

INFORMATION REQUEST NOTICE

**2019 YEAR END**

**TO ALL FIXED TELEPHONY OPERATORS**

**(FIXED WIRELESS & FIXED WIRED)**

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

***NAME OF OPERATOR………………………………………... … …***

**SECTION A: CONTACT & GENERAL INFORMATION**

***1. Company Details:***

|  |  |
| --- | --- |
| Legal Name: | |
| Operating Or Trade Name: | |
| Address: | |
| City: | State: |
| Telephone(s): | Fax: |
| Email: | Website: |
| *List corporate branches below (if any)* | |

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

1. Name: ………………………………………………………………………
2. Designation: ………………………………………………………………..
3. Telephone(s): ………………………………………………………………
4. Fax: ………………………………………………………………………...

(e) E-mail Address: ……………………………………………………………

### 3. Date of Commencement of Service: ………………………………………………. …..

### 4. Scope License Coverage Area:

National ……………………………………………

Regional (Specify) …………………………………

**SECTION B: NETWORK DATA**

### 5. Switching, Transmission & Network Capacity as at 31st December 2019.

***(Please use extra paper if required):***

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Location of Exchange*** | ***Access Mode*** | | ***Switching Technology*** | | ***Installed Capacity*** | | | | ***Number of Subscribers*** | | | |
| ***Wire line*** | ***Wireless*** | ***Analog*** | ***Digital*** | ***Analog*** | | ***Digital*** | | ***Analog*** | | ***Digital*** | |
|  |  |  |  |  | |  | |  | |  | |  |
|  |  |  |  |  | |  | |  | |  | |  |
|  |  |  |  |  | |  | |  | |  | |  |
|  |  |  |  |  | |  | |  | |  | |  |
|  |  |  |  |  | |  | |  | |  | |  |

**6. *Number of Base Stations as at December 31, 2019.***

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Base Station(please specify the number of base station fully owned and managed by your company):*** | | | | | | | |
| ***State*** | ***Number*** | ***State*** | ***Number*** | ***State*** | ***Number*** | ***State*** | ***Number*** |
| 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:

|  |  |  |
| --- | --- | --- |
| ***Type Of Infrastructure/ Transmission Facility*** | ***Size Deployed (As At 31st December)*** | |
| ***2018*** | ***2019*** |
| Cable Network (in Km) |  |  |
| Fibre Optics Network (in Km) Owned: **NOT Leased**   1. On-land 2. Submarine |  |  |
| Microwave Radio (in Km) |  |  |
| Number of Trunks (E1) in use |  |  |
| Number of Owned Lines in use  ***(values in numerics)*** |  |  |
| 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 31st***  ***December)*** | |
| ***2018*** | ***2019*** |
| 1. | Installed Capacity |  |  |
| 2. | Connected Lines |  |  |
| 3. | Active Lines |  |  |
| 4. | Government:   1. Post-paid 2. Prepaid |  |  |
| 5. | Private Business a) Post-paid  b) Prepaid |  |  |
| 6. | Residential  a) Post-paid  b) Prepaid |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| 7 | Total Active   1. Post –paid 2. Prepaid |  |  |
| 8. | Total Number of Active Subscriptions Per State |  |  |
| 9. | Total Number of Active Subscriptions Per Region  ***Region***:   * *South South* * *South West* * *South East* * *North West* * *North East* * *North Central* |  |  |
| 10. | Number of subscriptions with Access to Data  Communications at Broadband Speed**1** |  |  |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***S/N*** | ***Service Category*** | | ***Number of Subscribers( as at 31st December)*** | |
| ***2018*** | ***2019*** |
| 1. | Voice | Fixed Wireless |  |  |
| Fixed |  |  |
| 2 | SMS | |  |  |
| 3. | Internet[[1]](#footnote-1) | |  |  |
| 4. | Number of Internet Users Per State | |  |  |
| 5. | Number of Internet Users Per Subscription | |  |  |
| 6. | Number of Internet Users Per Region:   * *South South* * *South West* * *South East* * *North West* * *North East* * *North Central* | | | |
| 7. | Average Speed of the Internet delivered | |  |  |
| 8. | Voicemail | |  |  |
| 9. | Fax | |  |  |
| 10. | VoIP | |  |  |
| 11. | Others (Please Specify) | |  |  |
|  | **Total Fixed [Wired] Internet Subscript ions2** | | | |
| (a) | Number of Users Per Fixed [Wired] Internet Subscriptions | |  |  |
| (b) | Average Number of Users Per Fixed Internet Subscriptions [Broadband] | |  |  |
|  | **Cable Modem Internet Subscriptions** | | | |
| (c) | Average Number of Users Per Cable Modem Internet Subscriptions | |  |  |
| (d) | DSL Internet Subscriptions | |  |  |
| (e) | Fiber-To-The-Home/Building**3** | |  |  |
| (f) | Other Fixed [Wired] Broadband Internet Subscriptions**4** | |  |  |
|  | **Total Fixed Wireless Broadband Subscriptions** | | | |
| (g) | Average Number of Users Per Fixed  Wireless Broadband Internet  Subscriptions | |  |  |
| (h) | Fixed (Wired) – Broadband internet traffic [Exabyte] | |  |  |
|  | **Total number of Terrestrial Subscript ions[Fixed & Fixed Wireless]** | | | |
| (i) | Total number of satellite internet subscribers | |  |  |

