



INFORMATION REQUEST NOTICE

**2015 YEAR END**

**TO ALL FIXED TELEPHONY OPERATORS  
(FIXED WIRELESS & FIXED WIRED)**

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

**SECTION A:            CONTACT & GENERAL 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): .....
- (d)    Fax: .....
- (e)    E-mail Address: .....

**3.    *Date of Commencement of Service:* .....**

4. *Scope Licence Coverage Area:*

National .....

Regional (Specify) .....

**SECTION B: NETWORK DATA**

5. *Switching, Transmission & Network Capacity as at 31<sup>st</sup> December 2015.*  
*(Please use extra paper if required):*

<i>Location of Exchange</i>	<i>Access Mode</i>		<i>Switching Technology</i>		<i>Installed Capacity</i>		<i>Number of Subscribers</i>	
	<i>Wire line</i>	<i>Wireless</i>	<i>Analog</i>	<i>Digital</i>	<i>Analog</i>	<i>Digital</i>	<i>Analog</i>	<i>Digital</i>

6. Number of Base Stations as at December 31, 2015.

<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>							

7. *Infrastructure Deployment:*

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed (As At 31<sup>st</sup> December)</i>	
	<i>2014</i>	<i>2015</i>
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 <i>(values in numerics)</i>		
Number of Gateways in use		

SECTION C: SUBSCRIBER & SERVICES DATA

8. *Type and Number of Subscribers:*

<i>S/N</i>	<i>Subscriber Category</i>	<i>Number of Subscribers ( as at 31<sup>st</sup> December)</i>	
		<i>2014</i>	<i>2015</i>
1.	Installed Capacity		
2.	Connected Lines		
3.	Active Lines		
4.	Government: a) Post-paid b) Prepaid		
5.	Private Business a) Post-paid b) Prepaid		
6.	Residential a) Post-paid b) Prepaid		

7.	<p style="text-align: center;"><b>Total Active</b></p> <p style="text-align: center;"><b>a) Post-paid</b></p> <p style="text-align: center;"><b>b) Prepaid</b></p>		
8.	Total Number of Active Subscriptions Per State		
9.	<p>Total Number of Active Subscriptions Per Region</p> <p><b>Region:</b></p> <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>		
10.	Number of subscriptions with Access to Data Communications at Broadband Speed <sup>1</sup>		

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

S/N	Service Category		Number of Subscribers( as at 31 <sup>st</sup> December)	
			2014	2015
1.	Voice	Fixed Wireless		
		Fixed		
2	SMS			
3.	Internet <sup>2</sup>			
4.	Number of Internet Users Per State			
5.	<p>Number of Internet Users Per Region</p> <p><b>Region:</b></p> <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>			

<sup>1</sup> This is the number of subscriptions to fixed 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 fixed broadband subscriptions and not active subscriptions.

<sup>2</sup> 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

6.	Speed of the Internet delivered to subscriptions		
7.	Voicemail		
8.	Fax		
9.	VoIP		
10.	Others (Please Specify)		

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

Total Number of Registered SIM- Based Subscribers (as at Dec 2015)		
Total Number of Registration Centres (as at Dec 2015)		
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>	

**SECTION D: TRAFFIC DATA**

**11. *Voice Traffic:***

**(a) *Local and National Telephone Traffic***

Period	Type Of Traffic	Amount Of Traffic (In Paid Minutes)		
		<i>Local</i>	<i>National</i>	<i>Total</i>
2014	Outgoing			
	Incoming			
	Transit			
2015	Outgoing			
	Incoming			
	Transit			

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

<i>Type Of Traffic</i>	2014	2015
Outgoing		
Incoming		
<b>Total</b>		

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

Country/Region	Amount (In Paid Minutes)			
	2014		2015	
	Outgoing	Incoming	Outgoing	Incoming
United Kingdom				
United States, Canada & North America				
Europe				
South America/Caribbean				
Asia/Pacific				
Africa				
Middle East				
<b>Total</b>				

12. **Text messages:**

Type	Number( As At 31 <sup>st</sup> December)	
	2014	2015
Outgoing		
Incoming		
<b>Total</b>		

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

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

Class of Tariff	Rates (as at Dec 31, 2015) (=N=)
Local	

<b>International Call Rates:</b> UK United States, Canada & North America Europe South America/Caribbean Asia/Pacific Africa Middle East		
<b>Price of a SIM Card</b>		
<b>Name &amp; Price of Data Plan</b> <i>(please specify for each category of data plan)</i>	<i>Name of Plan</i>	<i>Price</i>
<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 30 days included in the data plan</b> <i>(please specify for each category of data plan)</i>		
<b>Advertised maximum download speed associated with the different data plans</b>		



