

INFORMATION REQUEST NOTICE

**2019 YEAR END**

**TO ALL MOBILE TELEPHONY OPERATORS**

**(GSM & VoIP)**

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:  |
| *List corporate branches below (if any)*  |

1. **Contact Person/Focal Point (for operating statistics):**
	1. Name: ……………………………………………………………………..
	2. Designation:.………………………………………………………………
	3. Telephone(s): Fixed:……………… Mobile:……………………………..
	4. Fax: ………………………………………………………………...............

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

1. Date of Commencement of Service: …………………………………………..

1. Operational Status: ……………………………………………………………..

**SECTION B. NETWORK DATA**

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

|  |
| --- |
| ***Base Stations (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**  |  |

**6a. Number of 2G Network Coverage as at December 31, 2019.**

|  |
| --- |
| ***Please Specify The Number Of 2G Subscriptions Per State:***  |
| ***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 2G Subscriptions in Nigeria**  |  |

**6b. Number of 3G Network Coverage as at December 31, 2019.**

|  |
| --- |
| ***Please Specify The Number Of 3G Subscriptions Per State:***  |
| ***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 3G Subscriptions in Nigeria**  |  |

**6c. Number of 4G Network Coverage as at December 31, 2019.**

|  |
| --- |
| ***Please Specify The Number Of 4G Subscriptions Per State:***  |
| ***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 4G Subscriptions in Nigeria**  |  |

**7. Location and size of Mobile Switching Centre (MSC) as at December 31, 2019:**

|  |  |
| --- | --- |
| ***Location Of Additional MSC***  |  ***Installed Capacity Of MSC***  |
|  |  |
| ***Town/City***  | ***State***  |  ***( Numeric Values)***  |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |

***\* Please use additional paper if required.***

***\*Data should be in numerical value***

1. **Infrastructure Deployment:**

|  |  |
| --- | --- |
| ***Type Of Infrastructure/ Transmission Facility***  | ***Size Deployed***  |
| ***As at December 2018***  | ***As at December 2019*** |
| Cable Network (in Km)  |   |   |
| Fibre Optics Network (in Km) Owened: **NOT leased.**1. On-land
2. Submarine
 |   |   |
| Microwave Radio (in Km)  |   |   |
| Number of Trunks (E1) in use  |   |   |
| Number of Owned Lines in use *(in Numeric)*  |   |   |
| Number of Gateways in use  |   |   |

 **SECTION C: SUBSCRIBER & SERVICES DATA**

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

|  |  |  |
| --- | --- | --- |
| ***S/N***  | ***Subscriber Category***  | ***Number of Subscribers( as at 31st*** ***December)***  |
| *2018* | *2019* |
| (a)  | Installed capacity  |   |   |
| (b)  | Connected Lines:  |   |   |
| (c)  | Active Subscriptions: Prepaid Post-paid  |   |   |
| (d)  | Total Active Subscriptions  |   |   |
| (e)  | Total Active Subscriptions per Gender (State) |  |  |
|  | **Male**  |  |  |
|  | **Female** |  |  |
| (f)  | Total Number of Active Subscriptions Per State  |   |   |
| (g)  | Total Number of Active Subscriptions Per Region: * *South South*
* *South West*
* *South East*
* *North West*
* *North East*
* *North Central*
 |   |   |
| (h)  | Machine to Machine1  |   |   |
| (i)  | Active subscriptions to LTE/WIMAX mobile- broadband networks  |   |
| ii  | Number of data-only mobile- broadband subscriptions (dongles)  |   |   |
| iii  | Number of data and voice mobile broadband Subscriptions (smartphones)  |   |   |
|   | **Bundled Telecommunications services**  |   |   |
| (j)  |  Total Connected Active Data and Voice Mobile2 broadband subscriptions  |   |   |
| (k)  | Number of Active Data and Voice Mobile broadband Subscriptions  |   |   |
|  | **Porting** |  |  |
| (l) | Total Incoming Telephone Numbers Ported (From Other Networks) |  |  |
| (m) | Total Outgoing Telephone Numbers Ported (To Other Networks) |  |  |

1. ***Thisis the number of mobile-cellular machine-to-machine subscriptions that are assigned for use in machines and devices (cars, smart meters, and consumer electronics) for the exchange of data between networked devices, and are not part of a consumer subscription. Mobile dongles and tablet subscriptions should be excluded.***
2. ***This is the subscriptions to mobile-broadband services that allow access to the open internet via hypertext transfer protocol (HTTP) and in which data services are contracted together with voice services(mobile voice and data plans)or as an add-on package to a voice plan. Data and Voice mobile-broadband subscriptions with specific recurring subscription fees for internet access are included regardless of actual use. Prepaid and pay-per-use data and voice mobile-broadband subscriptions should only be counted if they have been used to access the internet in the last 3months. M2M subscriptions are excluded. The indicator includes subscriptions to mobile networks that provide download speeds of at least 256 kbit/s and excludes lower-speed technologies such as GPRS, EDGE and CDMA****.*

