

**INFORMATION REQUEST NOTICE**

**2019 YEAR END**

**TO ALL OTHER OPERATORS & SERVICE PROVIDERS**

***(For Operators Other Than Mobile & Fixed Telephony, ISPs,)***

***Pursuant To Sections 64–66 Of The Nigerian Communications Commissions Act, 2003.***

***OPERATOR NAME:……………………………………………………………***

**SECTION A. CONTACT INFORMATION**

1. ***Company Details:***

|  |
| --- |
| Legal Name:   |
| Operating Or Trade Name:  |
| Address:  |
| City:  | State:  |
| Telephone(s):  | Fax:  |
| Email:  | Website:  |
| *T*ype of Service Provided:  |
| *List corporate branches below (if any)*  |

1. ***Contact Person/Focal Point (for operating statistics):***
	1. Name: ……………………………………………………………………..
	2. Designation: ………………………………………………………………
	3. Telephone(s): Fixed: …………… Mobile:……………………………..
	4. Fax: ………………………………………………………………...............

(e) E-mail Address: …………………………………………………………..

1. ***Date of Commencement of Service:* …………………………………………..**
2. ***General Information:***
	1. Operational Status: ………………………………………………………..

**SECTION B. NETWORK DATA**

1. ***Coverage of Service(s) – List locations of service coverage (Geographic Information):***

|  |
| --- |
| *Coverage area (please specify all the states where company has network operations and facilities):*  |
| ***State***  | ***Presence***  | ***State***  | ***Presence***  | ***State***  | ***Presence***  | ***State***  | ***Presence***  |
| 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**  |

1. **Infrastructure Deployment:**

|  |  |
| --- | --- |
| **Type Of Infrastructure/** **Transmission Facility**  | **Size Deployed**  |
| ***As At December 2018*** | ***As at December 2019***  |
| Long Distance Cable Network (in Km either leased/owned)  |   |   |
| Fibre Optics Network (in Km either leased/owned): 1. On-land
2. Submarine
 |   |   |
| Microwave Radio (in Km either leased/owned)  |   |   |
| Number of Trunks (E1) in use  |   |   |
| Number of Leased Lines in use  |   |   |
| Number of Gateways in use  |   |   |
| Others  |   |   |

***\*Kindly complete this section if applicable***

1. **Location & Size/types of Masts/Base Stations (for Sales & Installation &**

**Collocation/Infrastructure Sharing Operators).**

|  |
| --- |
| ***Location and size of Mobile Switching Centre (MSC) or Base Transceiver Station Terminal (BTS) sold/ installed as at December 31, 2018.***  |
| ***Location of MSC***  | ***Installed Capacity of MSC***  |
| *Town/City*  | *State*  |
|   |   |   |
|   |   |   |
|   |   |   |
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***\*Kindly complete this section if applicable \* Please use additional paper if required.***

**SECTION C:**  **SUBSCRIBER & SERVICES DATA**

1. **Numbers of Subscriptions**

|  |  |  |
| --- | --- | --- |
| ***S/N***  | ***Subscriber Category*** ***(for each service, please use additional paper if required)***  | ***Number of Subscribers( as at 31st December)***  |
| *2018* | *2019* |
| (a) |  Installed capacity  |   |   |
| (b) |  Connected Subscriptions:  |   |   |
| (c)  | Active Subscriptions:  |   |   |

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

|  |  |  |
| --- | --- | --- |
| ***S/N***  | ***Service Category***  | ***Number of Subscribers( as at 31st December)***  |
| *2018* | *2019* |
| 1.  | Switching Equipment  |   |   |
| 2.  | MSC  |   |   |
| 3.  | Call Directory Services  |   |   |
| 4.  | Tracking Services  |   |   |
| 5.  | Trunk Radio  |   |   |
| 6.  | Metropolitan Fiber  |   |   |
| 7.  | Interconnect Exchange/Internet Exchange Services  |   |   |
| 8.  | Call Center Services  |   |   |
| 9.  | Special Numbering Services  |   |   |
| 10.  | Mobile Value Added Services**[[1]](#footnote-1)**  |   |   |
| 11.  | Others (Please Specify)  |   |   |

