



INFORMATION REQUEST NOTICE

**2013 YEAR END**

**TO ALL INTERNET SERVICE PROVIDERS**

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

**SECTION A.      CONTACT INFORMATION**

**1.      Company Details:**

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

**3.      Date of Commencement of Service: .....**

**4.      Operational Status: .....**

**SECTION B: NETWORK DATA**

<b>5.</b>	<b>Network Details</b>	<b>As At December 2013</b>	
<b>(a)</b>	Name of Access Provider		
<b>(b)</b>	Location of Access Provider		
<b>(c)</b>	Installed Subscriber Capacity		
<b>(d)</b>	Bandwidth Capacity		
<b>(e)</b>	Access Speed(s) being offered		
<b>(f)</b>	Number of Points of Presence		
<b>(g)</b>	Locations & Size of Points of Presence <sup>1</sup>		
	<i>Location of Additional PoP</i>		<i>Installed Subscriber Capacity</i>
	<i>Town/City</i>	<i>State</i>	
<b>(h)</b>	Number of Public Wi-Fi and Wi-Max Access Points <sup>2</sup>		
	State	Number	
		Wi-Fi	Wi-Max

<sup>1</sup> please use additional paper if required

<sup>2</sup> Please use additional paper if required

**SECTION C: SUBSCRIBER & SERVICES DATA**

**6. Type and Number of Subscribers:**

S/N	Subscriber Category	Number of Subscribers( as at 31 <sup>st</sup> December)	
		2012	2013
(a)	Total Fixed [Wired] Internet Subscriptions <sup>3</sup>		
(b)	Number of Users Per Fixed [Wired] Internet Subscriptions		
(c)	Total Fixed [Wired] Broadband Internet Subscriptions <sup>4</sup>		
(d)	Average Number of Users Per Fixed [Wired] Broadband Internet Subscriptions		
(e)	Cable Modem Internet Subscriptions <sup>5</sup>		
(f)	Average Number of Users Per Cable Modem Internet Subscriptions		
(g)	DSL Internet Subscriptions <sup>6</sup>		
(h)	Fibre-To-The-Home/Building <sup>7</sup>		
(i)	Other Fixed [Wired] Broadband Internet Subscriptions <sup>8</sup>		
(j)	Total Wireless Broadband Subscriptions <sup>9</sup>		
(k)	Average Number of Users Per Fixed Wireless Broadband Internet Subscriptions		

<sup>3</sup> 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 .

<sup>4</sup> Total fixed [wired] broadband Internet Subscriptions refers to subscriptions to high-speed access to the public Internet [a TCP/IP connection] at downstream speeds equal to or greater than 256kbit/s. This can include for example cable modem, DSL, fibre –to- the-home/building and other fixed [wired] broadband subscriptions.

<sup>5</sup> The number of Internet subscriptions using cable modem [modems attached to cable television networks] services to access the Internet.

<sup>6</sup> The number of Internet subscriptions using Digital Subscriber Line [DSL] services to access the Internet [at downstream speeds greater than or equal to 256kbit/s].DSL is a technology for bringing high-bandwidth information to homes and small businesses over ordinary copper telephone lines.

<sup>7</sup> The number of Internet Subscriptions using fibre to the home or fibre to the building with downstream speeds equal to or greater than 256kbits/s. This should include subscriptions where fibre goes directly to the subscribers' premises or fibre to the building subscriptions which terminate no more than 2 meters from an external wall of the building. Fibre to the cabinet and fibre to the node are excluded.

<sup>8</sup> Internet Subscriptions using other fixed [wired] broadband technologies to access the Internet [other than DSL, Cable modem and Fibre] with downstream speeds equal to, greater than 256kbit/s. This does not include Hotspots subscribers.

<sup>9</sup> Total of Satellite, Terrestrial Fixed Wireless and Terrestrial Mobile Wireless Subscriptions.

