



INFORMATION REQUEST NOTICE

2025 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):	
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) E-mail Address:

3. Date of Commencement of Service:

4. Operational Status:

SECTION B: NETWORK DATA

5.	Network Details	As At December 2025
(a)	Name of Access Provider	
(b)	Location of Access Provider	
(c)	Installed Bandwidth Capacity	
(d)	Average Speed(s) being offered	
(e)	Number of Points of Presence	
(f)	Locations of Points of Presence	
	Location of PoP/ Footprints	
	State	City\Town

❖ *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 st December)	
		2024	2025
6a.	Total Connected Internet Subscriptions (<i>Sum of All Active & Inactive Subscriptions on the network</i>)		
6b.	Total Active Internet Subscriptions (<i>i.e. within 90 days window</i>). Kindly note that information/data provided within section 6c. to ed. should sum up to 6b.		
6c.	Wired Subscriptions/(FTTX) - (Fibre)		
i.	Number of “ Wired ” Corporate (Government, Offices, Business Connections) Active Internet Subscriptions		
ii.	Number of “ Wired ” Retail (Households & Individuals) Active Internet Subscriptions		
6d.	Wireless Subscriptions		
i.	Number of “ Wireless ” Corporate (Government, Offices, Business Connections) Active Internet Subscriptions		
ii.	Number of “ Wireless ” Retail (Households & Individuals) Active Internet Subscriptions		
6e.	Satellite Internet Subscriptions (<i>If applicable</i>)		
i.	Number of “ Satellite ” Corporate (Government, Offices, Business Connections) Active Internet Subscriptions		
ii.	Number of “ Satellite ” Retail (Households & Individuals) Active Internet Subscriptions		
6f.	No. of Prepaid subscribers		
6g.	No. Postpaid subscribers		
6h.	Data Usage / Consumption in Terabyte (TB) (sum of upload & download)		
6i.	Number of Internet Users Per State (Please use appendix I on pg. 16 to fill in the subscription per State)		

6j.	Number of Internet Users Per Region: <ul style="list-style-type: none"> • <i>South South</i> • <i>South West</i> • <i>South East</i> • <i>North West</i> • <i>North East</i> • <i>North Central</i> 		

6k. Number of Subscribers by Internet Speed (The total of the breakdown should tally with Active Internet Subscription) as at December 2025			
	Speed Tiers	Wired Subscriptions @ Dec 2025	Wireless Subscriptions @ Dec 2025
i.	256kbps < 2mbps		
ii.	2mbps -10mbps		
iii.	10mbps & above		
	Total		

***Please note that the disaggregation by speed tiers should agree with the total Active Internet subscriptions earlier submitted as at December 2025.**

***The disaggregation by the type of technology deployed (FTTH, Satellite, WIMAX, etc) should agree with the Total Active Internet subscriptions earlier submitted as at December 2025.**

***Please ignore 6c if you do not deploy services through Wired technology**

***Please ignore 6d if you do not deploy services through Wireless technology**

***Fill out 6a and 6b where you offer services for both wired and wireless subscriptions accordingly which should agree with the Total Active Internet subscriptions earlier submitted as at December 2025.**

6l.	Subscriber Matrix- (as seen in (c) & (d) above	2024	2025
	a. CORPORATE:		
	✓ Government		
	✓ NGOs		
	✓ Multinationals		
	✓ Schools & Research Institutions		
	✓ Cybercafés		
	✓ Hospitals & Medical Research		
	✓ Public Libraries		
	✓ Military		
	✓ Public Security Services		
	✓ Others [Please Specify]		
	TOTAL		
	b. RETAIL:		
	✓ Residential\Households\Individual		
	TOTAL		

❖ ***The sum of the subscriber matrix must tally with the sum of the Total active subscriptions as at December 2024***

9. SECTION D: CONSUMER PRACTICE REGULATIONS

Customer Care Centre's\Agents		As At December 2025
TOTAL Number of Customers Care Centers across Nigeria		
TOTAL Number of Customer Care Agents in All Customer Care Centers		
Number of Distributors Providing Customer Care Services		
Location and Contact Information of Customer Care Centers across Nigeria		
Location		Address and Phone Numbers
<i>Town\City</i>	<i>State</i>	

***Please use additional paper if required*

SECTION E: 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)	
		2024	2025
(a)	<i>Initial Connection Charges</i>		
(b)	<i>Monthly Subscription</i>		
(c)	<i>Data Services</i>		
(d)	<i>Wireless Broadband Services</i>		
(e)	<i>Fixed Broadband Services</i>		
(f)	<i>Other Services</i>		
	<i>Total</i>		

- ❖ **Revenues from all data services such as data communications [e.g. packet switching, Internet access, mobile Broadband]**
- ❖ **Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.**
- ❖ **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 31 st December)	
		2024	2025
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)

<i>Item</i>	<i>2024</i>	<i>2025</i>
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)

<i>Item</i>	<i>2024</i>	<i>2025</i>
Account repayable to:		
a. Nigerian Creditors		
- Short-term within 1 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)

<i>Item</i>	<i>2024</i>	<i>2025</i>
TOTAL		

❖ *Annual Investments in telecommunication services refers to the investment during the financial year made by licensees providing telecommunications network and / or service for acquiring or upgrading telecommunication assets (CAPEX)*

SECTION F: STAFF PROFILE

15. Category and Number of Staff:

<i>S/N</i>	<i>Category of Staff</i>	<i>Number of Staff (2025)</i>			
		<i>Nigerian</i>		<i>Expatriate</i>	
		<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>
(a)	Managerial				
(b)	Senior Technical				
(c)	Junior Technical				
(d)	Others				
Total					

SECTION G: BUSINESS OUTLOOK QUESTIONS

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

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

SECTION k: CHALLENGES

19. 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 (EIs/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. Others (Please specify)						

SECTION K: **REMARKS**

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

Thank You.

Appendix I

S/N	STATE	SUBSCRIPTIONS COUNT
1	ABIA	
2	ADAMAWA	
3	AKWA IBOM	
4	ANAMBRA	
5	BAUCHI	
6	BAYELSA	
7	BENUE	
8	BORNO	
9	CROSS RIVER	
10	DELTA	
11	EBONYI	
12	EDO	
13	EKITI	
14	ENUGU	
15	FCT	
16	GOMBE	
17	IMO	
18	JIGAWA	
19	KADUNA	
20	KANO	
21	KATSINA	
22	KEBBI	
23	KOGI	
24	KWARA	
25	LAGOS	
26	NASSARAWA	
27	NIGER	
28	OGUN	
29	ONDO	
30	OSUN	
31	OYO	
32	PLATEAU	
33	RIVERS	
34	SOKOTO	
35	TARABA	

36	YOBE	
37	ZAMFARA	
	TOTAL	