



INFORMATION REQUEST NOTICE

2011 YEAR END

**TO ALL FIXED TELEPHONY
& CDMA SERVICE OPERATORS**

Pursuant to Sections 64-66 of the
Nigerian Communications Commissions ACT, 2003.

SECTION A: CONTACT & GENERAL INFORMATION

1. *Company Details:*

Legal Name:	
Operating Or Trade Name:	
Address:	
City:	State:
Telephone(s):	Fax:
Email:	Website:
<i>List corporate branches below (if any)</i>	

2. *Contact Person/Focal Point (for operating statistics):*

- (a) Name:
- (b) Designation:
- (c) Telephone(s):
- (d) Fax:
- (e) E-mail Address:

3. *Date of Commencement of Service:*

4. *Scope Licence Coverage Area:*

- National
- Regional (Specify)

SECTION B: NETWORK DATA

5. **Switching, Transmission & Network Capacity as at 31st December 2011.**
(Please use extra paper if required):

<i>Location of Exchange</i>	<i>Access Mode</i>		<i>Switching Technology</i>		<i>Installed Capacity</i>		<i>Number of Subscribers</i>	
	<i>Wire line</i>	<i>Wireless</i>	<i>Analog</i>	<i>Digital</i>	<i>Analog</i>	<i>Digital</i>	<i>Analog</i>	<i>Digital</i>

6. **Number of Base Stations as at December 31, 2011 (CDMA).**

<i>Base State (please specify the number of base station):</i>							
<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>
Abia		Delta		Kaduna		Ogun	
Adamawa		Ebonyi		Kano		Ondo	
Akwa Ibom		Edo		Katsina		Osun	
Anambra		Ekiti		Kebbi		Oyo	
Bauchi		Enugu		Kogi		Plateau	
Bayelsa		FCT		Kwara		Rivers	
Benue		Gombe		Lagos		Sokoto	
Borno		Imo		Nassarawa		Taraba	
Cross River		Jigawa		Niger		Yobe	
Zamfara							
Total Number of Base Stations in Nigeria							

7. *Infrastructure Deployment:*

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed (As At 31st December)</i>	
	<i>2010</i>	<i>2011</i>
Cable Network (in Km)		
Fibre Optics Network (in Km): a) On-land b) Submarine		
Microwave Radio (in Km)		
Number of Trunks (E1) in use		
Number of Leased Lines in use		
Number of Gateways in use		

SECTION C: SUBSCRIBER & SERVICES DATA

8. *Type and Number of Subscribers:*

S/N	Subscriber Category	Number of Subscribers (as at 31 st December)	
		2010	2011
1.	Installed Capacity		
2.	Connected Lines		
3.	Active Lines		
4.	Government: a) Post-paid b) Prepaid		
5.	Private Business a) Post-paid b) Prepaid		
6.	Residential a) Post-paid b) Prepaid		
7.	<i>Total Active</i> <i>a) Post-paid</i> <i>b) Prepaid</i>		
8.	Number of subscriptions with Access to Data Communications at Broadband Speed ¹		

¹ *This is the number of subscriptions to fixed networks with access to data communications (e.g. the internet) at broadband downstream speeds [here defined as greater than or equal to 256kbits/s. Also note that this refers to potential fixed broadband subscriptions and not active subscriptions.*

9. *Number of Subscribers by Services offered:*

S/N	Service Category		Number of Subscribers(as at 31 st December)	
			2010	2011
1.	Voice	Fixed		
		Mobile		
2	SMS			
3.	Internet ²			
4.	Voicemail			
5.	Fax			
6.	VoIP			
7.	Others (Please Specify)			

10. Number of Registered SIM-Based Subscribers & Registration Centres (CDMA)

Total Number of Registered SIM- Based Subscribers (as at Dec 2011)	
Total Number of Registration Centres (as at Dec 2011)	
Per Region: <i>South South</i>	
<i>South West</i>	
<i>South East</i>	
<i>North West</i>	
<i>North East</i>	
<i>North Central</i>	

