



**INFORMATION REQUEST NOTICE**

**2018 YEAR END**

**TO ALL OTHER OPERATORS & SERVICE PROVIDERS**

*(For Operators Other Than Mobile & Fixed Telephony, ISPs,)*

***Pursuant To Sections 64-66 Of The Nigerian Communications Commissions Act, 2003.***

***OPERATOR NAME:.....***

**SECTION A. CONTACT INFORMATION**

**1. Company Details:**

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

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

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

**3. Date of Commencement of Service: .....**

**4. General Information:**

- (a) Operational Status: .....

**SECTION B. NETWORK DATA**

5. Coverage of Service(s) - List locations of service coverage (Geographic Information):

<i>Coverage area (please specify all the states where company has network operations and facilities):</i>							
<i>State</i>	<i>Presence</i>	<i>State</i>	<i>Presence</i>	<i>State</i>	<i>Presence</i>	<i>State</i>	<i>Presence</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							
<b>Total</b>							



**SECTION C: SUBSCRIBER & SERVICES DATA**

**8. Numbers of Subscriptions**

S/N	Subscriber Category (for each service, please use additional paper if required)	Number of Subscribers( as at 31 <sup>st</sup> December)	
		2017	2018
(a)	Installed capacity		
(b)	Connected Subscriptions:		
(c)	Active Subscriptions:		

**9. Number of Subscribers by Services offered:**

S/N	Service Category	Number of Subscribers( as at 31 <sup>st</sup> December)	
		2017	2018
1.	Switching Equipment		
2.	MSC		
3.	Call Directory Services		
4.	Tracking Services		
5.	Trunk Radio		
6.	Metropolitan Fiber		
7.	Interconnect Exchange/Internet Exchange Services		
8.	Call Center Services		
9.	Special Numbering Services		
10.	Mobile Value Added Services <sup>1</sup>		
11.	Others (Please Specify)		

<sup>1</sup> This refers generally to various forms of mobile value added services provision including and not limited to; text messages, picture messages, ringtones, graphics, games, mobile internet sites, videos, multimedia etc.

**SECTION F: CONSUMER ISSUES**

**10.**

<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 Centre's)			
<b>Customer Care Centre's\Agents</b>		<b>As At December 2018</b>	
TOTAL Number of Customers Care Centre's across Nigeria			
TOTAL Number of Customer Care Agents in All Customer Care Centre's			
Number of Distributors Providing Customer Care Services			
Location and Contact Information of Customer Care Centre's across Nigeria			
<b>Location</b>		<b>Address and Phone Numbers</b>	
<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.**

**11. Revenue: (=N= million)**

<i>S/N</i>	<i>Revenue Source</i>	<i>Amount (N million as at 31<sup>st</sup> December)</i>	
		<i>2017</i>	<i>2018</i>
<i>(a)</i>	<i>Connection Charges</i>		
<i>(b)</i>	<i>Access Charges</i>		
<i>(c)</i>	<i>Monthly Subscription</i>		
<i>(d)</i>	<i>Data Services</i>		
<i>(e)</i>	<i>Other Services</i>		
	<i>Total</i>		

**12. Operating Costs: (=N= million)**

S/N	Cost Centre	Amount (N million as at 31 <sup>st</sup> December)	
		2017	2018
1.	Personnel		
2.	Interconnection		
	a) Local		
	b) International		
3.	Energy (electricity, etc)		
4.	Recharge cards cost		
5.	International Bandwidth cost		
	a) Satellite		
	b) Submarine Cable		
	c) Others		
6.	Spares		
7.	Others		
	Total		



**13. Assets: (=N= million)**

<i>Item</i>	<i>2017</i>	<i>2018</i>
<b>a. Fixed Assets(<i>less depreciation</i>)</b>		
Switching Equipment		
Transmission Equipment/Facilities		
Air-Interface Equipment (BTS etc.)		
Motor Vehicles		
Land & Building		
IT Equipment		
Electricity Generators		
Other Fixed Assets		
Net Fixed Assets		
<b>b. Current Assets</b>		
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		
<b>c. Other Assets</b>		
Consultancy, Insurance and Pension Funds		
Miscellaneous		