(l)	Satellite Subscriptions <sup>10</sup>		
(m)	Terrestrial Fixed Wireless Subscriptions <sup>11</sup>		
(n)	Standard Mobile Subscriptions With The Use Of Data Communications At Broadband Speeds <sup>12</sup>		
(o)	Average Number of Users Per Standard Mobile Subscriptions With The Use Of Data Communications At Broadband Speeds		
(p)	Dedicated Mobile Subscriptions <sup>13</sup>		
(q)	Average Number of Users Per Dedicated Mobile Subscriptions		
(r)	Number of Internet Users Per State		
(s)	Number of Internet Users Per Region  <i>Region:</i> <ul style="list-style-type: none"> <li>• South South</li> <li>• South West</li> <li>• South East</li> <li>• North West</li> <li>• North East</li> <li>• North Central</li> </ul>		
(t)	Number Of Subscribers By Speed		
(i)	256kbps To Less Than 2Mbps Subscriptions <sup>14</sup>		
(ii)	2Mbps To Less Than 10Mbps Subscriptions <sup>15</sup>		
(u)	Subscriber Matrix <ul style="list-style-type: none"> <li>✓ Government</li> <li>✓ NGOs</li> </ul>		

<sup>10</sup> The number of satellite Internet subscriptions with advertised speeds of at least 256kbit/s

<sup>11</sup> The number of terrestrial fixed wireless subscriptions with advertised download of at least 256kbit/s. this could also include fixed WiMax and fixed wireless subscriptions and does not include Hotspots subscriptions.

<sup>12</sup> Only Active users of mobile subscriptions with advertise data speeds of 256kbit/s or greater and which have been used to make an Internet data connection via IP.

<sup>13</sup> Subscriptions to dedicated data services over a mobile network which are purchased separately from voice services either as stand alone services [e.g. a modem/usb] or as an add-on data package to voice service which requires additional subscription.

<sup>14</sup> All fixed [wired] broadband Internet subscriptions with advertised downstream speeds equal to or greater than 256kbit/s and less than 2Mbps.

<sup>15</sup> All fixed [wired] broadband Internet subscriptions with advertised downstream speeds equal to or greater than 2Mbps and less than 10 Mbps

	<ul style="list-style-type: none"> <li>✓ Multinationals</li> <li>✓ Schools &amp; Research Institutions</li> <li>✓ Residential/Individual</li> <li>✓ Private Businesses</li> <li>✓ Cybercafés</li> <li>✓ Hospitals &amp; Medical Research</li> <li>✓ Public Libraries</li> <li>✓ Military</li> <li>✓ Public Security Services</li> <li>✓ Others [Please Specify]</li> </ul>		
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SECTION D: TARIFF DATA (*Company's Tariff Plan will suffice for this section*)

7. Retail Tariffs: Please, attach your detail tariffs for different packages <sup>16</sup>

Class of Tariff	Rates (as at Dec 31, 2013) (=N=)	
Fixed [Wired]Broadband Internet Connection Charge <sup>17</sup>		
Fixed [Wired] Broadband Internet Monthly subscription <sup>18</sup>		
Fixed [Wired] Broadband speed [Mbits] <sup>19</sup>		
Fixed [Wired] Broadband _Cap <sup>20</sup>		
Fixed [Wired] Broadband _Price Cap <sup>21</sup>		
Name & Price of Data Plan	Name of Plan	Price
250MB 500MB 1G		
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  250 MB 500MB 1G		
Advertised maximum download speed associated with the different data plans		

<sup>16</sup> (Prepaid, post-paid, indicating types of technology used to deploy services e.g. Dial-up, fixed, cable, etc.)

<sup>17</sup> 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 ]

<sup>18</sup> 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]

<sup>19</sup> Fixed [wired] broadband speed [Mbits] represents the advertised maximum theoretical download speed and not speeds guaranteed to users.

<sup>20</sup> Maximum amount of data [Gigabytes] that can be transferred within a month that is included in the fixed [wired] broadband subscription.

<sup>21</sup> Price per additional data download [Gigabytes] once the monthly allotted limit of the fixed [wired] broadband subscription is used.

**SECTION E: QUALITY OF SERVICE**

**8. Average time to process new applications for services/repair faults (please tick):**

S/N	Time Frame	New Applications		Repair of Faults	
		as at Dec 31, 2012	as at Dec 31, 2013	as at Dec 31, 2012	as at Dec 31, 2013
(a)	1 day				
(b)	2 - 3 days				
(c)	4 - 5 days				
(d)	6 - 7 days				
(e)	More than 7 days				
(f)	How many applications are on waiting list				

**9. SECTION F: CONSUMER PRACTICE REGULATIONS**

<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 centres)?		
<b><i>Customer Care Centres/Agents</i></b>	<b><i>As At December 2013</i></b>	
<b><i>TOTAL</i></b> Number of Customers Care Centres across Nigeria		
<b><i>TOTAL</i></b> 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		
<b><i>Location</i></b>		<b><i>Address and Phone Numbers</i></b>
<i>Town/City</i>	<i>State</i>	

