

**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*** |
|  |  |  |
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|  |  |  |
|  |  |  |
|  |  |  |
| **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)