1. **Number of Registered SIM-Based Subscribers & Registration Centre**

|  |  |
| --- | --- |
| Total Number of Registered SIM- Based Subscribers (as at Dec, 2019)  |   |
| Total Number of Registration Centre (as at Dec, 2019)  |   |
| Per Region: *South South*  |   |
|  *South West*  |   |
|  *South East*  |   |
|  *North West*  |   |
|  *North East*  |   |
|  *North Central*  |   |

1. **Number Of Subscribers By Services Offered:**

|  |  |  |
| --- | --- | --- |
| ***S/N***  | ***Service Category***  | ***Number of Subscribers( as at 31st December)***  |
| *2018* | *2019* |
| (a)  | Voice  |   |   |
| (b)  | SMS  |   |   |
| (c)  | MMS  |   |   |
| (d)  | Internet[[1]](#footnote-1) |   |   |
| (e)  |  Number of Internet Users Per Subscription  |   |   |
| (f)  | Number of Internet Users Per Region: * *South South*
* *South West*
* *South East*
* *North West*
* *North East*
* *North Central*
 |   |   |
| (g)  | Number of Internet Users Per State  |   |   |
| (h)  | Data Usage in Terabyte (TB) |  |  |
| (i)  |  Average internet Speed delivered to subscribers  |   |   |
| (j) | Active Mobile Broadband Subscriptions |  |  |
| (k)  | Voicemail  |   |   |
| (l)  | Blackberry Services  |   |   |
|  | Others (Please Specify)  |   |   |
|  |  |  |  |
|   |  **Mobile-broadband Internet traffic** |
|   | * Within the Country
 |   |   |
|  | * Outside the Country
 |  |  |
|   | **Dedicated Mobile Subscriptions7**  |
| (x)  | Average Number of dedicated Users Per Dedicated Mobile Subscriptions  |   |   |
| (y) | Number of Internet Users Per State  |   |   |
|   | **Number Of Subscribers By Internet Speed**  |
| 1.  | 256kbps to < 2 mbps  |   |   |
| 2. | 2mbps to < 10mbps |  |  |
| 3.  | 10mbps & above  |   |   |
| (z)  |  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]
 |  |   |
|  |

***7 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.***

**SECTION D: TRAFFIC DATA**

**12. Voice Traffic:**

1. ***Local and National Telephone Traffic***[[2]](#footnote-2)

|  |  |  |  |
| --- | --- | --- | --- |
|  | ***Period***  | ***Type Of Traffic***  | ***Amount Of Traffic (In Paid Minutes)***  |
| *On-Net*  | *Across Network*  | *Total*  |
| **2018** |  | Outgoing  |   |   |   |
| Incoming  |   |   |   |
| Transit  |   |   |   |
| **2019** |  | Outgoing  |   |   |   |
| Incoming  |   |   |   |
| Transit  |   |   |   |

1. ***Mobile to Fixed Traffic[[3]](#footnote-3)***

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

1. ***Mobile to Mobile Traffic[[4]](#footnote-4)***

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

1. ***Outgoing/Originating Mobile Minutes To International [Classification By***  Country/Region11:]

|  |  |
| --- | --- |
| **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 |  |  |  |  |

1. ***Number of Roaming minutes***

***Type Of***

***Traffic***

***2018***

***2019***

In

-

Coming

Out-going

***Total***

**13a. SMS Messages: Local and National Outgoing/Incoming**

|  |  |  |
| --- | --- | --- |
| ***Period***  | ***Type Of Traffic***  | ***No of SMS Messages( As At 31st December)***  |
| *On-Net*  | *Across Network*  | *Total*  |
| **2018** | Outgoing  |   |   |   |
| Incoming  |   |   |   |
| Transit  |   |   |   |
| **2019** | Outgoing  |   |   |   |
| Incoming  |   |   |   |
| Transit  |   |   |   |

13b. **SMS Messages: International Outgoing/Incoming**

***Type***

***Number***

 ***As At***

***31***

***(***

***st***

***December)***

***2018***

***2019***

Outgoing

Incoming

Transit

***Total***

**13c. MMS12 Messages:**

***Type***

***Number***

***31***

***(***

 ***As At***

***st***

***December)***

***2018***

***2019***

Outgoing

Incoming

Transit

***Total***

**13d. U*sed International Internet Bandwidth (traffic),* in Mbits14**

|  |
| --- |
| ***Used International Internet Bandwidth(traffic),in Mbits***  ***( As At 31st December)***  |
| ***2018*** | ***2019*** |
|   |   |
|   |   |

***12 Total number of MMS sent, both to national and international destinations.***

***14 This is the average traffic load (expressed in Mbit/s) of international fibre-optic cables and radio links for carrying internet traffic. The average should be calculated over the 12month period of the reference year, and should take into consideration the traffic of all international internet links. If the traffic is asymmetric, then the average incoming traffic load should be provided.***

