

INFORMATION REQUEST NOTICE

**2019 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):

1. Name: ………………………………………………………………………
2. Designation: ………………………………………………………………..
3. Telephone(s): ………………………………………………………………
4. 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 2019.

***(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, 2019.***

|  |
| --- |
| ***Base Station(please specify the number of base station fully owned and managed by your company):***  |
| ***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:

|  |  |
| --- | --- |
| ***Type Of Infrastructure/ Transmission Facility***  | ***Size Deployed (As At 31st December)***  |
| ***2018***  | ***2019*** |
| Cable Network (in Km)  |   |   |
| Fibre Optics Network (in Km) Owned: **NOT Leased**1. On-land
2. Submarine
 |   |   |
| Microwave Radio (in Km)  |   |   |
| Number of Trunks (E1) in use  |   |   |
| Number of Owned Lines in use ***(values in numerics)***  |   |   |
| Number of Gateways in use  |   |   |

**SECTION C: SUBSCRIBER & SERVICES DATA**

### 8. Type and Number of Subscribers:

|  |  |  |
| --- | --- | --- |
| ***S/N***  | ***Subscriber Category***  | ***Number of Subscribers ( as at 31st*** ***December)***  |
| ***2018*** | ***2019***  |
| 1.  | Installed Capacity  |  |  |
| 2.  | Connected Lines  |  |  |
| 3.  | Active Lines  |  |  |
| 4.  | Government: 1. Post-paid
2. Prepaid
 |   |   |
| 5.  | Private Business a) Post-paid b) Prepaid  |   |   |
| 6.  | Residential  a) Post-paid b) Prepaid |   |   |

|  |  |  |  |
| --- | --- | --- | --- |
| 7  |  Total Active 1. Post –paid
2. Prepaid
 |   |   |
| 8.  | Total Number of Active Subscriptions Per State  |   |   |
| 9.  | Total Number of Active Subscriptions Per Region ***Region***: * *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 31st December)***  |
| ***2018*** | ***2019***  |
| 1.  | Voice  | Fixed Wireless  |   |   |
| Fixed  |   |   |
| 2  | SMS  |   |   |
| 3.  | Internet[[1]](#footnote-1)  |   |   |
| 4.  | Number of Internet Users Per State  |   |   |
| 5.  | Number of Internet Users Per Subscription  |   |   |
| 6.   | Number of Internet Users Per Region: * *South South*
* *South West*
* *South East*
* *North West*
* *North East*
* *North Central*
 |
| 7.  | Average Speed of the Internet delivered  |   |   |
| 8.  | Voicemail  |   |   |
| 9.  | Fax  |   |   |
| 10.  | VoIP  |   |   |
| 11.  | Others (Please Specify)  |   |   |
|   | **Total Fixed [Wired] Internet Subscript ions2**  |
| (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 Fixed 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 Subscript ions[Fixed & Fixed Wireless]**  |
| (i) | Total number of satellite internet subscribers  |   |   |

***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 256kbits/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.***

|  |  |
| --- | --- |
|  | **Bundled Telecommunication Services** |
| (m) | Subscriptions to fixed-broadband and fixed-telephone bundles |  |  |
|  | **Number Of Subscribers By Internet Speed**  |
| (n)  | 256 kbps to <2 mbps  |   |   |
| (o) | 2 mbps to < 10mbps |  |  |
| (p) | 10mbps & above  |   |   |
| (q)  | Total Number of 3G Subscriptions  |   |   |
| (r)  | 4G & above  |   |   |
| (s)  | Subscriber Matrix * Government
* NGOs
* Multinationals
* Schools & Research Institutions
* Residential/Individual
* Private Businesses
* Cybercafés
* Hospitals & Medical Research
* Public Libraries
* Military
* Public Security Services
* Others [Please Specify]
 |   |   |

**SECTION D: TRAFFIC DATA**

 10. 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** | **2018** | **2019** |
| **Outgoing** |  |  |
| **Incoming** |  |  |
| **Total** |  |  |

***(c) International Voice Traffic Classification by Country/Region***

|  |  |
| --- | --- |
| **Country/Region** | **Amount (In Paid Minutes)** |
| **2018** | **2019** |
| **Outgoing** | **Incoming** | **Outgoing** | **Incoming** |
| **United Kingdom** |  |  |  |  |
| **United States, Canada & North America** |  |  |  |  |
| **Europe** |  |  |  |  |
| **South America/ Caribbean** |  |  |  |  |
| **Asia/Pacific** |  |  |  |  |
| **Africa** |  |  |  |  |
| **Middle East** |  |  |  |  |
| **Total** |  |  |  |  |

### 11. Text messages (SMS)

|  |  |
| --- | --- |
| Type | Number (As At 31st December) |
|  | **2018** | **2019** |
| Outgoing |  |  |
| Incoming |  |  |
| Total |  |  |

**SECTION E: TARIFF DATA *(Company’s Tariff Plan will suffice for this section)***

### 12. Retail Tariffs: Please, attach your detail tariffs for different packages (Prepaid, Post-Paid, etc.)

|  |  |
| --- | --- |
| ***Class of Tariff***  | ***Rates (as at Dec 31, 2019) (=N=)***  |
| 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** **(*please specify for each category of data plan)***  | ***Name of Plan***  | ***Price***  |
|  |
| **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 (*please specify for each category of data plan)***  |   |
| **Advertised maximum download speed associated with the different data plans**  |   |

**SECTION F: CONSUMER ISSUES**

|  |  |  |
| --- | --- | --- |
| ***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* |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

*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 31st December) |
|  |  | 2018 | 2019 |
| 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:

|  |  |  |
| --- | --- | --- |
| 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 costa) Satelliteb) Undersea Cablec) Others |  |  |
| 6. | Spares |  |  |
| 7. | Others |  |  |
|  | Total |  |  |

### 16. Assets (=N= million)

|  |  |  |
| --- | --- | --- |
| **ITEM**  | ***2018*** | ***2019*** |
| **A. Fixed Assets(*less depreciation*)**  |  |  |
|  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)***

|  |  |  |
| --- | --- | --- |
| ***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***

***18. Total Investments in Telecommunication Services; Network & Infrastructures :( =N= million)***

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

**SECTION H: STAFF PROFILE AND COMPENSATION**

*19. 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 I: BUSINESS OUTLOOK QUESTIONS

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

## (i) Business outlook (Please state):

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

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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### 22. SECTION I: Challenges

|  |  |
| --- | --- |
| ***Please indicate the major challenges facing your Organization, Please Select Applicable*** ***Options (0 for low and 5 for high)***  | ***Rating***  |
| ***Low High***  |
| 1.Achieving adequate bandwidth  | 0  | 1  | 2  | 3  | 4  | 5  |
| 2. Insufficient trunks (E1s/Owned 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

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

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##  Thank You

1. This 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

 [↑](#footnote-ref-1)