



## INFORMATION REQUEST NOTICE

**2021 YEAR END**

**TO ALL INTERNET SERVICE PROVIDERS**

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

**NAME OF OPERATOR:** \_\_\_\_\_



**SECTION B: NETWORK DATA**

<b>5.</b>	<b>Network Details</b>	<b>As At December 2021</b>		
<b>(a)</b>	Name of Access Provider			
<b>(b)</b>	Location of Access Provider			
<b>(c)</b>	Installed Subscriber Capacity			
<b>(d)</b>	Operator Installed (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>	<b>Number of Public Wi-Fi and Wi-Max Access Points<sup>2</sup>/ Other wireless schemes</b>			
	State	Number		
		Wi-Fi	Wi-Max	Others

<sup>1</sup> please use additional paper if required  
<sup>2</sup> Please use additional paper if required

## COVERAGE DATA

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							
<b>Total</b>							

## **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)	
		2020	2021
<b>1. Total Fixed [Wired] Internet Subscriptions<sup>3</sup></b>			
(a)	Number of Users Per Fixed [Wired] Internet Subscriptions		
(b)	Average Number of Users Per Fixed Internet Subscriptions [Broadband]		
<b>2. Cable Modem Internet Subscriptions</b>			
(a)	Average Number of Users Per Cable Modem Internet Subscriptions		
3.	DSL Internet Subscriptions		
4.	Number of Fibre-To-The-Home/Building <sup>4</sup>		

5.	Other Fixed [Wired] Broadband Internet Subscriptions <sup>5</sup>		
<b>6.Total Wireless Broadband Subscriptions</b>			
(a)	Average Number of Users Per Fixed Wireless Broadband Internet Subscriptions		
7.	<b>Total number of Terrestrial Subscriptions[Fixed&amp; Fixed Wireless]</b>		
8.	Total number of satellite internet subscribers		
<b>9. Dedicated Mobile Subscriptions<sup>6</sup></b>			
(a)	Average Number of dedicated Users Per Dedicated Mobile 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> 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>5</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>6</sup> 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.

10.	Total Connected Mobile Internet Subscriptions		
(a)	Total Active Mobile Internet Subscriptions (i.e. within 90 days window)		
(b)	No. of Active Mobile Internet Service Provisions-Corporate		
(c)	No. of Active Mobile Internet Service Provisions-Retail		
(d)	No. of Prepaid subscribers		
(e)	No. Postpaid subscribers		
(f)	Data Usage in Terabyte (TB)		
(g)	Number of Mobile Internet Users Per State		

(h)	<p>Number of Mobile Internet Users Per Region:</p> <ul style="list-style-type: none"> <li>• <i>South South</i></li> <li>• <i>South West</i></li> <li>• <i>South East</i></li> <li>• <i>North West</i></li> <li>• <i>North East</i></li> <li>• <i>North Central</i></li> </ul>		
11.	<b>Number Of Subscribers By Internet Speed</b>		
	Average Internet Speed delivered to subscribers		
(a)	256kbps < 2mbps		
(b)	2mbps -10mbps		
(c)	10mbps & above		
12.	<p>Subscriber Matrix</p> <ul style="list-style-type: none"> <li>✓ Government</li> <li>✓ NGOs</li> <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>		

**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>7</sup>

Class of Tariff	Rates (as at Dec 31, 2021) (=N=)	
Fixed [Wired]Broadband Internet Connection Charge <sup>8</sup>		
Fixed [Wired] Broadband Internet Monthly subscription <sup>9</sup>		
Fixed [Wired] Broadband speed [Mbits] <sup>10</sup>		
Fixed [Wired] Broadband _Price Cap <sup>11</sup>		
Name & Price of Data Plan <i>(please specify for each category of data plan)</i>	<i>Name of Plan</i>	<i>Price</i>
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 <i>(please specify for each category of data plan)</i>		
Advertised maximum download speed associated with the different data plans		

<sup>7</sup> (*Prepaid, post-paid, indicating types of technology used to deploy services e.g. Dial-up, fixed, cable, etc.*) <sup>8</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>9</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>10</sup> *Fixed [wired] broadband speed [Mbits] represents the advertised maximum theoretical download speed and not speeds guaranteed to users.*

<sup>11</sup> *Maximum amount of data [Gigabytes] that can be transferred within a month that is included in the fixed [wired] broadband subscription.*

<sup>12</sup> *Price per additional data download [Gigabytes] once the monthly allotted limit of the fixed [wired] broadband subscription is used.*

8. SECTION E: 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 Centre's)		

*Please use additional paper if required*



**SECTION F: FINANCIAL DATA**

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

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

S/N	Revenue Source	Amount (N million as at 31 <sup>st</sup> December)	
		2020	2021
(a)	Initial Connection Charges		
(b)	Monthly Subscription		
(c)	Data Services		
(d)	Wireless Broadband Services		
(e)	Fixed Broadband Services		
(f)	Other Services		
	Total		

<sup>13</sup> Revenues from all data services such as data communications[e.g. packet switching, Internet access, mobile Broadband]

<sup>14</sup> Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.

<sup>15</sup> Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.

**10. Operating Costs: (=N= Million)**

S/N	Cost Centre	Amount (N million as at 31 <sup>st</sup> December)	
		2020	2021
1.	Personnel		
2.	Interconnection		
	a) Local		
	b) International		
3.	Energy (electricity, etc)		
4.	Recharge cards cost		
5.	International Bandwidth cost		
	a) Satellite		
	b) Undersea Cable		
	c) Others		
6.	Spares		
7.	Others		
	Total		

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

<i>Item</i>	<i>2020</i>	<i>2021</i>
<b>a. Fixed Assets(<i>less depreciation</i>)</b>		
Network Equipment		
Transmission Equipment/Facilities		
Motor Vehicles		
Land & Building		
IT Equipment		
Electricity Generators		
Other Fixed Assets		
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>		

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

<i>Item</i>	<i>2020</i>	<i>2021</i>
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*

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

<i>Item</i>	<i>2020</i>	<i>2021</i>

<b>TOTAL</b>		

**SECTION G: STAFF PROFILE**

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

S/N	Category of Staff	Number of Staff (2021)			
		Nigerian		Expatriate	
		Male	Female	Male	Female
(a)	Managerial				
(b)	Senior Technical				
(c)	Junior Technical				
(d)	Others				
<b>Total</b>					

**SECTION J: BUSINESS OUTLOOK QUESTIONS**

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

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

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**SECTION k: Challenges**

**16. 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 Subscribers 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 Challenges	0	1	2	3	4	5
27. Others	0	1	2	3	4	5

**SECTION K:        REMARKS**

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

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*Thank You.*