

PROGRESS REPORT OF THE CONSUMER ADVOCACY GROUP

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The working group was formed and started work in September 2015

The Group is so far made up of nine (9) core group members and about seventy (70) and counting. group members including students, lecturers, CEOs of companies, petty traders and many more

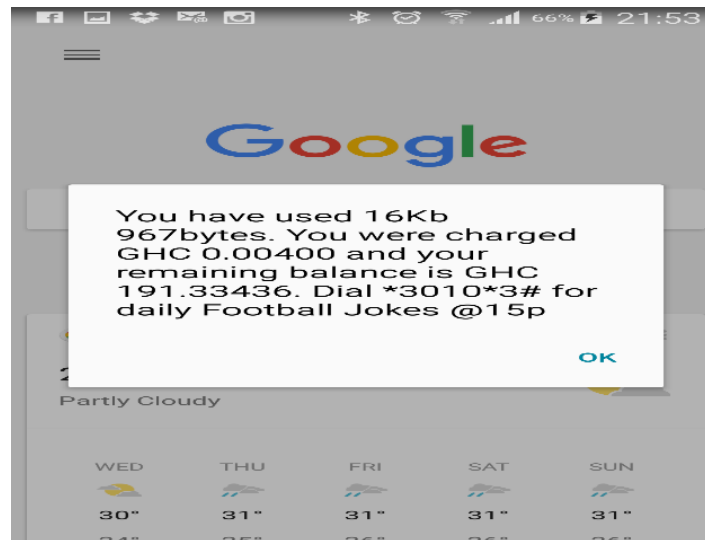
- Following the Consumer Baseline Study by the Consumer Advocacy Working Group in December 2015, a report was submitted by A4AI to the NCA.
- The Group has been engaging the NCA, specifically the Consumer and Corporate Affairs Unit to ensure improved pricing transparency in data.

FINDINGS FROM BASELINE SURVEY

- The Consumers Baseline survey conducted in December 2015 revealed 2 major issues;
 1. Many consumers believed the mode of data pricing by operators in percentage as an indicator of data used was not transparent.
 2. Many consumers were confused with the concept of roll over among the service operators and not all the service providers were providing roll over services.

ACHIEVEMENTS MADE SO FAR

- Through the advocacy role of the Group, the NCA has been working to ensure all service providers provide a more transparent data pricing for consumers.

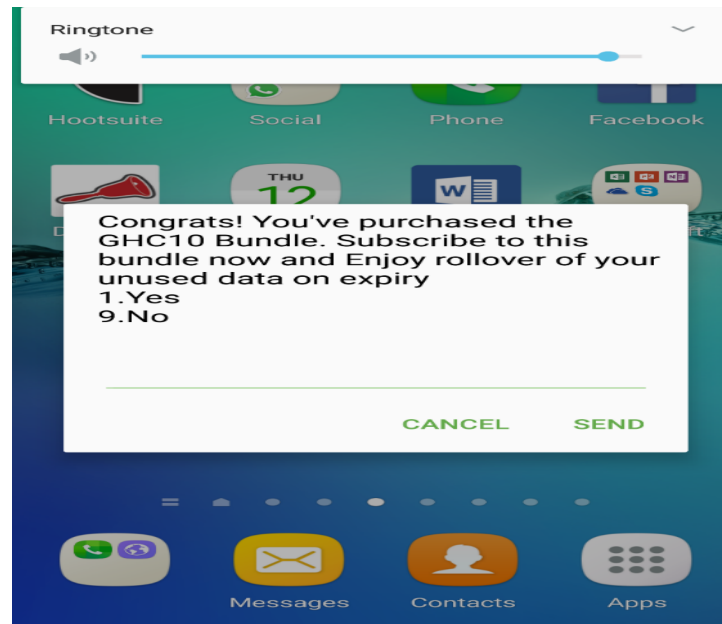


ACHIEVEMENTS MADE SO FAR

- Based on the proposal of the Working Group, the NCA is working towards a common USSD code for data pricing for all the service providers

ACHIEVEMENTS MADE SO FAR

- So far all the service providers are providing data rollover notification to consumers.



PROPOSED WORK PLAN FOR 2016

- Launch a public education/awareness raising campaign on affordable internet and pricing transparency (Affordability Report)

PROPOSED WORK PLAN FOR 2016

- To influence pricing transparency practices in the mobile data market by making policy/regulatory recommendations on data pricing transparency.

PROPOSED WORK PLAN FOR 2016

- Monitoring & Evaluation -- A stronger, vibrant working group

MAJOR CHALLENGE

- A major hindrance to an otherwise very active and focused Working Group has been the inability to organize public advocacy campaigns

Thank you!

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