

Working with the Research and Consultancy team at the CTO, we have completed a Nationwide Consumer Satisfaction Survey with the Nigerian Communications Commission (NCC). More than 50,000 Nigerians responded to a detailed questionnaire that was designed to help the NCC understand consumers' perceptions of the quality of ICT services provided by Nigerian ISPs, fixed line and mobile operators. Using the data derived from the survey, the team created a consumer satisfaction index that will ensure the NCC can continuously monitor and record levels consumer satisfaction and Quality of Service. This project was intended to help Nigerian service providers meet consumers' expectations in the future and enable the Nigerian Communications Commission to continue striving for improved quality of service and higher levels consumer satisfaction. Amongst other things, the final reports for the project present:

- consumer complaints' profile and frequency of consumer experience;
- recommendations for the various services;
- consumer awareness of their rights, benefits and the obligations of service providers;
- recommendations for how consumer awareness of their rights could be improved;
- possible compensation/remedies to consumers; and
- a Consumer Satisfaction Index for the NCC.

[Download Nigeria Consumer Satisfaction Survey: Overview Report](#) or [Download Nigeria Consumer Satisfaction Survey: Data Analysis](#)