**SECTION F: CONSUMER ISSUES**

<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 2015</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 and indicate accordingly rather than leave blank.**

**14. Revenue:**

S/N	Revenue Source	Amount (₦ million) ( as at 31 <sup>st</sup> December)	
		2014	2015
1.	Connection Charges		
2.	Access Charges		
	a. Local		
3.	Monthly Subscription		
4.	Voice Calls		
	a. Local		
	b. International		
6.	Data services		
5.	Other Services		
	<b>Total</b>		

**15. Operating Costs:**

S/N	Cost Centre	Amount (₦ million) ( as at 31 <sup>st</sup> December)	
		2014	2015
1.	Personnel		
2.	Interconnection, - Local		
	- International		
3.	Energy (electricity, etc)		
4.	Recharge Cards cost		
5.	International bandwidth cost		
	a. Satellite		
	b. Undersea Cable		
	c. Others		
6.	Spares		
7.	Others		
	<b>Total</b>		

16. *Assets (=N= million)*

ITEM	2014	2015
<b>A. Fixed Assets(<i>less depreciation</i>)</b>		
Switching Equipment		
Transmission Equipment		
Motor Vehicles		
Air-interface Equipment (BTS etc)		
Cellsite Towers and Masts		
Land & Building		
IT Equipment		
Electricity/ Generator		
Other Fixed Assets		
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 (Prepayments)</b>		
Consultancy, Insurance and Pension Funds		
Miscellaneous		
<b>Total</b>		

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

<i>Item</i>	2014	2015
<i>Account repayable to:</i>		
<b>a. Nigerian Creditors</b>		
<i>-short-term within one year</i>		
<i>-medium term within 2-5 years</i>		
<i>-long term over 5 years</i>		
<b>b. Banks and other Financial institutions</b>		
<i>Commercial Papers</i>		
<i>Bankers Acceptances</i>		
<i>Overseas Creditors</i>		
<i>Equity</i>		
<i>-Paid up Capital</i>		
<i>-Reserves</i>		
<i>-Others</i>		
<b>c. Other Liabilities</b>		
<b>TOTAL</b>		

*\* Please use additional paper if required*

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

<i>Item</i>	2014	2015
<b>TOTAL</b>		

**SECTION H: STAFF PROFILE AND COMPENSATION**

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

S/N	Category of Staff	Number of Staff (2015)			
		Nigerian		Expatriate	
		Male	Female	Male	Female
1.	Managerial				
2.	Senior Technical				
3.	Junior Technical				
4.	Others				
	<i>Total</i>				

**SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY**

**20. e-Transaction:**

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

*NA → Not Applicable*

**21. Ownership of ICT**

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

**SECTION J: BUSINESS OUTLOOK QUESTIONS**

**21.** 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 K: Challenges

<i>Please indicate the major challenges facing your Organization, Please Select Applicable Options (0 for low and 5 for high)</i>	<i>Rating</i>					
	<i>Low</i>			<i>High</i>		
Achieving adequate bandwidth	0	1	2	3	4	5
Insufficient trunks (E1s/leased lines, etc)	0	1	2	3	4	5
Quality of service	0	1	2	3	4	5
Logistics and network operations	0	1	2	3	4	5
Interconnectivity	0	1	2	3	4	5
Security (Hackers and network abuse)	0	1	2	3	4	5
Access to capital and funding	0	1	2	3	4	5
High cost of funds	0	1	2	3	4	5
Staff loyalty and retention	0	1	2	3	4	5
Inadequate skilled manpower	0	1	2	3	4	5
Unfair competition	0	1	2	3	4	5
Inadequate industry regulation	0	1	2	3	4	5
Low level of patronage	0	1	2	3	4	5
Customer churn (migration of users to other networks)	0	1	2	3	4	5
Knowing what users want	0	1	2	3	4	5
Appropriate pricing of services	0	1	2	3	4	5
User or subscriber ignorance	0	1	2	3	4	5
Poor national infrastructure (utilities)	0	1	2	3	4	5
Physical security (staff and equipment)	0	1	2	3	4	5
High duty and tariffs on imports	0	1	2	3	4	5
Multiple taxation	0	1	2	3	4	5
Deregulation and privatization	0	1	2	3	4	5

SECTION L:        REMARKS

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

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*Thank You.*