



INFORMATION REQUEST NOTICE

2023 YEAR END

VALUE ADDED SERVICE PROVIDERS

Pursuant To Sections 64-66 of the Nigerian Communications Act, 2003.

NAME OF OPERATOR: _____

*Applicable to all Value Added-Service Providers
(Aggregators, Short Code, Special Numbers, Call Centers, and Call Directory).*

SECTION A. CONTACT INFORMATION

1. Company Details:

| | |
|---|----------|
| Legal Name: | |
| Operating Or Trade Name: | |
| Address: | |
| City: | State: |
| Telephone(s): | |
| Email: | Website: |
| Exact Type of Service Provided: | |
| <i>List corporate branches below (if any)</i> | |

2. Contact Person/Focal Point

- (a) Name:
- (b) Designation:
- (c) Telephone (local): Fixed: Mobile:.....
- (d)
- (e) E-mail Address:

3. Date of Commencement of Service:

4. Operational Status:

SECTION B. COVERAGE DATA

5. List locations of service coverage (Geographic Information):

| <i>Coverage area (please specify all the states where company has network operations and facilities):</i> | | | | | | | |
|---|-----------------|--------------|-----------------|--------------|-----------------|--------------|-----------------|
| <i>State</i> | <i>Presence</i> | <i>State</i> | <i>Presence</i> | <i>State</i> | <i>Presence</i> | <i>State</i> | <i>Presence</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 | | | | | | | |
| Total | | | | | | | |

SECTION C.

6a. Network Statistics

| <i>S/N</i> | <i>Subscriber Category (for each service, please use additional paper if required)</i> | <i>Number of Subscribers (as at 31st December)</i> | |
|------------|--|--|-------------|
| | | <i>2022</i> | <i>2023</i> |
| (a) | Installed capacity(if applicable) | | |
| | | | |
| (b) | Active Subscriptions (within 90 days Revenue Generating Event): | | |

6b. Number of Subscribers as at December 31

| S/N | Short Code Numbers (If Applicable) | Service(s) | Subscriber Base |
|-----|------------------------------------|------------|-----------------|
| | | | |
| S/N | Special Numbers (If Applicable) | | |
| | | | |

6b. Short Code utilization report

| S/N | Short Code | Total number of SMS | Total number of USSD |
|-----|------------|---------------------|----------------------|
| | | | |

6c. Value Added Service (Content using short code)

| | Primary (Aggregator) | Secondary (Aggregator) |
|---|----------------------|------------------------|
| VAS Aggregator Connected to (if applicable) | | |
| | | |
| Physical or Logical Connection to MNO (Yes or No) | | |

6d. Aggregator

| | |
|--|--|
| Number of Content Providers connected to | |
| Number of MNOs integrated to | |

SECTION D:**7. 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) | | |

*** Please use additional paper if required*

SECTION E: FINANCIAL DATA

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

8. Revenue: (=N= Million)

| <i>S/N</i> | <i>Revenue Source</i> | <i>Amount (N million as at 31st December)</i> | |
|------------|-----------------------|--|-------------|
| | | <i>2022</i> | <i>2023</i> |
| <i>(a)</i> | Connection Charges | | |
| <i>(b)</i> | Access Charges | | |
| <i>(c)</i> | Monthly Subscription | | |
| <i>(d)</i> | Data Services | | |
| <i>(e)</i> | Other Services | | |
| | Total | | |

9. 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> |
| <i>1.</i> | Personnel | | |
| <i>2.</i> | Interconnection | | |
| | a) Local | | |
| | b) International | | |
| <i>3.</i> | Energy (electricity, etc) | | |
| <i>4.</i> | International Bandwidth cost | | |
| <i>5.</i> | Spares | | |
| <i>6.</i> | Others | | |
| | Total | | |

10. **Assets: (=N= million)**

| <i>Item</i> | <i>2022</i> | <i>2023</i> |
|--|-------------|-------------|
| a. Fixed Assets(<i>less depreciation</i>) | | |
| Switching Equipment | | |
| Transmission Equipment/Facilities | | |
| Air-Interface Equipment (BTS etc.) | | |
| 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 | | |
| Others | | |
| TOTAL | | |

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

| <i>Item</i> | <i>2022</i> | <i>2023</i> |
|--|-------------|-------------|
| Account repayable to: | | |
| a. Nigerian Creditors | | |
| -short-term within one 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*

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

| <i>Item</i> | <i>2022</i> | <i>2023</i> |
|--------------|-------------|-------------|
| | | |
| | | |
| 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

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

| <i>S/N</i> | <i>Category of Staff</i> | <i>Number of Staff (2023)</i> | | | |
|------------|--------------------------|-------------------------------|---------------|-------------------|---------------|
| | | <i>Nigerian</i> | | <i>Expatriate</i> | |
| | | <i>Male</i> | <i>Female</i> | <i>Male</i> | <i>Female</i> |
| <i>1.</i> | <i>Managerial</i> | | | | |
| <i>2.</i> | <i>Senior Technical</i> | | | | |
| <i>3.</i> | <i>Junior Technical</i> | | | | |
| <i>4.</i> | <i>Others</i> | | | | |
| | <i>Total</i> | | | | |

SECTION H: BUSINESS OUTLOOK QUESTIONS

14. State the problems encountered by your company during the period.

(i) Business outlook (*please state*):

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

SECTION I: CHALLENGES

15. 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 |
| 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. Regulatory delays | 0 | 1 | 2 | 3 | 4 | 5 |
| 27. Other challenges not listed above | 0 | 1 | 2 | 3 | 4 | 5 |

SECTION J: REMARKS

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

Thank You