² *This is the number of subscriptions to dedicated data services over a fixed network which are purchased separately from voice services either as standalone services [e.g. a modem/usb] or as an add-on data package to voice service which requires additional subscription*

SECTION D: TRAFFIC DATA

11. Voice Traffic:

(a) Local and National Telephone Traffic

Period	Type Of Traffic	Amount Of Traffic (In Paid Minutes)		
		Local	National	Total
2010	Outgoing			
	Incoming			
	Transit			
2011	Outgoing			
	Incoming			
	Transit			

(b) Fixed to Mobile Traffic

Type Of Traffic	2010	2011
Outgoing		
Incoming		
Total		

(c) International Voice Traffic Classification by Country/Region:

Country/Region	Amount (In Paid Minutes)			
	2010		2011	
	Outgoing	Incoming	Outgoing	Incoming
United Kingdom				
United States, Canada & North America				
Europe				
South America/Caribbean				
Asia/Pacific				
Africa				
Middle East				
Total				

12. *Text messages:*

Type	Number(As At 31 st December)	
	2010	2011
Outgoing		
Incoming		
<i>Total</i>		

SECTION E: TARIFF DATA (Company's Tariff Plan will suffice for this section)

13. *Retail Tariffs: Please, attach your detail tariffs for different packages (Prepaid, Post-Paid, etc.)*

<i>Class of Tariff</i>	<i>Rates (as at Dec 31, 2011) (=N=)</i>
Local On-net classic - Peak On-net classic - Off Peak Off-net classic - Peak Off-net classic - Off Peak	
International Call Rates: UK United States, Canada& North America Europe South America/Caribbean Asia/Pacific Africa Middle East	

SECTION F: CONSUMER ISSUES

<i>Consumer Issues</i>	<i>Yes</i>	<i>No</i>
Is your Company aware of the Consumer Code of Practice Regulations, 2007 (General Code)?		
Does your Company have channels through which consumers can lodge complaints and seek redress (customer care help-lines and customer care centres)?		
<i>Customer Care Centres/Agents</i>	<i>As At December 2011</i>	
<i>TOTAL</i> Number of Customers Care Centres across Nigeria		
<i>TOTAL</i> Number Of Customer Care Agents In All Customer Care Centres		
Number Of Distributors Providing Customer Care Services		
Location And Contact Information Of Customer Care Centres Across Nigeria		
<i>Location</i>	<i>Address and Phone Numbers</i>	
<i>Town/City</i>	<i>State</i>	

** Please use additional paper if required*

SECTION G: FINANCIAL DATA

Please ensure all sections are duly completed. Where exact figures are not available, please provide estimates rather than leave blank.

14. Revenue:

S/N	Revenue Source	Amount (₦ million) (as at 31 st December)	
		2010	2011
1.	Connection Charges		
2.	Access Charges		
	a. Local		
3.	Monthly Subscription		
4.	Voice Calls		
	a. Local		
	b. International		
6.	Data services		
5.	Other Services		
	Total		

15. Operating Costs:

S/N	Cost Centre	Amount (₦ million) (as at 31 st December)	
		2010	2011
1.	Personnel		
2.	Interconnection - Local		
	- International		
3.	Energy (electricity, etc)		
4.	Recharge Cards cost		
5.	International bandwidth cost		
	a. Satellite		
	b. Undersea Cable		
	c. Others		
6.	Spares		
7.	Others		
	Total		

16. *Assets (=N= million)*

ITEM	2010	2011
A. Fixed Assets		
Switching Equipment		
Transmission Equipment		
Motor Vehicles		
Air-interface Equipment (BTS etc)		
Cellsite Towers and Masts		
Land & Building		
IT Equipment		
Electricity/ Generator		
Less		
Accumulated Depreciation		
Net Fixed Assets		
B. Current Assets		
a. Value of Stock		
b. Account Receivable from:		
i. Local Sources		
ii. Abroad		
c. Bank and Cash Balances		
d. Prepaid Expenses		
e. Other Current Assets		
C. Other Assets (Prepayments)		
Consultancy, Insurance and Pension Funds		
Miscellaneous		
Total		

