

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  |
|   |   |   |   |
|   |   |   |   |
|   |   |   |   |
|   |   |   |   |
|   |   |   |   |

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* |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

*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*** |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
|   |   |   |
| **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.***