not be liable for any delays or refusal of service requests, lack of site availability or infrastructure availability which is beyond its reasonable control or outside its operational purview. ICN shall bear no responsibility for internet delays, connection delays or refusals where such is attributable to lack of credit worthiness or technical know-how of the Consumer.

7.2 All services provided by ICN must not contain anything that is in breach of the laws of the Federal Republic of Nigeria nor omit anything required by NCC regulations or laws.

7.3 Services and advertising material must not facilitate or encourage anything that is in any way unlawful.

7.4 ICN shall not provide or promote services that are or contain:

a. messages encouraging discrimination, hatred, violence or pornography;

b. messages susceptible, by their nature, to debase, degrade or demean or undermine the respect for human dignity, and must uphold the rights and protection of children, teenagers and women;

c. messages encouraging the commission of crimes or offences or inciting the consumption of banned substances;

d. messages spreading immoral advertisements of meeting between persons;

e. messages that may clash with religious or political convictions or question the respect for religious and political pluralism in Nigeria;

f. messages that are not appropriate for persons under age, unless preceded by a warning message in the service announcement;

g. messages that induce or promote disharmony or discrimination on the basis of gender, marital status, family status, sexual orientation, race, national origin, religion, age or disability;

h. messages that result in any unreasonable invasion of privacy, or induce fear or anxiety;

i. messages that seek to take unfair advantage of any characteristic or circumstance which may make Consumers vulnerable or otherwise encourage Consumers to make calls which are in quantum or duration considered unreasonable or excessive; or

j. messages that mislead, or are likely to mislead in any way.

k. ICN shall refrain from imposing any type of provision onto its corporate clients or Consumers whereby they are obliged to agree to receive advertising messages in order to take advantage of or use services offered by ICN.

8 PRODUCT WARRANTIES AND MAINTENANCE

8.1 Where services are subject to upgrade or migration options, or maintenance services, the Consumers shall be provided with clear and complete information at least 24hours in advance, regarding the upgrade, migration terms or maintenance timelines, including any changes in service performance, downtime and any duly approved fees or charges resulting from the upgrade or migration.

8.2 Where applicable, ICN will inform the consumer of any contractual warranty and terms relating to any shared infrastructure in relevant circumstances and indicate how to obtain such warranty services if available.

9 EMPLOYEE AWARENESS

ICN shall ensure that all relevant employees are made aware of this Code of Practice and the requirements and procedures associated therewith.

10 PROVIDING INFORMATION TO CONSUMERS AND CONSUMER CARE

10.1 ICN is committed to honest and fair dealings with its Consumers. In particular, pricing information for services must be clearly and accurately conveyed to Consumers.

10.2 ICN shall not knowingly disseminate information that is false or deceptive, or that is likely to mislead by inaccuracy, ambiguity, exaggeration, or omission.

10.3 ICN shall make the terms and conditions of its services available to Consumers and potential Consumers, on request.

11 FAULT REPAIR AND SERVICE INTERRUPTION

11.1 ICN shall implement the relevant facilities and processes to ensure reporting of faults 24 hours a day by Consumers. The standard of fault repair established by the NCC's Quality of Service Regulations shall apply to the repair of such faults, by ICN.

11.2 ICN shall endeavour to give adequate notification of any planned downtime including details of any disruption or outage, the services and the service area affected and any corresponding compensation or other remedies if applicable.

