

INFORMATION REQUEST NOTICE

**2019 YEAR END**

**TO ALL INTERNET SERVICE PROVIDERS**

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

***NAME OF OPERATOR ………………………………………………………***

# SECTION A. CONTACT 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): Fixed:……… ………Mobile:………………………………
4. Fax: ……………………………………………………………….................
5. E-mail Address: …………………………………………………………....

1. Date of Commencement of Service: …………………………………………….

1. Operational Status: ………………………………………………………………..

# SECTION B: NETWORK DATA

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***5.*** |  | ***Network Details*** | | ***As At December 2019*** | | | |
|  | **(a)** | Name of Access Provider | |  | | | |
|  | **(b)** | Location of Access Provider | |  | | | |
|  | **(c)** | Installed Subscriber Capacity | |  | | | |
|  | **(d)** | Operator Installed (Bandwidth) Capacity | |  | | | |
|  | **(e)** | Access Speed(s) being offered | |  | | | |
|  | **(f)** | Number of Points of Presence | |  | | | |
|  | **(g)** | Locations & Size of Points of Presence**1** | | | | | |
| ***Location of Additional PoP*** | | | | ***Installed Subscriber Capacity*** | |
|  |  | ***Town/City*** | ***State*** | | |  | |
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|  |  |  |  | | |  | |
|  | **(h)** | **Number of Public Wi-Fi and Wi-Max Access Points2/ Other wireless schemes** | | | |  | |
|  |  | State | Number | | | | |
| Wi-Fi | | Wi-Max | | Others |
|  |  | |  | |  |
|  |  | |  | |  |
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|  |  | |  | |  |

1. ***please use additional paper if required***
2. ***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 31st December)*** | |
| *2018* | *2019* |
| 1. **Total Fixed [Wired] Internet Subscriptions3** | | | |
| (a) | Number of Users Per Fixed  [Wired] Internet Subscriptions |  |  |
| (b) | Average Number of Users Per  Fixed Internet Subscriptions  [Broadband] |  |  |
| 2 .**Cable Modem Internet Subscriptions** | | | |
| (a) | Average Number of Users Per  Cable Modem Internet  Subscriptions |  |  |
| 3. | DSL Internet Subscriptions |  |  |
| 4. | Fibre-To-The-Home/Building**4** |  |  |
| 5. | Other Fixed [Wired] Broadband Internet Subscriptions**5** |  |  |
| 6.**Total Wireless Broadband Subscriptions** | | | |
| (a) | Average Number of Users Per  Fixed Wireless Broadband  Internet Subscriptions |  |  |
| **7.** | **Total number of Terrestrial**  **Subscriptions[Fixed& Fixed**  **Wireless]** |  |  |
| 8. | Total number of satellite internet subscribers |  |  |
| 9. Dedicated Mobile Subscriptions**6** | | | |
| (a) | Average Number of dedicated  Users Per Dedicated Mobile  Subscriptions |  |  |

***3 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 . 4 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.***

***5 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. 6 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 Internet Subscriptions |  |  |
| (a) | Total Active Internet  Subscriptions (i.e. within 90 days  window) |  |  |
| (b) | No. of Active Internet Service Provisions-Corporate |  |  |
| (c) | No. of Active Internet Service Provisions-Retail |  |  |
| (d) | No. of Prepaid subscribers |  |  |
| (e) | No. Postpaid subscribers |  |  |
| (f) | Data Usage in Terabyte (TB) |  |  |
| (g) | Number of Internet Users Per State |  |  |
| (h) | Number of Internet Users Per Region:   * *South South* * *South West* * *South East* * *North West* * *North East* * *North Central* |  |  |
| 11. | **Number Of Subscribers By Inter net Speed** | | |
|  | Average Internet Speed delivered to subscribers |  |  |
| (a) | 256kbps -2mbps |  |  |
| (b) | 2mbps -10mbps |  |  |
| (c) | 10mbps & above |  |  |
| 12. | 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: TARIFF DATA *(Company’s Tariff Plan will suffice for this section)***

# 7. Retail Tariffs: Please, attach your detail tariffs for different packages *7*

|  |  |  |
| --- | --- | --- |
| **Class of Tariff** | **Rates (as at Dec 31, 2019) (=N=)** | |
| **Fixed [Wired]Broadband Internet Connection Charge8** |  | |
| **Fixed [Wired] Broadband Internet Monthly subscription9** |  | |
| **Fixed [Wired] Broadband speed**  **[Mbits]10** |  | |
| **Fixed [Wired] Broadband \_Cap11** |  | |
| **Fixed [Wired] Broadband \_Price Cap12** |  | |
| **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** |  | |

***7 (Prepaid, post-paid, indicating types of technology used to deploy services e.g. Dial-up, fixed, cable, etc.) 8 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]***

1. ***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]***
2. ***Fixed [wired] broadband speed [Mbits] represents the advertised maximum theoretical download speed and not speeds guaranteed to users.***
3. ***Maximum amount of data [Gigabytes] that can be transferred within a month that is included in the fixed [wired] broadband subscription.***
4. ***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, 2018** | **as at Dec 31, 2019** | **as at Dec 31, 2018** | **as at Dec 31, 2019** |
| (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

|  |  |  |  |
| --- | --- | --- | --- |
| ***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 centres) | |  |  |
| ***Customer Care Centres\Agents*** | | ***As At December 2019*** | |
| **TOTAL** Number of Customers Care Centres across Nigeria | |  | |
| **TOTAL** 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 | |  | |
| ***Location*** | | ***Address and Phone Numbers*** | |
| *Town\City* | *State* |  | |
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*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.

# 10. Revenue: (=N= million)

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

1. ***Revenues from all data services such as data communications[e.g. packet switching, Internet access, mobile Broadband]***
2. ***Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.***
3. ***Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure***.

**11. 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) Undersea Cable*  *c) Others* |  |  |
| ***6.*** | *Spares* |  |  |
| ***7.*** | *Others* |  |  |
|  | *Total* |  |  |

# 12. Assets: (=N= million)

|  |  |  |
| --- | --- | --- |
| ***Item*** | ***2018*** | ***2019*** |
| **a. Fixed Assets(*less depreciation*)** |  |  |
| Network Equipment |  |  |
| Transmission Equipment/Facilities |  |  |
| 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 |  |  |
| **TOTAL** |  |  |

# 13. 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***

# 14. Investments: (=N= million)

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

# SECTION G: STAFF PROFILE AND COMPENSATION

# 15. Category and Number of Staff:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***S/N*** | ***Category of Staff*** | ***Number of Staff (2019)*** | | | |
| *Nigerian* | | *Expatriate* | |
| *Male* | *Female* | *Male* | *Female* |
| (a) | Managerial |  |  |  |  |
| (b) | Senior Technical |  |  |  |  |
| (c) | Junior Technical |  |  |  |  |
| (d) | Others |  |  |  |  |
| ***Total*** | |  |  |  |  |

# SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY

# 16. e-Transaction:

|  |  |  |  |
| --- | --- | --- | --- |
| ***Item*** | ***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***

**SECTION J: BUSINESS OUTLOOK QUESTIONS**

**18.** ***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 H: Challenges**

1. ***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 K: REMARKS**

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

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***Thank You.***