



INFORMATION REQUEST NOTICE

2018 YEAR END

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

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

NAME OF OPERATOR.....

SECTION A: CONTACT & GENERAL INFORMATION

1. Company Details:

Legal Name:	
Operating Or Trade Name:	
Address:	
City:	State:
Telephone(s):	Fax:
Email:	Website:
List corporate branches below (if any)	

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 License Coverage Area:

- National
- Regional (Specify)

SECTION B: NETWORK DATA

5. *Switching, Transmission & Network Capacity as at 31st December 2018.*

(Please use extra paper if required):

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

6. *Number of Base Stations as at December 31, 2018.*

<i>Base Station (please specify the number of base station fully owned and managed by your company):</i>							
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							

7. *Infrastructure Deployment:*

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed (As At 31st December)</i>	
	<i>2017</i>	<i>2018</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 31st December)</i>	
		<i>2017</i>	<i>2018</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	Total Active a) Post –paid b) Prepaid		
8.	Total Number of Active Subscriptions Per State		
9.	Total Number of Active Subscriptions Per Region Region: <ul style="list-style-type: none"> • South South • South West • South East • North West • North East • North Central 		
10.	Number of subscriptions with Access to Data Communications at Broadband Speed ¹		

9. Number of Subscribers by Services offered:

S/N	Service Category		Number of Subscribers(as at 31 st December)	
			2017	2018
1.	Voice	Fixed Wireless		
		Fixed		
2	SMS			
3.	Internet ¹			
4.	Number of Internet Users Per State			
5.	Number of Internet Users Per Subscription			
6.	Number of Internet Users Per Region: <ul style="list-style-type: none"> • South South • South West • South East • North West • North East • North Central 			

¹This 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

7.	Average Speed of the Internet delivered		
8.	Voicemail		
9.	Fax		
10.	VoIP		
11.	Others (Please Specify)		
Total Fixed [Wired] Internet Subscriptions²			
(a)	Number of Users Per Fixed [Wired] Internet Subscriptions		
(b)	Average Number of Users Per Fixed Internet Subscriptions [Broadband]		
Cable Modem Internet Subscriptions			
(c)	Average Number of Users Per Cable Modem Internet Subscriptions		
(d)	DSL Internet Subscriptions		
(e)	Fiber-To-The-Home/Building ³		
(f)	Other Fixed [Wired] Broadband Internet Subscriptions ⁴		
Total Wireless Broadband Subscriptions			
(g)	Average Number of Users Per Fixed Wireless Broadband Internet Subscriptions		
(h)	Fixed (Wired) – Broadband internet traffic [Exabyte]		
Total number of Terrestrial Subscriptions [Fixed & Fixed Wireless]			
(i)	Total number of satellite internet subscribers		
Dedicated Mobile Subscriptions⁵			
(k)	Average Number of dedicated Users Per Dedicated Mobile Subscriptions		

² The number of total Internet subscriptions with fixed [wired] Internet access, which includes dial-up and total fixed [wired] broadband subscriptions, only active subscriptions that have used the system within the past 3 months should be included. ³ The number of Internet Subscriptions using fiber to the home or fiber to the building with downstream speeds equal to or greater than 256kb/s. This should include subscriptions where fiber goes directly to the subscribers' premises or fiber to the building subscriptions which terminate no more than 2 meters from an external wall of the building. Fiber to the cabinet and fiber to the node are excluded.

⁴ Internet Subscriptions using other fixed [wired] broadband technologies to access the Internet [other than DSL, Cable modem and Fiber] with downstream speeds equal to, greater than 256kbit/s. This does not include Hotspots subscribers. ⁵ 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.