11.3 ICN shall have a complaints procedure allowing its Consumers to lodge complaints regarding the services provided. ICN shall acknowledge receipt of complaints expeditiously, and must respond to any complaints within a reasonable period of time as detailed in clause 18.3 below.

a. Communication Management - For all network related issue, the Client should ensure that communication is sent to all parties within 15mins. This issue should be reported to ICN as the following email addresses: noc@interconnectnigeria.com for interconnect services, or vassupport@interconnectnigeria.com for VAS services.

b. Availability Requirement - Service Provider Platform is expected to be up 100% of the time. The system's support must be available 24x7x365 except in the event of an agreed downtime as a result of a planned change. The Client will also provide technical support on its facilities 24*7*365. Standby support in order to resolve any observed network issues.

c. Support Type/Support hours - All support service will be 24*7*365, excluding weekends and public holidays.

d. Change Management - The Client will ensure that ICN change management process is followed through when there is going to be any change on their platform that will impact service delivery, by sending a mail to noc@interconnectnigeria.com; vassupport@interconnectnigeria.com.

11.4 Consumer support must be easily available, and must not be limited to a medium that the Consumer is unlikely to have access to (for example, support should not be limited to email if a significant number of Consumers do not have access to email).

11.5 Any telephonic support must be provided via a Nigerian telephone number and must function effectively. Should ICN be unable to provide immediate support, a Consumer should be provided with the ability to leave a message. Support numbers may not forward to full voice mail boxes. Therefore, the email addresses will suffice to enable the Consumer make complaints or request for assistance in detail.

11.6 ICN undertakes to inform all its clients and partners that they are bound by this Code of Practice.

11.7 Technical Support Services - Consumer obligations

i. Fault reporting must always be done at the 1st level which is noc@interconnectnigeria.com OR switch@interconnectnigeria.com

ii. Before contacting ICN Consumer support, the Consumer must ensure that the problem does not fall within its own responsibility.

iii. All incidents shall be raised by email to noc@interconnectnigeria.com OR switch@interconnectnigeria.com, using the given error fault report.

iv. Fault reports which are not given based on the fault report form and/or miss essential information, such as the User-ID, MSISDN (Mobile Station International ISDN Number) etc., may be processed as a category 3 (minor incident) fault.

v. Critical faults must be raised both via email and by telephone to the ICN Switch Operation Team (Telephone: 08012886267 or 08038871866 or



INTERCONNECT
Clearinghouse Nigeria Limited

CONSUMER CODE OF PRACTICE

08091465265 or 07053931361 or other numbers that may be provided in future) and emails provided.

vi. ICN will provide advice via email and if necessary, also via telephone in connection with errors or malfunctions and corrections for such identified problems.

vii. For the avoidance of double registration at ICN Consumer support services, fault reports of all categories that are given in the first step by telephone must be confirmed without undue delay by email to noc@interconnectnigeria.com OR switch@interconnectnigeria.com, with reference to the telephone call.

12 AVAILABILITY OF SERVICE

12.1 ICN shall ensure that the marketing presentation materials to potential Consumers indicate any known geographical or technical limitations which may substantially affect the performance of the Consumer services.

12.2 In addition, the marketing materials must indicate any limitations which restrict a particular group of persons, geographical area, particular period of time or limited availability of infrastructure or other materials.

13 ADVERTISING OF PAKAGED SERVICES

13.1 The Consumer shall be entitled to the supply of all components of a serviced package where ICN has marketed the provision of the service as part of a package.

13.2 Appropriate information to potential Consumer shall be included in Marketing materials by ICN where it may be unlikely to supply any component of the service package.

13.3 The marketing materials may contain information on the pricing of the component of a service package. The marketing materials shall also incorporate an estimate of the minimum total charge for the package and indicate the terms and conditions applicable to obtaining the component of the stated price.

14 ICN OBLIGATIONS

14.1 ICN will inform the Consumer without delay at best effort by email in case ICN experiences system down times or service interruptions within one (1) hour of a systems failure.

14.2 ICN shall make reasonable efforts to begin working with the problem announced/recognized within the response times similar to details in the table below:

Severity	Critical-cat. 1	Major-cat. 2	Minor-cat. 3
Acknowledgement	30 mins	1-5 hours	8 hours
Fix Problem (or workaround)	4 hours (80%) 12 hours (100%)	8 hours 50% 2 day for 80% 6 days for 100%	1-6days
Permanent Solution	3 days for 80% 7 days for 100%	10 days for 100%	10 days for 100%
Technical Enquiries	100%	100%	100%

14.3 Critical category problems, resolution of major and minor category problems, which cannot immediately be solved by the Engineer on duty (EoD), will be handled subject to the terms of each Service Contract and ICN will inform the Consumer when a problem is considered resolved depending on the severity definition of critical issues as contained in each Service Contract.