***2 The number of total Internet subscriptions with fixed [wired] Internet access, which includes dial-up and total fixed [wired] broadband subscriptions, only active subscriptions that have used the system within the past 3 months should be included . 3 The number of Internet Subscriptions using fiber to the home or fiber to the building with downstream speeds equal to or greater than 256kbits/s. This should include subscriptions where fiber goes directly to the subscribers’ premises or fiber to the building subscriptions which terminate no more than 2 meters from an external wall of the building. Fiber to the cabinet and fiber to the node are excluded.***

***4 Internet Subscriptions using other fixed [wired] broadband technologies to access the Internet [other than DSL, Cable modem and Fiber] with downstream speeds equal to, greater than 256kbit/s. This does not include Hotspots subscribers. 5 Subscriptions to dedicated data services over a mobile network which are purchased separately from voice services either as standalone services [e.g. a modem/USB/dongle] or as an add-on data package to voice service which requires additional subscription.***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Bundled Telecommunication Services** | | |
| (m) | Subscriptions to fixed-broadband and fixed-telephone bundles |  |  |
|  | **Number Of Subscribers By Internet Speed** | | |
| (n) | 256 kbps to <2 mbps |  |  |
| (o) | 2 mbps to < 10mbps |  |  |
| (p) | 10mbps & above |  |  |
| (q) | Total Number of 3G Subscriptions |  |  |
| (r) | 4G & above |  |  |
| (s) | Subscriber Matrix   * Government * NGOs * Multinationals * Schools & Research Institutions * Residential/Individual * Private Businesses * Cybercafés * Hospitals & Medical Research * Public Libraries * Military * Public Security Services * Others [Please Specify] |  |  |

**SECTION D: TRAFFIC DATA**

10. Voice Traffic:

## (a) Local and National Telephone Traffic

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Period** | **Type Of Traffic** | **Amount Of Traffic *(In Paid Minutes)*** | | |
| ***Local*** | ***National*** | ***Total*** |
| 2017 | Outgoing |  |  |  |
| Incoming |  |  |  |
| Transit |  |  |  |
| 2018 | Outgoing |  |  |  |
| Incoming |  |  |  |
| Transit |  |  |  |

***(b) Fixed to Mobile Traffic***

|  |  |  |
| --- | --- | --- |
| **Type of Traffic** | **2018** | **2019** |
| **Outgoing** |  |  |
| **Incoming** |  |  |
| **Total** |  |  |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Country/Region** | **Amount (In Paid Minutes)** | | | |
| **2018** | | **2019** | |
| **Outgoing** | **Incoming** | **Outgoing** | **Incoming** |
| **United Kingdom** |  |  |  |  |
| **United States, Canada & North America** |  |  |  |  |
| **Europe** |  |  |  |  |
| **South America/ Caribbean** |  |  |  |  |
| **Asia/Pacific** |  |  |  |  |
| **Africa** |  |  |  |  |
| **Middle East** |  |  |  |  |
| **Total** |  |  |  |  |

### 11. Text messages (SMS)

|  |  |  |
| --- | --- | --- |
| Type | Number (As At 31st December) | |
|  | **2018** | **2019** |
| Outgoing |  |  |
| Incoming |  |  |
| Total |  |  |

