



INFORMATION REQUEST NOTICE

2023 YEAR END

TO ALL INTERNET SERVICE PROVIDERS

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

NAME OF OPERATOR

SECTION A. CONTACT INFORMATION

1. Company Details:

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

3. Date of Commencement of Service:

4. Operational Status:

		<i>(as at 31st December)</i>	
		2022	2023
6a.	Total Connected Internet Subscriptions (Sum of All Active & Inactive Subscriptions on the network)		
6b.	Total Active Internet Subscriptions (i.e. within 90 days window and this should be the sum of (c) & (d) below.)		
6c.	Active Internet Subscriptions- Corporate (Government, Offices, Business Connections)		
	i. Wired Subscriptions		
	ii. Wireless Subscriptions		
6d.	Active Internet Subscriptions- Retail (Households & Individuals)		
	i. Wired Subscriptions		
	ii. Wireless Subscriptions		
6e.	No. of Prepaid subscribers		
6f.	No. Postpaid subscribers		
6g.	Data Usage / Consumption in Terabyte (TB) (sum of upload & download)		
6h.	Number of Internet Users Per State		
6i.	Number of Internet Users Per Region: <ul style="list-style-type: none"> • <i>South South</i> • <i>South West</i> • <i>South East</i> • <i>North West</i> • <i>North East</i> • <i>North Central</i> 		
6j.	Number Of Subscribers By Internet Speed		
	Average Internet Speed delivered to subscribers		
(i)	256kbps < 2mbps		
(ii)	2mbps -10mbps		
(iii)	10mbps & above		
6k.	Subscriber Matrix- (as seen in (c) & (d) above	2022	2023

a. CORPORATE:		
✓ Government		
✓ NGOs		
✓ Multinationals		
✓ Schools & Research Institutions		
✓ Cybercafés		
✓ Hospitals & Medical Research		
✓ Public Libraries		
✓ Military		
✓ Public Security Services		
✓ Others [Please Specify]		
TOTAL		
b. RETAIL:		
✓ Residential\Households\Individual		
TOTAL		

❖ *The sum of the subscriber matrix must tally with the sum of the total active subscriptions*

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

7. Retail Tariffs: Please, attach your detail tariffs for different packages

Class of Tariff	Rates (as at Dec 31, 2023) (=N=)	
Fixed [Wired]Broadband Internet Connection Charge ⁸		
Fixed [Wired] Broadband Internet Monthly subscription ⁹		
Fixed [Wired] Broadband speed [Mbits] ¹⁰		
Fixed [Wired] Broadband _Price Cap		
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		

- ❖ *(Prepaid, post-paid, indicating types of technology used to deploy services e.g. Dial-up, fixed, cable, etc.)*
- ❖ *The initial one-time charge for a new fixed [wired] broadband Internet connection. The tariffs should represent the cheapest fixed [wired] broadband entry plan [Tax inclusive]*
- ❖ *The monthly subscription charge for fixed [wired] broadband Internet service. Fixed [wired] broadband is considered any dedicated connection to the Internet at downstream speeds equal to or greater than 256bits/s using DSL [Tax inclusive and this is only applicable to 256kbit/s speed]*
- ❖ *Fixed [wired] broadband speed [Mbits] represents the advertised maximum theoretical download speed and not speeds guaranteed to users.*
- ❖ *Maximum amount of data [Gigabytes] that can be transferred within a month that is included in the fixed [wired] broadband subscription.*
- ❖ *Price per additional data download [Gigabytes] once the monthly allotted limit of the fixed [wired] broadband subscription is used.*
- ❖ *Active Subscriptions should be the Total Active Subscription Sum of i. Corporate and Retail; ii. Wired & Wireless; iii. Postpaid & Prepaid as seen in 6c, 6d, 6e & 6f.*

9. SECTION E: CONSUMER PRACTICE REGULATIONS

Customer Care Centres\Agents	As At December 2023
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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 F: FINANCIAL DATA

Please ensure all sections are duly completed. Where exact figures are not available, please provide estimates rather than leave blank.

10. Revenue: (=N= million)

S/N	Revenue Source	Amount (N million as at 31 st December)	
		2022	2023
(a)	Initial Connection Charges		
(b)	Monthly Subscription		
(c)	Data Services		
(d)	Wireless Broadband Services		
(e)	Fixed Broadband Services		
(f)	Other Services		
	Total		

- ❖ Revenues from all data services such as data communications[e.g. packet switching, Internet access, mobile Broadband]
- ❖ Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.
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11. Operating Costs: (=N= Million)

<i>S/N</i>	<i>Cost Centre</i>	<i>Amount (N million as at 31st December)</i>	
		<i>2022</i>	<i>2023</i>
1.	<i>Personnel</i>		
2.	<i>Interconnection</i>		
	<i>a) Local</i>		
	<i>b) International</i>		
3.	<i>Energy (electricity, etc)</i>		
4.	<i>Recharge cards cost</i>		
5.	<i>International Bandwidth cost</i>		
	<i>a) Satellite</i>		
	<i>b) Undersea Cable</i>		
	<i>c) Others</i>		
6.	<i>Spares</i>		
7.	<i>Others</i>		
	<i>Total</i>		

12. Assets: (=N= million)

<i>Item</i>	2022	2023
a. Fixed Assets(<i>less depreciation</i>)		
Network Equipment		
Transmission Equipment/Facilities		
Motor Vehicles		
Land & Building		
IT Equipment		
Electricity Generators		
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		
Consultancy, Insurance and Pension Funds		
Miscellaneous		
TOTAL		

13. Liabilities: (=N= million)

<i>Item</i>	2022	2023
Account repayable to:		
a. Nigerian Creditors		
- Short-term within 1 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*

14. Investments: (=N= million)

<i>Item</i>	2022	2023
TOTAL		

❖ *Annual Investments in telecommunication services refers to the investment during the financial year made by licensees providing telecommunications network and / or service for acquiring or upgrading telecommunication assets (CAPEX)*

SECTION G: STAFF PROFILE

15. Category and Number of Staff:

<i>S/N</i>	<i>Category of Staff</i>	Number of Staff (2023)			
		<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				
	Total				

SECTION J: BUSINESS OUTLOOK QUESTIONS

18. *State the problems encountered by your company during the period.*

(i) Give reasons (*use additional papers if required*):

SECTION k: CHALLENGES

19. 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 Subscribers 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
26. Others (Please specify)						

SECTION K: REMARKS

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

Thank You.