 **13e. Lit/equipped international Bandwidth, in Mbits[[5]](#footnote-5)**

|  |
| --- |
| ***Lit/equipped international Bandwidth, in Mbits***  ***( As At 31st December)***  |
| ***2018*** | ***2019*** |
|   |   |
|   |   |

**13f. Mobile- broadband internet traffic (outside the country, roaming out) [[6]](#footnote-6)**

|  |
| --- |
| **Mobile- broadband internet traffic ( roaming out)**  ***( As At 31st December)***  |
| ***2018*** | ***2019*** |
|   |   |
|   |   |

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

**14. Retail Tariffs: Please, attach your detailed tariffs for different packages *(Prepaid, post-paid, etc.)***

|  |  |
| --- | --- |
| **Class of Tariff (*please specify category)***  | **Rates (as at Dec 31, 2019) (=N=) & (USD)** |
| Implemented Tariff plans with product details. |   |
| Roaming cost of making calls |  |
| Roaming Cost of receiving calls |  |
| **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 PRACTICE REGULATIONS**

15.

|  |  |  |
| --- | --- | --- |
| 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.**

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

|  |  |  |
| --- | --- | --- |
| ***S/N*** | ***Revenue Source*** | ***Amount (N million as at 31st December)*** |
|  |  | ***2018*** | ***2019*** |
|  | *Average Revenue Per User* ***(ARPU)*** |  |  |
|  | *Retail Revenues (retail revenues from mobile communications excluding device revenues and VAT)* |  |  |
|  | *Connection Charges* |  |  |
|  | *Access Charges*  |  |  |
| *a) Local* |  |  |
| *b) Roaming* |  |  |
|  | *Monthly Subscription* |  |  |
| 1.
 | *Voice Calls* |  |  |
| *a) Local* |  |  |
| *b) International* |  |  |
|  | *Data Services* |  |  |
|  | *Blackberry Services* |  |  |
|  | *Other Services* |  |  |
|  | *Total* |  |  |

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

|  |  |  |
| --- | --- | --- |
| ***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 cost**a) Satellite**b) Submarine Cable**c) Others* |  |  |
| ***6.*** | *Spares* |  |  |
| ***7.*** | *Others* |  |  |
|  | *Total* |  |  |

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

|  |  |  |
| --- | --- | --- |
| ***Item***  | ***2018*** | ***2019*** |
| **a. Fixed Assets(*less depreciation*)**  |  |  |
|  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  |   |   |
| **TOTAL**  |   |   |

1. **Investments in Telecommunications Network and Infrastructure : (=N= million)**

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

**SECTION H: STAFF PROFILE AND COMPENSATION**

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

|  |  |  |
| --- | --- | --- |
| ***S/N*** | ***Category of Staff*** | ***Number of Staff (2019)*** |
| *Nigerian* | *Expatriate* |
| *Male* | *Female* | *Male* | *Female* |
| (a) | Managerial |  |  |  |  |
| (b) | Senior Technical  |  |  |  |  |
| (c) | Junior Technical |  |  |  |  |
| (d) | Others |  |  |  |  |
| ***Total*** |  |  |  |  |

**SECTION I: BUSINESS OUTLOOK QUESTIONS**

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

1. Business outlook (*please state*):

1. Give reasons (*use additional papers if required*):

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

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***22. 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/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**

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

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 Thank You

1. This is number of 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] or as an add-on data package to voice service which requires additional subscription. [↑](#footnote-ref-1)
2. This is the total number of minutes made by mobile subscribers within a country[including minutes to fixed telephone /mobile phones subscribers] [↑](#footnote-ref-2)
3. Number of mobile minutes made from mobile subscribers to fixed networks [within the country] [↑](#footnote-ref-3)
4. Number of mobile minutes made from mobile subscribers to other mobile networks [within the country] 11 Number of mobile minutes originating in the country to destinations outside the country to any destination. [↑](#footnote-ref-4)
5. This is the total lit capacity of international fibre-optic cables provisioned to carry internet traffic, plus the equipped capacity of international radio links provisioned to carry internet traffic. It should be expressed in Mbit/s. Lit/equipped international internet bandwidth of transnational operators owning and operating international links should be included as well as Lit/equipped capacity of wholesalers leasing int’l internet bandwidth to national internet service providers. If capacity is asymmetric, then the incoming capacity should be provided.

 [↑](#footnote-ref-5)
6. This is the Broadband traffic volumes originated outside the country from 3G networks or other advanced mobile-networks, including 3G upgrades, evolutions or equivalent standards in terms of data transmission speeds. Traffic should be collected and aggregated at the country level for all customers of domestic operators roaming outside the country and using 3G or more advanced mobile networks. Download and upload traffic should be added up and reported together. Traffic should be measured at the end-user access point. Wholesale and walled-garden traffic should be excluded. Traffic should be reported in exabytes. If figures are reported in a different unit from the Exabyte, the unit should be indicated in a note.

 [↑](#footnote-ref-6)