



INFORMATION REQUEST NOTICE

**2013 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, 2013.

<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, 2013.

<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>							

7. Location and size of Mobile Switching Centre (MSC) as at December 31, 2013:

<i>Location Of Additional MSC</i>		<i>Installed Capacity Of MSC (Values in Numerics)</i>
<i>Town/City</i>	<i>State</i>	

*\* Please use additional paper if required.  
 \*Data should be in numerical value*

**8. Infrastructure Deployment:**

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed</i>	
	<i>As at December 2012</i>	<i>As at December 2013</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 (in Numeric)		
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)	
		2012	2013
(a)	Installed capacity		
(b)	Connected Lines:		
(c)	Active Subscriptions: Prepaid Post-paid		
(d)	Total Active Subscriptions		
(e)	Total Number of Active Subscriptions Per State		
(f)	Total Number of Active Subscriptions Per Region <b>Region:</b> <ul style="list-style-type: none"> <li>• South South</li> <li>• South West</li> <li>• South East</li> <li>• North West</li> <li>• North East</li> <li>• North Central</li> </ul>		
(g)	Number of mobile cellular subscriptions with access to data communications at broadband speed <sup>1</sup>		

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

Total Number of Registered SIM- Based Subscribers (as at Dec 2013)	
Total Number of Registration Centres (as at Dec 2013)	
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)
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<sup>1</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

		2012	2013
(a)	Voice		
(b)	SMS		
(c)	MMS		
(d)	Internet <sup>2</sup>		
(e)	Number of Internet Users Per Subscription		
(f)	Number of Internet Users Per Region <i>Region:</i> <ul style="list-style-type: none"> <li>• South South</li> <li>• South West</li> <li>• South East</li> <li>• North West</li> <li>• North East</li> <li>• North Central</li> </ul>		
(g)	Speed of the Internet delivered to subscriptions		
(h)	Voicemail		
(i)	Blackberry Services		
(j)	Others (Please Specify)		

**SECTION D: TRAFFIC DATA**

**12. Voice Traffic:**

(a) **Local and National Telephone Traffic**<sup>3</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>2012</b>	Outgoing			
	Incoming			
	Transit			
<b>2013</b>	Outgoing			
	Incoming			
	Transit			

<sup>2</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.

<sup>3</sup> This is the total number of minutes made by mobile subscribers within a country[including minutes to fixed telephone /CDMA/mobile phones subscribers]

(b) Mobile to Fixed Traffic<sup>4</sup>

Type Of Traffic	2012	2013
Outgoing		
Incoming		
<b>Total</b>		

(c) Mobile to Mobile Traffic<sup>5</sup>

Type Of Traffic	2012	2013
Outgoing		
Incoming		
<b>Total</b>		

(d) Outgoing/Originating Mobile Minutes To International [Classification By Country/Region<sup>6</sup>]

Country/Region	Amount (In Paid Minutes)	
	2012	2013
United Kingdom		
United States Canada & North America		
Europe		
South America/Caribbean		
Asia/Pacific		
Africa		
Middle East		
<b>Total</b>		

<sup>4</sup> Number of mobile minutes made from mobile subscribers to fixed networks [within the country]

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

<sup>6</sup> Number of mobile minutes originating in the country to destinations outside the country to any destination.

(e) Incoming International minutes to Mobile Network Classification by Country/Region<sup>7</sup>:

Country/Region	Amount (In Paid Minutes)	
	2012	2013
United Kingdom		
United States Canada & North America		
Europe		
South America/Caribbean		
Asia/Pacific		
Africa		
Middle East		
<i>Total</i>		

(f) Number of Roaming minutes

Type Of Traffic	2012	2013
In-coming		
Out going		
<i>Total</i>		

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

13a. SMS Messages: Outgoing

Type	Number ( As At 31 <sup>st</sup> December)	
	2012	2013
SMS Sent <sup>8</sup>		
SMS International <sup>9</sup>		
Transit		
<i>Total</i>		

<sup>7</sup> Number of incoming minutes [fixed and mobile] received by mobile networks from another country.

<sup>8</sup> Total number of mobile SMS sent both to national and international destinations.

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



**13b. SMS Messages: Incoming**

<i>Type</i>	<i>Number ( As At 31<sup>st</sup> December)</i>	
	<i>2012</i>	<i>2013</i>
SMS Received		
SMS International <sup>10</sup>		
Transit		
<i>Total</i>		

**13c. MMS<sup>11</sup> Messages:**

<i>Type</i>	<i>Number ( As At 31<sup>st</sup> December)</i>	
	<i>2012</i>	<i>2013</i>
Outgoing		
Incoming		
Transit		
<i>Total</i>		

**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, 2013) (=N=)</b>
<b>Local - Mobile to Mobile<sup>12</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>13</sup></b> On-net classic - Peak On-net classic - Off Peak Off-net classic - Peak Off-net classic - Off Peak	

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

<sup>11</sup> Total number of MMS sent, both to national and international destinations.

<sup>12</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>13</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]

<b>Local -SMS<sup>14</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>		
<b>Price of a SIM Card</b>		
<b>Name &amp; Price of Data Plan</b>	<i>Name of Plan</i>	<i>Price</i>
250MB 500MB 1G		
<b>Price per additional megabyte (MB) of Internet Data downloaded once allotted limit is used up</b>		
<b>Maximum Amount of Internet Data in Megabyte (MB) that can be transferred within 30days included in the data plan</b>  250 MB 500MB 1G		
<b>Advertised maximum download speed associated with the different data plans</b>		

<sup>14</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 2013</i></b>	
<b><i>TOTAL</i></b> Number of Customers Care Centres across Nigeria			
<b><i>TOTAL</i></b> 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			
<b><i>Location</i></b>		<b><i>Address and Phone Numbers</i></b>	
<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)	
		2012	2013
(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)	
		2012	2013
(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>2012</i>	<i>2013</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>2012</i>	<i>2013</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>2012</b>	<b>2013</b>
a. Foreign <sup>15</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>16</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 (2013)</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>2012</b>	<b>2013</b>
Wages & Salaries		
Supplementary Benefit		
Total		

<sup>15</sup> Annual investments coming from foreign sources also referred to as foreign direct investments [FDIs].

<sup>16</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 J: IMPRESSIONISTIC QUESTIONS**

**25.** State the problems encountered by your company during the period. (Tick as appropriate)

- (i) Business outlook
  - (A) Bright
  - (B) Gloomy
  - (C) Uncertainty

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

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## SECTION K: CHALLENGES

26. 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

**SECTION L:        REMARKS**

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

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*Thank You.*