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

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

|  |  |  |
| --- | --- | --- |
| ***Class of Tariff*** | ***Rates (as at Dec 31, 2019) (=N=)*** | |
| Local |  | |
| **International Call Rates:**  UK  United States, Canada& North America  Europe  South America/Caribbean  Asia/Pacific  Africa  Middle East |  | |
| **Price of a SIM Card** |  | |
| **Name & Price of Data Plan**  **(*please specify for each category of data plan)*** | ***Name of Plan*** | ***Price*** |
|  | |
| **Price per additional megabyte (MB) of Internet Data downloaded once allotted limit is used up** |  | |
| **Maximum Amount of Internet Data in Megabyte (MB) that can be transferred within 30days included in the data plan (*please specify for each category of data plan)*** |  | |
| **Advertised maximum download speed associated with the different data plans** |  | |

**SECTION F: CONSUMER ISSUES**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Consumer Issues*** | | ***Yes*** | ***No*** |
| 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) | |  |  |
| ***Customer Care Centre’s\Agents*** | | ***As At December 2019*** | |
| **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 | |  | |
| ***Location*** | | ***Address and Phone Numbers*** | |
| *Town\City* | *State* |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |
|  |  |  | |

*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 and indicate accordingly rather than leave blank.**

### 14. Revenue:

|  |  |  |  |
| --- | --- | --- | --- |
| S/N | Revenue Source | Amount (N million as at 31st December) | |
|  |  | 2018 | 2019 |
| 1. | Connection Charges |  |  |
| 2. | Access Charges |  |  |
| a) Local |  |  |
| b) International |  |  |
| 3. | Monthly Subscription |  |  |
| 4. | Voice Calls |  |  |
| a) Local |  |  |
| b) International |  |  |
| 5. | Data Services |  |  |
| 6. | Other Services |  |  |
|  | Total |  |  |

### 

### 15. Operating Costs:

|  |  |  |  |
| --- | --- | --- | --- |
| S/N | Cost Centre | Amount (N million as at 31st December) | |
| 2018 | 2019 |
| 1. | Personnel |  |  |
| 2. | Interconnection |  |  |
| a) Local |  |  |
| b) International |  |  |
| 3. | Energy (electricity, etc) |  |  |
| 4. | Recharge cards cost |  |  |
| 5. | International Bandwidth costa) Satelliteb) Undersea Cablec) Others |  |  |
| 6. | Spares |  |  |
| 7. | Others |  |  |
|  | Total |  |  |

### 16. Assets (=N= million)

|  |  |  |
| --- | --- | --- |
| **ITEM** | ***2018*** | ***2019*** |
| **A. Fixed Assets(*less depreciation*)** |  |  |
| Switching Equipment |  |  |
| Transmission Equipment |  |  |
| Motor Vehicles |  |  |
| Air-interface Equipment (BTS etc) |  |  |
| Cell site Towers and Masts |  |  |
| Land & Building |  |  |
| IT Equipment |  |  |
| Electricity/ Generator |  |  |
| 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 (Prepayments)** |  |  |
| Consultancy, Insurance and Pension Funds |  |  |
| Miscellaneous |  |  |
| **Total** |  |  |

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

|  |  |  |
| --- | --- | --- |
| ***Item*** | ***2018*** | ***2019*** |
| *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***

***18. Total Investments in Telecommunication Services; Network & Infrastructures :( =N= million)***

|  |  |  |
| --- | --- | --- |
| ***Item*** | ***2018*** | ***2019*** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| **TOTAL** |  |  |

**SECTION H: STAFF PROFILE AND COMPENSATION**

*19. Category and Number of Staff:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *S/N* | ***Category of Staff*** | ***Number of Staff (2019)*** | | | |
| ***Nigerian*** | | ***Expatriate*** | |
| ***Male*** | ***Female*** | ***Male*** | ***Female*** |
| *1.* | *Managerial* |  |  |  |  |
| *2.* | *Senior Technical* |  |  |  |  |
| *3.* | *Junior Technical* |  |  |  |  |
| *4.* | *Others* |  |  |  |  |
|  | *Total* |  |  |  |  |

# SECTION I: BUSINESS OUTLOOK QUESTIONS

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

## (i) Business outlook (Please state):

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

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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### 22. SECTION I: Challenges

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Please indicate the major challenges facing your Organization, Please Select Applicable***  ***Options (0 for low and 5 for high)*** | ***Rating*** | | | | | |
| ***Low High*** | | | | | |
| 1.Achieving adequate bandwidth | 0 | 1 | 2 | 3 | 4 | 5 |
| 2. Insufficient trunks (E1s/Owned 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 J: REMARKS

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

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## Thank You

1. 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

   [↑](#footnote-ref-1)