



INFORMATION REQUEST NOTICE

2011 YEAR END

TO ALL DIGITAL MOBILE TELEPHONY OPERATORS

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

SECTION A. CONTACT INFORMATION

1. Company Details:

Legal Name:	
Operating Or Trade Name:	
Address:	
City:	State:
Telephone(s):	Fax:
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) Fax:
- (e) E-mail Address:

3. Date of Commencement of Service:

4. Operational Status:

SECTION B. NETWORK DATA

5. Number of Base Stations as at December 31, 2011.

<i>Base State (please specify the number of base station):</i>							
<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</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 Number of Base Stations in Nigeria							

6. Number of 3G/4G Networks Coverage as at December 31, 2011.¹

<i>Please Specify The Number Of 3G/4G Subscribers Per State:</i>							
<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</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 Number of 3G/4G Subscribers in Nigeria							

¹ This indicator measures the number of subscribers with at least 3G mobile cellular signals for each state and a national total is summed. Note that 3G is defined as IMT 2000 or IMT-advanced.

SECTION C: SUBSCRIBER & SERVICES DATA

9. Type and Number of Subscribers:

S/N	Subscriber Category	Number of Subscribers(as at 31 st December)	
		2010	2011
(a)	Installed capacity		
(b)	Connected Lines:		
(c)	Active Lines: Prepaid Post-paid		
(d)	Number of mobile cellular subscriptions with access to data communications at broadband speed ²		

10. Number of Registered SIM-Based Subscribers & Registration Centres

Total Number of Registered SIM- Based Subscribers (as at Dec 2011)	
Total Number of Registration Centres (as at Dec 2011)	
Per Region: <i>South South</i>	
<i>South West</i>	
<i>South East</i>	
<i>North West</i>	
<i>North East</i>	
<i>North Central</i>	

11. Number Of Subscribers By Services Offered:

S/N	Service Category	Number of Subscribers(as at 31 st December)	
		2010	2011
(a)	Voice		
(b)	SMS		
(c)	MMS		
(d)	Internet ³		
(e)	Voicemail		
(f)	Blackberry Services		
(g)	Others (Please Specify)		

² This is the number of subscriptions to mobile cellular networks with access to data communications [e.g. the Internet] at broadband downstream speeds [here defined as greater than or equal to 256kb/s]. Also note that this refers to potential mobile broadband subscriptions and not active subscriptions

³ This is number of subscriptions to dedicated data services over a mobile network which are purchased separately from voice services either as stand alone services [e.g. a modem/usb] or as an add-on data package to voice service which requires additional subscription.

SECTION D: TRAFFIC DATA

12. Voice Traffic:

(a) Local and National Telephone Traffic⁴

<i>Period</i>	<i>Type Of Traffic</i>	<i>Amount Of Traffic (In Paid Minutes)</i>		
		<i>On-Net</i>	<i>Across Network</i>	<i>Total</i>
2010	Outgoing			
	Incoming			
	Transit			
2011	Outgoing			
	Incoming			
	Transit			

(b) Mobile to Fixed Traffic⁵

<i>Type Of Traffic</i>	2010	2011
Outgoing		
Incoming		
Total		

(c) Mobile to Mobile Traffic⁶

<i>Type Of Traffic</i>	2010	2011
Outgoing		
Incoming		
Total		

⁴ This is the total number of minutes made by mobile subscribers within a country [including minutes to fixed telephone /CDMA/mobile phones subscribers]

⁵ Number of mobile minutes made from mobile subscribers to fixed networks [within the country]

⁶ Number of mobile minutes made from mobile subscribers to other mobile networks [within the country]

(d) Outgoing/Originating Mobile Minutes To International [Classification By Country/Region⁷]:

<i>Country/Region</i>	<i>Amount (In Paid Minutes)</i>	
	<i>2010</i>	<i>2011</i>
United Kingdom		
United States Canada & North America		
Europe		
South America/Caribbean		
Asia/Pacific		
Africa		
Middle East		
<i>Total</i>		

(e) Incoming International minutes to Mobile Network Classification by Country/Region⁸:

<i>Country/Region</i>	<i>Amount (In Paid Minutes)</i>	
	<i>2010</i>	<i>2011</i>
United Kingdom		
United States Canada & North America		
Europe		
South America/Caribbean		
Asia/Pacific		
Africa		
Middle East		
<i>Total</i>		

⁷ Number of mobile minutes originating in the country to destinations outside the country to any destination.

⁸ Number of incoming minutes [fixed and mobile] received by mobile networks from another country.

(f) Number of Roaming minutes

<i>Type Of Traffic</i>	<i>2010</i>	<i>2011</i>
In-coming		
Out going		
<i>Total</i>		

(g) Number Of Countries With Which There Is A Roaming Agreement:

13a. SMS Messages: Outgoing

<i>Type</i>	<i>Number (As At 31st December)</i>	
	<i>2010</i>	<i>2011</i>
SMS Sent ⁹		
SMS International ¹⁰		
Transit		
<i>Total</i>		

13b. SMS Messages: Incoming

<i>Type</i>	<i>Number (As At 31st December)</i>	
	<i>2010</i>	<i>2011</i>
SMS Received		
SMS International ¹¹		
Transit		
<i>Total</i>		

13c. MMS¹² Messages:

<i>Type</i>	<i>Number (As At 31st December)</i>	
	<i>2010</i>	<i>2011</i>
Outgoing		
Incoming		
Transit		
<i>Total</i>		

⁹ Total number of mobile SMS sent both to national and international destinations.