15 PRICING INFORMATION

ICN shall inform the Consumer of the following:
a. the applicable rates or charges;
b. what the charges include;
c. each part or element of an applicable charge and the method of its calculation;
d. the frequency of the charge or other circumstances that give rise to the charge i.e. terms and conditions;
e. Whether the charges or elements are subject to change from time to time, the circumstances of such changes and how the Client will be informed of such changes.

16 BILLING INFORMATION

16.1 ICN shall ensure that, at a minimum, the following is included in any bills/invoice issued by it or on its behalf:
a. The Consumer's billing name and address
b. ICN's current business name, address and registered number
c. A way of identifying the invoice uniquely e.g. reference or code number
d. The billing period covered/billing frequency
e. A description of charges and credits for which the

consumer was billed
f. The total amount billed, applicable credits, payments or discounts and the net amount payable by the consumer or repayable by ICN
g. The date on which the invoice is issued
h. The invoice or refund payment due date
i. Method of contact for complaints and billing inquiries
j. Any call charges applicable for complaints and billing inquiry calls, if applicable
k. Applicable taxes such as VAT or WHT, etc.
l. 30days advance notification in the event of any changes to the billing period, or cycle, price, or any other terms.

16.2 Itemised charges

ICN shall ensure that Consumers have access to itemized details of all charges either on the bill or on separate statement of account provided to the Consumer upon request, or via access to the Consumers online statement of account

16.3 Timing for issuance of Bill

ICN will provide an itemized bill or invoice to Consumers which will include all charges incurred within the specified billing period, e.g. 15 days, or 30 days of the completion of each billing period or cycle, subject to contract indicating the Consumer's preferred billing period. Exceptions may occur whereby all charges are not included on the bill/invoice based on contract between the parties or agreed terms.

16.4 Receipts and Consumer Payment Advice

ICN shall ensure that Consumers are able to verify their bills/invoices and confirm payment through designated Account Managers; and shall provide Consumers with sufficient advance notification of any proposed changes in

16.5 Non-Payment of Bills

If a Consumer has not paid all or any part of a bill for services provided, the necessary measures to be taken by ICN may include:
• ICN may grant an extension of time to the Consumer for payment to be made;
• Provide a remedy e.g. payment by installments, that will be proportionate and not unduly discriminatory;
• a warning to the Consumer in advance of any resulting service interruption or disconnection; and
• Confine any service interruption or disconnection to the service (s) concerned, as far as technically feasible.

The necessary measures indicated in cause 20.3 above shall be commensurate and not unduly discriminatory

16.6 "A warning" refers to a written notice from ICN to the Consumer, giving notice of service interruption or disconnection delivered via email, or by letter addressed to the Consumer at his last known address. The notice shall also confirm the time frame. All billing enquiries shall be directed to the Billing Manager or designated Business Development Account Manager in writing or via telephone or email addresses as provided in the relevant invoice or contract.

17 CONSUMER OBLIGATIONS

The Consumers shall be bound by ICN's terms of service on return of a signed service agreement, or on clearly accepting the service terms by any form of telecommunications. By activating the service on commencement date, the Consumer is deemed to have accepted our service terms and payment terms.

• The consumer is required to grant access to ICN access to its equipment or facilities without charge, for any provisioning or maintenance as the need arises
• The consumer will not install any equipment or device that interferes or tampers in any way with the normal operation of a telecommunications service, or device that intercepts or assists in intercepting or receiving any service offered by ICN that requires special authorization.