(l)	Number of Internet Users Per State		
Bundled Telecommunication Services			
(m)	Subscriptions to fixed-broadband and fixed-telephone bundles		
Number Of Subscribers By Internet Speed			
(n)	256 kbps -2 mbps		
(o)	2 mbps-10mbps		
(p)	10mbps & above		
(q)	Total Number of 3G Subscriptions		
(r)	4G & above		
(s)	Subscriber Matrix <ul style="list-style-type: none"> ✓ Government ✓ NGOs ✓ Multinationals ✓ Schools & Research Institutions ✓ Residential/Individual ✓ Private Businesses ✓ Cybercafés ✓ Hospitals & Medical Research ✓ Public Libraries ✓ Military ✓ Public Security Services ✓ Others [Please Specify] 		

10. Number of Registered SIM-Based Subscribers & Registration Centre's (CDMA)

Total Number of Registered SIM- Based Subscribers (as at Dec 2018)	
Total Number of Registration Centre's (as at Dec 2018)	
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)		
		Local	National	Total
2017	Outgoing			
	Incoming			
	Transit			
2018	Outgoing			
	Incoming			
	Transit			

(b) Fixed to Mobile Traffic

Type of Traffic	2017	2018
Outgoing		
Incoming		
Total		

(c) International Voice Traffic Classification by Country/Region

Country/Region	Amount (In Paid Minutes)			
	2017		2018	
	Outgoing	Incoming	Outgoing	Incoming
United Kingdom				
United States, Canada & North America				
Europe				
South America/ Caribbean				
Asia/Pacific				
Africa				
Middle East				
Total				

12. *Text messages*

Type	Number (As At 31 st December)	
	2017	2018
Outgoing		
Incoming		
Total		

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.)*

<i>Class of Tariff</i>	<i>Rates (as at Dec 31, 2018) (=N=)</i>	
Local		
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 <i>(please specify for each category of data plan)</i>	<i>Name of Plan</i>	<i>Price</i>
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 <i>(please specify for each category of data plan)</i>		
Advertised maximum download speed associated with the different data plans		

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 Centre's)		
<i>Customer Care Centre's \ Agents</i>	<i>As At December 2018</i>	
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		
<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 and indicate accordingly rather than leave blank.

14. Revenue:

S/N	Revenue Source	Amount (N million as at 31 st December)	
		2017	2018
1.	Connection Charges		
2.	Access Charges		
	a) Local		
	b) International		
3.	Monthly Subscription		
4.	Voice Calls		
	a) Local		
	b) International		
5.	Data Services		
6.	Other Services		
	Total		

15. *Operating Costs:*

<i>S/N</i>	<i>Cost Centre</i>	<i>Amount (N million as at 31st December)</i>	
		<i>2017</i>	<i>2018</i>
<i>1.</i>	<i>Personnel</i>		
<i>2.</i>	<i>Interconnection</i>		
	<i>a) Local</i>		
	<i>b) International</i>		
<i>3.</i>	<i>Energy (electricity, etc)</i>		
<i>4.</i>	<i>Recharge cards cost</i>		
<i>5.</i>	<i>International Bandwidth cost</i>		
	<i>a) Satellite</i>		
	<i>b) Undersea Cable</i>		
	<i>c) Others</i>		
<i>6.</i>	<i>Spares</i>		
<i>7.</i>	<i>Others</i>		
	<i>Total</i>		

16. *Assets (=N= million)*

ITEM	2017	2018
A. Fixed Assets(<i>less depreciation</i>)		
Switching Equipment		
Transmission Equipment		
Motor Vehicles		
Air-interface Equipment (BTS etc)		
Cell site Towers and Masts		
Land & Building		
IT Equipment		
Electricity/ Generator		
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 (Prepayments)		
Consultancy, Insurance and Pension Funds		
Miscellaneous		
Total		

17. Liabilities: (=N= million)

<i>Item</i>	<i>2017</i>	<i>2018</i>
<i>Account repayable to:</i>		
<i>a. Nigerian Creditors</i>		
<i>-short-term within one year</i>		
<i>-medium term within 2-5 years</i>		
<i>-long term over 5 years</i>		
<i>b. Banks and other Financial institutions</i>		
<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>		
<i>c. Other Liabilities</i>		
TOTAL		

** Please use additional paper if required*

18. Investments: (=N= million)

<i>Item</i>	<i>2017</i>	<i>2018</i>
TOTAL		

SECTION H: STAFF PROFILE AND COMPENSATION19. *Category and Number of Staff:*

S/N	Category of Staff	Number of Staff (2018)			
		Nigerian		Expatriate	
		Male	Female	Male	Female
1.	Managerial				
2.	Senior Technical				
3.	Junior Technical				
4.	Others				
	Total				

SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY20. *e-Transaction:*

Item	Yes	No	NA
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*):

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>		
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
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 L: REMARKS

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

Thank You