



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							
<b>Total Number of Base Stations in Nigeria</b>							

**6. Number of 3G/4G Networks Coverage as at December 31, 2011.<sup>1</sup>**

<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							
<b>Total Number of 3G/4G Subscribers in Nigeria</b>							

<sup>1</sup> 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.

**7. Location and size of Mobile Switching Centre (MSC) as at December 31, 2011:**

<i>Location Of Additional MSC</i>		<i>Installed Capacity Of MSC</i>
<i>Town/City</i>	<i>State</i>	

*\* Please use additional paper if required.*

**8. Infrastructure Deployment:**

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed</i>	
	<i>As at December 2010</i>	<i>As at December 2011</i>
Long Distance Cable Network (in Km)		
Fibre Optics Network (in Km): a) On-land b) Submarine		
Microwave Radio (in Km)		
Number of Trunks (E1) in use		
Number of Leased Lines in use		
Number of Gateways in use		

**SECTION C: SUBSCRIBER & SERVICES DATA**

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

S/N	Subscriber Category	Number of Subscribers( as at 31 <sup>st</sup> 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 <sup>2</sup>		

**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 <sup>st</sup> December)	
		2010	2011
(a)	Voice		
(b)	SMS		
(c)	MMS		
(d)	Internet <sup>3</sup>		
(e)	Voicemail		
(f)	Blackberry Services		
(g)	Others (Please Specify)		

<sup>2</sup> 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

<sup>3</sup> 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 Traffic<sup>4</sup>

<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>
<b>2010</b>	Outgoing			
	Incoming			
	Transit			
<b>2011</b>	Outgoing			
	Incoming			
	Transit			

(b) Mobile to Fixed Traffic<sup>5</sup>

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

(c) Mobile to Mobile Traffic<sup>6</sup>

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

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

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

<sup>6</sup> 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/Region<sup>7</sup>]:

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

(e) Incoming International minutes to Mobile Network Classification by Country/Region<sup>8</sup>:

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

<sup>7</sup> Number of mobile minutes originating in the country to destinations outside the country to any destination.

<sup>8</sup> 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 31<sup>st</sup> December)</i>	
	<i>2010</i>	<i>2011</i>
SMS Sent <sup>9</sup>		
SMS International <sup>10</sup>		
Transit		
<i>Total</i>		

**13b. SMS Messages: Incoming**

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

**13c. MMS<sup>12</sup> Messages:**

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

<sup>9</sup> Total number of mobile SMS sent both to national and international destinations.

<sup>10</sup> Total number of mobile SMS sent to international destinations.

<sup>11</sup> Total number of mobile SMS sent to international destinations.

<sup>12</sup> 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.)**

<b>Class of Tariff</b>	<b>Rates (as at Dec 31, 2011) (=N=)</b>
<b>Local - Mobile to Mobile<sup>13</sup></b> On-net classic - Peak On-net classic - Off Peak Off-net classic - Peak Off-net classic - Off Peak	
<b>Local - Mobile To Fixed<sup>14</sup></b> On-net classic - Peak On-net classic - Off Peak Off-net classic - Peak Off-net classic - Off Peak	
<b>Local -SMS<sup>15</sup></b> On-net Off-net	
<b>International Call Rates:</b> UK United States, Canada & North America Europe South America/Caribbean Asia/Pacific Africa Middle East	
<b>International SMS</b>	

<sup>13</sup> 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]

<sup>14</sup> 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]

<sup>15</sup> 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)?			
<b><i>Customer Care Centres/Agents</i></b>		<b><i>As At December 2011</i></b>	
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 <sup>st</sup> 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		
	<b>Total</b>		

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

S/N	Cost Centre	Amount (N= million) ( as at 31 <sup>st</sup> 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		
	<b>Total</b>		

18. Assets: (=N= million)

<i>Item</i>	<i>2010</i>	<i>2011</i>
<b>a. Fixed Assets</b>		
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>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>		

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

<i>Item</i>	<i>2010</i>	<i>2011</i>
Account repayable to:		
<b>a. Nigerian Creditors</b>		
-short-term within one 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*

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

<i>Item</i>	<b>2010</b>	<b>2011</b>
a. Foreign <sup>16</sup>		
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) <sup>17</sup>		
<b>TOTAL</b>		

**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>	<b>2010</b>	<b>2011</b>
Wages & Salaries		
Supplementary Benefit		
Total		

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

<sup>17</sup> 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