• Consumers shall be responsible for any loss of or damage to equipment or facilities that result from actions contrary to the terms and conditions of service or this Code or law.

• Consumers are prohibited from engaging in any acts of call masking, call refilling, SIM boxing, or breach of DND rules and any other form of contravention of the NCC rules and regulations or law. In the event of such contravention, the Consumer shall be held solely liable.
• New Consumers will be required to follow the onboarding process and provide relevant documentation and licenses as applicable.

18 PRIVACY/ CONFIDENTIALITY OF CONSUMER INFORMATION

18.1 Protection of Consumer Information

18.1.1 ICN is committed to the protection of our Consumers' confidential information and ensuring the prevention of unauthorized access and use of such information. ICN recognizes its responsibility in instances of permitted disclosure of the Consumer information in certain instances of the "authorized interception of communications" by the Commission and in instances of national security.

18.1.2 We apply technological and organizational procedural measures to protect Confidential Information made available to us and act accordingly to safeguard all

confidential information.

18.1.3 We will endeavour to meet and exceed our Consumer's expectations and ensure protection of Consumer information and adopt measures that reflect high ethical standards, which satisfy legal and regulatory requirements. ICN will take reasonable steps, having regard to the nature of the information, to ensure that information collected in relation to a Consumer:

a. comprises business records or details in relation to a particular individual, and can be checked or verified.
b. is confirmed to be factual to the extent disclosed by the Consumer and recorded consistently, and if necessary, will be updated when required.

c. will be kept secure, both by technological means and by the application of organizational procedures.

d. May only be disclosed only in accordance with firmly established procedure and the Regulations with appropriate care in relevant circumstances e.g. for safety/preservation of public interest, litigation, regulatory investigation or claims, court orders, etc.

18.1.4 ICN and its employees shall not disclose any proprietary or confidential information obtained in the course of the provision of its services or products to a Consumer, to a third party, without the consent of the Consumer who own proprietary or licensed rights to such information, or in instances of permitted usage.

18.1.5 ICN employees have signed the ICN Confidentiality Agreement on the protection of confidential information, which creates an obligation on each employee to ensure compliance with the corporate policies and or Agreements.

18.1.6 That ICN will abide by the provisions of its Data Protection policies and the Nigeria Data Protection Regulation 2019 ('the Regulation' or 'NDPR') in dealing with Consumer's information. In the event of any perceived breach of Personal Data or Data Protection rules, inquiries shall be directed to:

To: The Data Protection Officer
Cc: The Manager, Legal and Regulatory Department
ICN Interconnect Clearinghouse Limited
15th Floor, NECOM House,
15 Marina, Lagos
Email: dataprotection@interconnectnigeria.com; legal@interconnectnigeria.com

19 ADVERTISEMENTS

19.1 The Company may intend to create or sponsor any advertisements or publicity for any of its services. Hence, ICN will act and comply with the applicable codes, rules and regulations of the Advertising Practitioners Council of Nigeria ("APCON") and any directives of the Consumer Affairs Bureau of NCC, with regard to all its marketing materials, with respect to the advertisement and representation any promotion of its services to the general public, as applicable.

19.2 For any proposed advertisement, ICN shall make clear and legible representations, advertising materials, and/or marketing materials that promote the availability of its service(s) to be circulated to potential Consumers, subject to requisite regulatory approvals.

20 CONSUMER COMPLAINTS

20.1 ICN shall ensure that its complaint procedure is accessible in various media and formats or as directly specified by the NCC from time to time, information on the complaints procedure shall include:

- a. Consumers right to lodge a complaint
- b. Mode of lodging the complaint
- c. Required documents to lodge a valid complaint
- d. Means of enquiring on the status of the complaint

20.2 The procedure shall be expressed in clear language and the Consumer shall be able to identify how to lodge and complaint either physically or via a dedicated online platform.