*\* 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 rather than leave blank.**

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

S/N	Revenue Source	Amount (N million) ( as at 31 <sup>st</sup> December)	
		2012	2013
(a)	Initial Connection Charges		
(b)	Monthly Subscription		
(c)	Data Services <sup>22</sup>		
(d)	Wireless Broadband Services <sup>23</sup>		
(e)	Fixed Broadband Services <sup>24</sup>		
(f)	Other Services		
<b>Total</b>			

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

S/N	Cost Centre	Amount (N million) ( as at 31 <sup>st</sup> December)	
		2012	2013
(a)	Personnel		
(b)	Interconnection; - Local - International		
(c)	Energy (electricity, etc)		
(d)	International bandwidth cost [ <i>Please Specify</i> ]		
(e)	Spares		
(f)	Others		
<b>Total</b>			

<sup>22</sup> Revenues from all data services such as data communications[e.g. packet switching, Internet access, mobile Broadband]

<sup>23</sup> Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.

<sup>24</sup> Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.

12. Assets: (=N= million)

<i>Item</i>	2012	2013
<b>a. Fixed Assets</b>		
Network Equipment		
Transmission Equipment/Facilities		
Motor Vehicles		
Land & Building		
IT Equipment		
Electricity Generators		
Less		
Accumulated Depreciation		
Net Fixed Assets		
<b>b. Current Assets</b>		
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		
<b>c. Other Assets</b>		
Consultancy, Insurance and Pension Funds		
Miscellaneous		
<b>TOTAL</b>		

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

<i>Item</i>	2012	2013
Account repayable to:		
<b>a. Nigerian Creditors</b>		
-short-term within one year		
-medium term within 2-5 years		
-long term over 5 years		
<b>b. Banks and other Financial institutions</b>		
Commercial Papers		
Bankers Acceptances		
Overseas Creditors		
Equity		
-Paid up Capital		
-Reserves		
-Others		
<b>c. Other Liabilities</b>		
<b>TOTAL</b>		

\* Please use additional paper if required

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

<i>Item</i>	2012	2013
a. Foreign <sup>25</sup>		
b. In other Nigerian Corporate		
c. Certificate of Deposits		
d. Bankers Acceptances		
e. Nigerian Govt. Securities		
i. Federal Government		
ii. State Government		
f. Capital Expenditure ( <i>Total Annual Investment</i> ) <sup>26</sup>		
<b>TOTAL</b>		

<sup>25</sup> Annual investments coming from foreign sources also referred to as foreign direct investments [FDIs].

<sup>26</sup> Also referred to as annual capital expenditure, this is the gross annual investment for acquiring property and network. The term investment means the expenditure associated with acquiring the ownership of plant and property including intellectual and non-tangible such as computer software etc. This also includes expenditure on initial installations and on additions to existing installations.

**SECTION H: STAFF PROFILE AND COMPENSATION**

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

S/N	Category of Staff	Number of Staff (2013)			
		Nigerian		Expatriate	
		Male	Female	Male	Female
1.	Managerial				
2.	Senior Technical				
3.	Junior Technical				
4.	Others				
<b>Total</b>					

**16. Wages & Salaries (Average)**

Item	2012	2013
Wages & Salaries		
Supplementary Benefit		
Total		

**SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY**

**17. e-Transaction:**

Item	Yes	No	NA
Own Internet facilities?	1	2	3
Have a website?	1	2	3
Receive orders through the internet?	1	2	3
Place orders through the Internet?	1	2	3
Establishment has an Intranet?	1	2	3
Establishment has LAN?	1	2	3

NA → Not Applicable

**18. Ownership of ICT**

<i>S/N</i>	<i>Item</i>	<i>Number/Amount</i>
i.	How many computers do you have in your Organization?	
ii.	How many of your employees have access to internet facilities?	
iii.	How many employees use Personal Computer (PCs)?	
iv.	Investment in ICT from domestic sources during the year (Naira)	
v.	Investment in ICT from foreign sources during the year (US Dollar)	
vi.	How much did you spend on ICT during the year (Naira)	

**SECTION J: IMPRESSIONISTIC QUESTIONS**

**19. *State the problems encountered by your company during the period. (Tick as appropriate)***

- (i) Business outlook
  - (A) Bright
  - (B) Gloomy
  - (C) Uncertainty

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

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**SECTION K: 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

**SECTION L:        REMARKS**

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

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*Thank You.*