



INFORMATION REQUEST NOTICE

**2022 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: |
| <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 2022</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

**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) |      |
|--|---|---|------|
|  |   | 2021  | 2022 |
| <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.   | 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 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: <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>

| <b>Class of Tariff</b>  | <b>Rates (as at Dec 31, 2022) (=N=)</b> |              |
|---|---|--------------|
| <b>Fixed [Wired]Broadband Internet Connection Charge<sup>8</sup></b>  |   |              |
| <b>Fixed [Wired] Broadband Internet Monthly subscription<sup>9</sup></b>  |   |              |
| <b>Fixed [Wired] Broadband speed [Mbits]<sup>10</sup></b>   |   |              |
| <b>Fixed [Wired] Broadband _Price Cap<sup>11</sup></b>  |   |              |
| <b>Name &amp; Price of Data Plan</b><br><i>(please specify for each category of data plan)</i>  | <i>Name of Plan</i>                     | <i>Price</i> |
|   |   |              |
| <b>Price per additional megabyte (MB) of Internet Data downloaded once allotted limit is used up</b>  |   |              |
| <b>Maximum Amount of Internet Data in Megabyte (MB) that can be transferred within 30days included in the data plan</b><br><i>(please specify for each category of data plan)</i> |   |              |
| <b>Advertised maximum download speed associated with the different data plans</b>   |   |              |

<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.

9. SECTION E: CONSUMER PRACTICE REGULATIONS

| <i>Customer Care Centres\Agents</i>                                      |              | <i>As At December 2022</i>       |
|--|--------------|----------------------------------|
| 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 |              |                                  |
| <i>Location</i>  |              | <i>Address and Phone Numbers</i> |
| <i>Town\City</i>   | <i>State</i> |                                  |
|  |              |                                  |
|  |              |                                  |
|  |              |                                  |
|  |              |                                  |
|  |              |                                  |
|  |              |                                  |

*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 31 <sup>st</sup> December) |      |
|-----|-----------------------------|--|------|
|     |                             | 2021   | 2022 |
| (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.

### 11. Operating Costs: (=N= Million)

| S/N | Cost Centre                  | Amount (N million as at 31 <sup>st</sup> December) |      |
|-----|------------------------------|--|------|
|     |                              | 2021   | 2022 |
| 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>2021</i> | <i>2022</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>                                     |             |             |

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

| <i>Item</i>                                      | <i>2021</i> | <i>2022</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*

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

| <i>Item</i>  | <i>2021</i> | <i>2022</i> |
|--------------|-------------|-------------|
|              |             |             |
|              |             |             |
|              |             |             |
|              |             |             |
|              |             |             |
|              |             |             |
|              |             |             |
|              |             |             |
| <b>TOTAL</b> |             |             |

**SECTION G: STAFF PROFILE**

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

| S/N          | Category of Staff | Number of Staff (2022) |        |            |        |
|--------------|-------------------|------------------------|--------|------------|--------|
|              |                   | Nigerian               |        | Expatriate |        |
|              |                   | Male                   | Female | Male       | Female |
| (a)          | Managerial        |                        |        |            |        |
| (b)          | Senior Technical  |                        |        |            |        |
| (c)          | Junior Technical  |                        |        |            |        |
| (d)          | Others            |                        |        |            |        |
| <b>Total</b> |                   |                        |        |            |        |

**SECTION J: BUSINESS OUTLOOK QUESTIONS**

**18. 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**

**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 (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. Others (Please specify)                               |   |   |   |   |   |   |

**SECTION K:        REMARKS**

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

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*Thank You.*