20.3 Consumer complaints shall be duly recorded and processed in accordance with identified practices and procedure. The records may be retained for training and record purposes for three (3) years.

20.4 All complaints by consumers will first be lodged in writing whether via designated forms, or email or letter along with requisite documents and dealt with by ICN. Where the consumer lodges a complaint with the Commission and does not initially contact ICN, the Commission will forward the complaint to ICN for resolution. ICN will endeavour to respond by acknowledging receipt within five (5) business days and provide any amicable remedial action necessary to ensure that the complaint is resolved in a timely manner and such resolution may include extension of the period of services to cover the period of disruption, subject to the terms of the existing contract or agreement between the Consumer and ICN and clause 10 above.

21 SPECIAL NEEDS

Adequate provisions shall be made by ICN to ensure that people with special needs are able to access the complaint handling process. Furthermore, ICN shall use its best endeavours to provide reasonable assistance to

Consumer who may request assistance with lodging complaints.

22 COMPLAINT PROCESS

22.1 All complaints shall be acknowledged by ICN verbally or in writing but preferably in the mode or manner requested by the Consumer complainant. The Consumer shall forward complaints to the registered address of ICN as stated below:
15th Floor, 15 Marina (Necom House), Lagos State
+234 1 252 1126; 09095996654;
Email: business.development@interconnectnigeria.com
www.interconnectnigeria.com

22.2 Where possible, the Consumer shall be provided with an expected outcome or estimated timeframe within which the complaint shall be investigated and resolved. Notwithstanding, complaints including those which require further recourse for lack of acceptable resolution, shall be acted upon within the set time frame as directed by the NCC from time to time or as provided in the Quality of Service Regulations of the NCC and this shall not exceed a period of three calendar months.

22.3 An identified escalation process shall be accessible to the Consumer where the Consumer is dissatisfied with the outcome of a complaint resolution. Such escalation process shall involve further complaint examination by a suitably qualified authorized representative of ICN.

22.4 The Consumer shall be duly informed where resolution via the escalation process has been exhausted and there are no further escalation processes.

22.5 All Oral or non-written complaints shall be deemed acknowledged by ICN at the time such complaint was communicated to ICN.

23 CHARGES

23.1 ICN complaint handling process shall be provided free of charge. However, any complain that requires the retrieval of records more than twelve (12) months old shall attract charges which the consumers must agree to pay and pay to obtain from ICN's archives.

24 FURTHER RECOURSE

24.1 In addition to the complaint process set up by ICN, the Consumer reserves the right to escalate unsatisfactorily resolved or unresolved disputes to the NCC.

24.2 ICN shall inform the Consumer after sixty (60) days of non-resolution of the complaint to the satisfaction of the Consumer to proceed to refer the complaint to the NCC.

25 ACTION ON DISPUTED CHARGES

25.1 Where a Consumer has initiated a complaint through the laid down process and investigation is ongoing, ICN shall be estopped from taking any action with regard to credit management action or disconnection of installed equipment or related apparatus pending the resolution of the dispute.

26 INTERNAL DATA COLLECTION AND ANALYSIS

ICN shall ensure availability of appropriate recording system for complaints and outcomes which shall comply with the requirement of the Commission's Quality of Service Regulations such that recurring issues are easily tracked for effective processing.

27 CHANGES TO COMPLAINT HANDLING PROCESS
ICN shall ensure the Consumer is properly updated with any information regarding the changes in ICN's complaint handling process, if any.

28 RETENTION OF RECORDS

The Information collated and recorded by ICN in respect of the complaint handling procedure initiated by the Consumer shall be retained for at least twelve (12) months following resolution of Consumer complaint. Alternatively, the ICN data retention processes will also apply to maintain such information or records for training and documentation purposes.

29 ENQUIRIES CONTACT

Tel: 01-252 1126; 09095997810; 09095998869; 09095996654
Email: businessdevelopment@interconnectnigeria.com
Website: www.interconnectnigeria.com

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