**14. Liabilities: (=N= million)**

<i>Item</i>	<i>2017</i>	<i>2018</i>
Account repayable to:		
<b>a. Nigerian Creditors</b>		
-short-term within one year		
-medium term within 2-5 years		
-long term over 5 years		
<b>b. Banks and other Financial institutions</b>		
Commercial Papers		
Bankers Acceptances		
Overseas Creditors		
Equity		
-Paid up Capital		
-Reserves		
-Others		
<b>c. Other Liabilities</b>		
<b>TOTAL</b>		

*\* Please use additional paper if required*

**15. Investments: (=N= million)**

<i>Item</i>	<i>2017</i>	<i>2018</i>
<b>TOTAL</b>		

**SECTION H: STAFF PROFILE AND COMPENSATION**

**16. Category and Number of Staff:**

<i>S/N</i>	<i>Category of Staff</i>	<i>Number of Staff (2018)</i>			
		<i>Nigerian</i>		<i>Expatriate</i>	
		<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>
<i>1.</i>	<i>Managerial</i>				
<i>2.</i>	<i>Senior Technical</i>				
<i>3.</i>	<i>Junior Technical</i>				
<i>4.</i>	<i>Others</i>				
	<i>Total</i>				

**SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY**

**17. e-Transaction:**

<i>Item</i> <i>(Does your organization ;)</i>	<i>Yes</i>	<i>No</i>	<i>NA</i>
Own Internet facilities?			
Have a website?			
Receive orders through the internet?			
Place orders through the Internet?			
Establishment has an Intranet?			
Establishment has LAN?			

*NA → Not Applicable*

**18. Ownership of ICT**

<i>S/N</i>	<i>Item</i>	<i>Number/Amount</i>
(a)	How many employees use Personal Computer (PCs)?	
(b)	How many of your employees have access to internet facilities?	
(c)	Investment in ICT from domestic sources during the year (Naira)	
(d)	Investment in ICT from foreign sources during the year (US Dollar)	
(e)	How much did you spend on ICT during the year (Naira)	

**SECTION J:            BUSINESS OUTLOOK QUESTIONS**

**19.**     State the problems encountered by your company during the period.

*(i) Business outlook (please state):*

*(ii) Give reasons (use additional papers if required):*

---

---

---

---

## SECTION K: CHALLENGES

20. Please indicate the major challenges facing your Organization, Please Select Applicable Options (0 for low and 5 for high)

Item	Rating					
	Low			High		
1. Achieving adequate bandwidth	0	1	2	3	4	5
2. Insufficient trunks (E1s/leased lines, etc)	0	1	2	3	4	5
3. Quality of service	0	1	2	3	4	5
4. Logistics and network operations	0	1	2	3	4	5
5. Interconnectivity	0	1	2	3	4	5
6. Security (Hackers and network abuse)	0	1	2	3	4	5
7. Access to capital and funding	0	1	2	3	4	5
8. High cost of funds	0	1	2	3	4	5
9. Staff loyalty and retention	0	1	2	3	4	5
10. Inadequate skilled manpower	0	1	2	3	4	5
11. Unfair competition	0	1	2	3	4	5
12. Inadequate industry regulation	0	1	2	3	4	5
13. Low level of patronage	0	1	2	3	4	5
14. Customer churn (migration of users to other networks)	0	1	2	3	4	5
15. Knowing what users want	0	1	2	3	4	5
16. Appropriate pricing of services	0	1	2	3	4	5
17. User or subscriber ignorance	0	1	2	3	4	5
18. Poor national infrastructure (utilities)	0	1	2	3	4	5
19. Physical security (staff and equipment)	0	1	2	3	4	5
20. High duty and tariffs on imports	0	1	2	3	4	5
21. Multiple taxation	0	1	2	3	4	5
22. Deregulation and privatization	0	1	2	3	4	5
23. Multiple regulation	0	1	2	3	4	5
24. Disruptive Telecom Services e.g. Whatsapp, Facebook	0	1	2	3	4	5
25. Downtime rectification time	0	1	2	3	4	5

**SECTION L:        REMARKS**

**21.** Please indicate constraints and suggestions for improving Operator-Regulator relationships (use additional papers if required):

---

---

---

---

---

---

---

---

---

---

Thank You