**SECTION D: CONSUMER ISSUES**

 **10.**

|  |  |  |
| --- | --- | --- |
| ***Consumer Issues*** | ***Yes*** | ***No*** |
| 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) |  |  |
| ***Customer Care Centre’s\Agents*** | ***As At December 2019*** |
| **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 |  |
| ***Location*** | ***Address and Phone Numbers*** |
| *Town\City* | *State* |  |
|  |  |  |
|  |  |  |
|  |  |  |
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*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.**

1. **Revenue: (=N= million)**

|  |  |  |
| --- | --- | --- |
| ***S/N*** | ***Revenue Source*** | ***Amount (N million as at 31st December)*** |
|  |  | ***2018*** | ***2019*** |
| ***(a)*** | *Connection Charges* |  |  |
| ***(b)*** | *Access Charges* |  |  |
| ***(c)*** | *Monthly Subscription* |  |  |
| ***(d)*** | *Data Services* |  |  |
| ***(e)*** | *Other Services* |  |  |
|  | *Total* |  |  |

1. **Operating Costs: (=N= million)**

|  |  |  |
| --- | --- | --- |
| ***S/N*** | ***Cost Centre*** | ***Amount (N million as at 31st December)*** |
| ***2018*** | ***2019*** |
| ***1.*** | *Personnel* |  |  |
| ***2.*** | *Interconnection* |  |  |
| *a) Local* |  |  |
| *b) International* |  |  |
| ***3.*** | *Energy (electricity, etc)* |  |  |
| ***4.***  | *Recharge cards cost* |  |  |
| ***5.***  | *International Bandwidth cost**a) Satellite**b) Submarine Cable**c) Others* |  |  |
| ***6.*** | *Spares* |  |  |
| ***7.*** | *Others* |  |  |
|  | *Total* |  |  |

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

|  |  |  |
| --- | --- | --- |
| ***Item***  | ***2018*** | ***2019***  |
| **a. Fixed Assets(*less depreciation*)**  |  |  |
|  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  |   |   |
|  |   |   |

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

|  |  |  |
| --- | --- | --- |
| ***Item***  | ***2018*** | ***2019***  |
| 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***

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

|  |  |  |
| --- | --- | --- |
| ***Item***  | ***2018***  | ***2019*** |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
| **TOTAL**  |   |   |

**SECTION G: STAFF PROFILE AND COMPENSATION**

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

|  |  |  |
| --- | --- | --- |
| *S/N* | ***Category of Staff*** | ***Number of Staff (2019)*** |
| ***Nigerian*** | ***Expatriate*** |
| ***Male*** | ***Female*** | ***Male*** | ***Female*** |
| *1.* | *Managerial* |  |  |  |  |
| *2.* | *Senior Technical* |  |  |  |  |
| *3.* | *Junior Technical* |  |  |  |  |
| *4.* | *Others* |  |  |  |  |
|  | *Total* |  |  |  |  |

**SECTION F: INFORMATION AND COMMUNICATIONS TECHNOLOGY**

1. **e-Transaction:**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Item*** ***(Does your organization ;)***  | ***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***

1. **Ownership of ICT**

|  |  |  |
| --- | --- | --- |
| ***S/N***  | ***Item***  |  ***Number/Amount***  |
| (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)  |  |

# SECTION H: BUSINESS OUTLOOK QUESTIONS

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

1. Business outlook *(please state):*

1. *Give reasons (use additional papers if required):*

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# SECTION I: CHALLENGES

**20.  *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 |

# SECTION J: REMARKS

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

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 Thank You

1. This refers generally to various forms of mobile value added services provision including and not limited to; text messages, picture messages, ringtones, graphics, games, mobile internet sites, videos, multimedia etc. [↑](#footnote-ref-1)