¹⁰ Total number of mobile SMS sent to international destinations.

¹¹ Total number of mobile SMS sent to international destinations.

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

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

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

Class of Tariff	Rates (as at Dec 31, 2011) (=N=)
Local - Mobile to Mobile¹³ On-net classic - Peak On-net classic - Off Peak Off-net classic - Peak Off-net classic - Off Peak	
Local - Mobile To Fixed¹⁴ On-net classic - Peak On-net classic - Off Peak Off-net classic - Peak Off-net classic - Off Peak	
Local -SMS¹⁵ On-net Off-net	
International Call Rates: UK United States, Canada & North America Europe South America/Caribbean Asia/Pacific Africa Middle East	
International SMS	

¹³ This section is requesting for price per minute from a mobile to mobile [either on the same network or different network, at peak/off peak period]

¹⁴ This section is requesting for price per minute from a mobile to fixed telephone subscriber [either on the same network or different network, at peak/off peak period]

¹⁵ This section is requesting for price per SMS from a mobile to mobile [either on the same network or different network, at peak/off peak period]

SECTION F: CONSUMER PRACTICE REGULATIONS

15.

<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 centres)?			
Customer Care Centres/Agents		As At December 2011	
TOTAL Number of Customers Care Centres across Nigeria			
TOTAL Number Of Customer Care Agents In All Customer Care Centres			
Number Of Distributors Providing Customer Care Services			
Location And Contact Information Of Customer Care Centres Across Nigeria			
<i>Location</i>		<i>Address and Phone Numbers</i>	
<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.

16. Revenue: (=N= million)

S/N	Revenue Source	Amount (N= million) (as at 31 st December)	
		2010	2011
(a)	Connection Charges		
(b)	Access Charges		
	i. Local		
	ii. Roaming		
(c)	Monthly Subscription		
(d)	Voice Calls		
	i. Local		
	ii. International		
(e)	Data services		
(f)	Blackberry services		
(g)	Other Services		
	Total		

17. Operating Costs: (=N= million)

S/N	Cost Centre	Amount (N= million) (as at 31 st December)	
		2010	2011
(a)	Personnel		
(b)	Interconnection, - Local		
	- International		
(c)	Energy (electricity, etc)		
(d)	International Roaming Cost		
(e)	International bandwidth cost		
	1. Satellite		
	2. Submarine Cable		
	3. Others		
(f)	Spares		
(g)	Others		
	Total		

18. Assets: (=N= million)

<i>Item</i>	<i>2010</i>	<i>2011</i>
a. Fixed Assets		
Switching Equipment		
Transmission Equipment/Facilities		
Air-interface Equipment (BTS etc)		
Motor Vehicles		
Land & Building		
IT Equipment		
Electricity Generators		
Less		
Accumulated Depreciation		
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		

19. Liabilities: (=N= million)

<i>Item</i>	<i>2010</i>	<i>2011</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*

20. Investments: (=N= million)

<i>Item</i>	2010	2011
a. Foreign ¹⁶		
b. In other Nigerian Corporate		
c. Certificate of Deposits		
d. Bankers Acceptances		
e. Nigerian Govt. Securities		
i. Federal Government		
ii. State Government		
f. Capital Expenditure (Total Annual Investment) ¹⁷		
TOTAL		

SECTION H: STAFF PROFILE AND COMPENSATION

21. Category and Number of Staff:

<i>S/N</i>	<i>Category of Staff</i>	<i>Number of Staff (2011)</i>			
		<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				
	<i>Total</i>				

22. Wages & Salaries (Average)

<i>Item</i>	2010	2011
Wages & Salaries		
Supplementary Benefit		
Total		

¹⁶ Annual investments coming from foreign sources also referred to as foreign direct investments [FDIs].

¹⁷ Also referred to as annual capital expenditure, this is the gross annual investment for acquiring property and network. The term investment means the expenditure associated with acquiring the ownership of plant and property including intellectual and non-tangible such as computer software etc. This also includes expenditure on initial installations and on additions to existing installations.

SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY

23. e-Transaction:

<i>Item</i>	<i>Yes</i>	<i>No</i>	<i>NA</i>
Own Internet facilities?	1	2	3
Have a website?	1	2	3
Receive orders through the internet?	1	2	3
Place orders through the Internet?	1	2	3
Establishment has an Intranet?	1	2	3
Establishment has LAN?	1	2	3

NA → Not Applicable

24. Ownership of ICT

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

SECTION K: CHALLENGES

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

<i>Item</i>	<i>Rating</i>					
	<i>Low</i>			<i>High</i>		
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

