



INFORMATION REQUEST NOTICE

**2024 YEAR END**

**TO ALL INTERNET SERVICE PROVIDERS**

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

*NAME OF OPERATOR* .....

**SECTION A.      CONTACT INFORMATION**

**1.    Company Details:**

Legal Name:	
Operating Or Trade Name:	
Address:	
City:	State:
Telephone(s):	
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): Fixed:..... Mobile:.....
- (d)    E-mail Address: .....

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

**4.    Operational Status: .....**



**SECTION C: SUBSCRIBER & SERVICES DATA**

**6. Type and Number of Subscribers:**

S/N	Subscriber Category	Number of Subscribers (as at 31 <sup>st</sup> December)	
		2023	2024
6a.	<b>Total Connected</b> Internet Subscriptions ( <i>Sum of All Active &amp; Inactive Subscriptions on the network</i> )		
6b.	Total Active Internet Subscriptions ( <i>i.e. within 90 days window</i> ). <i>Kindly note that information/data provided within section 6c. to 6d. should sum up to 6b.</i>		
6c.	<b>Wired Subscriptions/(FTTX) - (Fibre)</b>		
i.	Number of <b>“Wired”</b> Corporate ( <b>Government, Offices, Business Connections</b> ) Active Internet Subscriptions		
ii.	Number of <b>“Wired”</b> Retail ( <b>Households &amp; Individuals</b> ) Active Internet Subscriptions		
6d.	<b>Wireless Subscriptions</b>		
i.	Number of <b>“Wireless”</b> Corporate ( <b>Government, Offices, Business Connections</b> ) Active Internet Subscriptions		
ii.	Number of <b>“Wireless”</b> Retail ( <b>Households &amp; Individuals</b> ) Active Internet Subscriptions		
iii.	Satellite Internet Subscriptions ( <i>If applicable</i> )		
iv.	Number of <b>“Satellite”</b> Corporate ( <b>Government, Offices, Business Connections</b> ) Active Internet Subscriptions		
v.	Number of <b>“Satellite”</b> Retail ( <b>Households &amp; Individuals</b> ) Active Internet Subscriptions		
6e.	No. of Prepaid subscribers		
6f.	No. Postpaid subscribers		
6g.	Data Usage / Consumption in Terabyte (TB) ( <b>sum of upload &amp; download</b> )		
6h.	Number of Internet Users Per State (Add list as attachment to submission)		

<b>6i.</b>	Number of Internet Users Per Region: <ul style="list-style-type: none"> <li>• <i>South South</i></li> <li>• <i>South West</i></li> <li>• <i>South East</i></li> <li>• <i>North West</i></li> <li>• <i>North East</i></li> <li>• <i>North Central</i></li> </ul>		
------------	---	--	--

<b>6j. Number Of Subscribers By Internet Speed (The total of the breakdown should tally with Active Internet Subscription) as at December 2024</b>			
	Speed Tiers	Wired Subscriptions @ Dec 2024	Wireless Subscriptions @ Dec 2024
<b>1.</b>	256kbps < 2mbps		
<b>2.</b>	2mbps -10mbps		
<b>3.</b>	10mbps & above		
	Total		

*\*Please note that the disaggregation by speed tiers should agree with the total Active Internet subscriptions earlier submitted as at December 2024.*

*\*The disaggregation by the type of technology deployed (FTTH, Satellite, WIMAX, etc) should agree with the Total Active Internet subscriptions earlier submitted as at December 2024.*

*\*Please ignore 6j if you do not deploy services through Wired technology*

*\*Please ignore 6k if you do not deploy services through Wireless technology*

*\*Fill out 6a and 6b where you offer services for both wired and wireless subscriptions accordingly which should agree with the Total Active Internet subscriptions earlier submitted as at December 2024.*

6k.	Subscriber Matrix- (as seen in (c) & (d) above	2023	2024
	<b>a. CORPORATE:</b>		
	✓ Government		
	✓ NGOs		
	✓ Multinationals		
	✓ Schools & Research Institutions		
	✓ Cybercafés		
	✓ Hospitals & Medical Research		
	✓ Public Libraries		
	✓ Military		
	✓ Public Security Services		
	✓ Others [Please Specify]		
	<b>TOTAL</b>		
	<b>b. RETAIL:</b>		
	✓ Residential\Households\Individual		
	<b>TOTAL</b>		

❖ *The sum of the subscriber matrix must tally with the sum of the Total active subscriptions as at December 2024*

9. SECTION D: CONSUMER PRACTICE REGULATIONS

<i>Customer Care Centre's\Agents</i>		<i>As At December 2024</i>
TOTAL Number of Customers Care Centers across Nigeria		
TOTAL Number of Customer Care Agents in All Customer Care Centers		
Number of Distributors Providing Customer Care Services		
Location and Contact Information of Customer Care Centers 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 E: FINANCIAL DATA**

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

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

S/N	Revenue Source	Amount (N million as at 31 <sup>st</sup> December)	
		2023	2024
(a)	Initial Connection Charges		
(b)	Monthly Subscription		
(c)	Data Services		
(d)	Wireless Broadband Services		
(e)	Fixed Broadband Services		
(f)	Other Services		
	Total		

- ❖ Revenues from all data services such as data communications [e.g. packet switching, Internet access, mobile Broadband]
- ❖ Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.
- ❖ Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.



**11. Operating Costs: (=N= Million)**

S/N	Cost Centre	Amount (N million as at 31 <sup>st</sup> December)	
		2023	2024
1.	Personnel		
2.	Interconnection		
	a) Local		
	b) 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		

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

<i>Item</i>	<b>2023</b>	<b>2024</b>
<b>a. Fixed Assets(<i>less depreciation</i>)</b>		
Network Equipment		
Transmission Equipment/Facilities		
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		
<b>TOTAL</b>		

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

<i>Item</i>	<b>2023</b>	<b>2024</b>
Account repayable to:		
<b>a. Nigerian Creditors</b>		
- Short-term within 1 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*

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

<i>Item</i>	<b>2023</b>	<b>2024</b>
<b>TOTAL</b>		

❖ *Annual Investments in telecommunication services refers to the investment during the financial year made by licensees providing telecommunications network and / or service for acquiring or upgrading telecommunication assets (CAPEX)*

**SECTION F: STAFF PROFILE**

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

<i>S/N</i>	<i>Category of Staff</i>	<b>Number of Staff (2024)</b>			
		<i>Nigerian</i>		<i>Expatriate</i>	
		<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>
(a)	Managerial				
(b)	Senior Technical				
(c)	Junior Technical				
(d)	Others				
	<b>Total</b>				

**SECTION G:            BUSINESS OUTLOOK QUESTIONS**

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

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

---

---

---

---

## SECTION k: CHALLENGES

19. 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 Subscribers 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
26. Others (Please specify)						

**SECTION K:        REMARKS**

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

-----

-----

-----

-----

-----

-----

*Thank You.*