17. *Liabilities (=N= million)*

ITEM	2010	2011
Account repayable to:		
a. Nigerian Creditors		
-short-term within one year		
-medium term within 2-5 years		
-long term over 5 years		
b. Banks and other Financial institutions		
Commercial Papers		
Bankers Acceptances		
Overseas Creditors		
Equity		
-Paid up Capital		
-Reserves		
-Others		
c. Other Liabilities		
Total		

18. *Investments (=N= million)*

<i>Item</i>	2010	2011
a. Foreign ³		
b. In other Nigerian Corporate		
c. Certificate of Deposits		
d. Bankers Acceptances		
e. Nigerian Govt. Securities		
i. Federal Government		
ii. State Government		
f. Capital Expenditure (<i>Total Annual Investment</i>) ⁴		
TOTAL		

SECTION H: STAFF PROFILE AND COMPENSATION

19. *Category and Number of Staff:*

S/N	Category of Staff	<i>Number of Staff (2011)</i>			
		<i>Nigerian</i>		<i>Expatriate</i>	
		<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>
1.	Managerial				
2.	Senior Technical				
3.	Junior Technical				
4.	Others				
	<i>Total</i>				

20. *Wages & Salaries (Average)*

<i>Item</i>	2010	2011
Wages & Salaries		
Supplementary Benefit		
Total		

³ Annual investments coming from foreign sources also referred to as foreign direct investments [FDIs].

⁴ Also referred to as annual capital expenditure, this is the gross annual investment for acquiring property and network. The term investment means the expenditure associated with acquiring the ownership of plant and property including intellectual and non-tangible such as computer software etc. This also includes expenditure on initial installations and on additions to existing installations.

SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY

21. e-Transaction:

<i>Item</i>	<i>Yes</i>	<i>No</i>	<i>NA</i>
Own Internet facilities?	1	2	3
Have a website?	1	2	3
Receive orders through the internet?	1	2	3
Place orders through the Internet?	1	2	3
Establishment has an Intranet?	1	2	3
Establishment has LAN?	1	2	3

NA → *Not Applicable*

22. Ownership of ICT

<i>S/N</i>	<i>Item</i>	<i>Number/Amount</i>
1.	How many computers do you have in your Organization?	
2.	How many of your employees have access to internet facilities?	
3.	How many employees use Personal Computer (PCs)?	
4.	Investment in ICT from domestic sources during the year (Naira)	
5.	Investment in ICT from foreign sources during the year (US Dollar)	
6.	How much did you spend on ICT during the year (Naira)	

24. SECTION K: Challenges

<i>Please indicate the major challenges facing your Organization, Please Select Applicable Options (0 for low and 5 for high)</i>	<i>Rating</i>					
	<i>Low</i>			<i>High</i>		
Achieving adequate bandwidth	0	1	2	3	4	5
Insufficient trunks (E1s/leased lines, etc)	0	1	2	3	4	5
Quality of service	0	1	2	3	4	5
Logistics and network operations	0	1	2	3	4	5
Interconnectivity	0	1	2	3	4	5
Security (Hackers and network abuse)	0	1	2	3	4	5
Access to capital and funding	0	1	2	3	4	5
High cost of funds	0	1	2	3	4	5
Staff loyalty and retention	0	1	2	3	4	5
Inadequate skilled manpower	0	1	2	3	4	5
Unfair competition	0	1	2	3	4	5
Inadequate industry regulation	0	1	2	3	4	5
Low level of patronage	0	1	2	3	4	5
Customer churn (migration of users to other networks)	0	1	2	3	4	5
Knowing what users want	0	1	2	3	4	5
Appropriate pricing of services	0	1	2	3	4	5
User or subscriber ignorance	0	1	2	3	4	5
Poor national infrastructure (utilities)	0	1	2	3	4	5
Physical security (staff and equipment)	0	1	2	3	4	5
High duty and tariffs on imports	0	1	2	3	4	5
Multiple taxation	0	1	2	3	4	5
Deregulation and privatization	0	1	2	3	4	5

