



INFORMATION REQUEST NOTICE

2024 YEAR END

VALUE ADDED SERVICE PROVIDERS

Pursuant To Sections 64-66 of the Nigerian Communications Act, 2003.

NAME OF OPERATOR: _____

*Applicable to all Value Added-Service Providers
(Aggregators, Short Code, Special Numbers, Call Centers, and Call Directory).*

SECTION A. CONTACT INFORMATION

1. Company Details:

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

2. Contact Person/Focal Point

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

3. Date of Commencement of Service:

4. Operational Status:

SECTION B. COVERAGE DATA

5. 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							
Total							

SECTION C.

6a. Network Statistics

<i>S/N</i>	<i>Subscriber Category (for each service, please use additional paper if required)</i>	<i>Number of Subscribers (as at 31st December)</i>	
		<i>2023</i>	<i>2024</i>
(a)	Installed capacity(if applicable)		
(b)	Active Subscriptions (within 90 days Revenue Generating Event):		

6b. Number of Subscribers as at December 31.

S/N	Short Code Numbers (If Applicable)	Service(s)	Subscriber Base	2023	2024
S/N	Special Numbers (If Applicable)				

6b. Short Code utilization report

S/N	Short Code	Total number of SMS	Total number of USSD	2023	2024

6c. Value Added Service (Content using short code)

	Primary (Aggregator)	Secondary (Aggregator)	2023	2024
VAS Aggregator Connected to (if applicable)				
Physical or Logical Connection to MNO (Yes or No)				

6d. Aggregator

	2023	2024
Number of Content Providers connected to		
Number of MNOs integrated to		

SECTION D:

7. 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 Centre's)		
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*** 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.

8. Revenue: (=N= Million)

<i>S/N</i>	<i>Revenue Source</i>	<i>Amount (N million as at 31st December)</i>	
		<i>2023</i>	<i>2024</i>
<i>(a)</i>	Connection Charges		
<i>(b)</i>	Access Charges		
<i>(c)</i>	Monthly Subscription		
<i>(d)</i>	Data Services		
<i>(e)</i>	Other Services		
	Total		

9. Operating Costs: (=N= million)

<i>S/N</i>	<i>Cost Centre</i>	<i>Amount (N million as at 31st December)</i>	
		<i>2023</i>	<i>2024</i>
<i>1.</i>	Personnel		
<i>2.</i>	Interconnection		
	a) Local		
	b) International		
<i>3.</i>	Energy (electricity, etc)		
<i>4.</i>	International Bandwidth cost		

5.	Spares		
6.	Others		
	Total		

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

<i>Item</i>	<i>2023</i>	<i>2024</i>
a. Fixed Assets(<i>less depreciation</i>)		
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. 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		

Consultancy, Insurance and Pension Funds		
Miscellaneous		
Others		
TOTAL		

11. Liabilities: (=N= million)

<i>Item</i>	<i>2023</i>	<i>2024</i>
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		

** Please use additional paper if required*

12. Investments: (=N= million)

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

❖ *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 G: STAFF PROFILE

13. Category and Number of Staff:

S/N	<i>Category of Staff</i>	<i>Number of Staff (2024)</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				
	Total				

SECTION H: BUSINESS OUTLOOK QUESTIONS

14. State the problems encountered by your company during the period.

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

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

SECTION I: CHALLENGES

15. 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
26. Regulatory delays	0	1	2	3	4	5
27. Other challenges not listed above	0	1	2	3	4	5

SECTION J: REMARKS

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

Thank You