



INFORMATION REQUEST NOTICE

2015 YEAR END

**TO ALL MOBILE TELEPHONY OPERATORS
(GSM & CDMA)**

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

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

5. Number of Base Stations as at December 31, 2015.

<i>Base State (please specify the number of base station):</i>							
<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</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							
Total Number of Base Stations in Nigeria							

6a. Number of 2G Network Coverage as at December 31, 2015.

<i>Please Specify The Number Of 2G Subscriptions Per State:</i>							
<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</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							
Total Number of 2G Subscriptions in Nigeria							

6b. Number of 3G Network Coverage as at December 31, 2015.

<i>Please Specify The Number Of 3G Subscriptions Per State:</i>							
<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</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							
Total Number of 3G Subscriptions in Nigeria							

6c. Number of 4G Network Coverage as at December 31, 2015.

<i>Please Specify The Number Of 4G Subscriptions Per State:</i>							
<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</i>	<i>State</i>	<i>Number</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							
Total Number of 4G Subscriptions in Nigeria							

7. Location and size of Mobile Switching Centre (MSC) as at December 31, 2015:

<i>Location Of Additional MSC</i>		<i>Installed Capacity Of MSC (Numeric Values)</i>
<i>Town/City</i>	<i>State</i>	

* *Please use additional paper if required.*

**Data should be in numerical value*

8. Infrastructure Deployment:

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed</i>	
	<i>As at December 2014</i>	<i>As at December 2015</i>
Cable Network (in Km)		
Fibre Optics Network (in Km): a) On-land b) Submarine		
Microwave Radio (in Km)		
Number of Trunks (E1) in use		
Number of Leased Lines in use (in Numeric)		
Number of Gateways in use		

SECTION C: SUBSCRIBER & SERVICES DATA

9. Type and Number of Subscribers:

S/N	Subscriber Category	Number of Subscribers(as at 31 st December)	
		2014	2015
(a)	Installed capacity		
(b)	Connected Lines:		
(c)	Active Subscriptions: Prepaid Post-paid		
(d)	Total Active Subscriptions		
(e)	Total Number of Active Subscriptions Per State		
(f)	Total Number of Active Subscriptions Per Region Region: <ul style="list-style-type: none"> • South South • South West • South East • North West • North East • North Central 		
(g)	Active subscriptions to LTE/WIMAX mobile- broadband networks		
i	Number of data-only mobile-broadband subscriptions(dongles)		
ii	Number of data and voice mobile-broadband subscriptions(smartphones)		

10. Number of Registered SIM-Based Subscribers & Registration Centres

Total Number of Registered SIM- Based Subscribers (as at Dec 2015)	
Total Number of Registration Centres (as at Dec 2015)	
Per Region: <i>South South</i>	
<i>South West</i>	
<i>South East</i>	
<i>North West</i>	
<i>North East</i>	
<i>North Central</i>	

11. Number Of Subscribers By Services Offered:

S/N	Service Category	Number of Subscribers(as at 31 st December)	
		2014	2015
(a)	Voice		
(b)	SMS		
(c)	MMS		
(d)	Internet ¹		
(e)	Number of Internet Users Per Subscription		
(f)	Number of Internet Users Per Region		
	Region:		
	• South South		
	• South West		
	• South East		
	• North West		
• North East			
• North Central			
(g)	Speed of the Internet delivered to subscriptions		
(h)	Voicemail		
(i)	Blackberry Services		
(j)	Others (Please Specify)		

SECTION D: TRAFFIC DATA

12. Voice Traffic:

(a) **Local and National Telephone Traffic²**

Period	Type Of Traffic	Amount Of Traffic (In Paid Minutes)		
		On-Net	Across Network	Total
2014	Outgoing			
	Incoming			
	Transit			
2015	Outgoing			
	Incoming			
	Transit			

¹ This is number of subscriptions to dedicated data services over a mobile network which are purchased separately from voice services either as stand alone services [e.g. a modem/usb] or as an add-on data package to voice service which requires additional subscription.

² This is the total number of minutes made by mobile subscribers within a country[including minutes to fixed telephone /CDMA/mobile phones subscribers]

(b) Mobile to Fixed Traffic³

<i>Type Of Traffic</i>	2014	2015
Outgoing		
Incoming		
Total		

(c) Mobile to Mobile Traffic⁴

<i>Type Of Traffic</i>	2014	2015
Outgoing		
Incoming		
Total		

(d) Outgoing/Originating Mobile Minutes To International [Classification By Country/Region⁵]

<i>Country/Region</i>	<i>Amount (In Paid Minutes)</i>			
	2014		2015	
	<i>Outgoing</i>	<i>Incoming</i>	<i>Outgoing</i>	<i>Incoming</i>
United Kingdom				
United States, Canada & North America				
Europe				
South America/Caribbean				
Asia/Pacific				
Africa				
Middle East				
Total				

³ Number of mobile minutes made from mobile subscribers to fixed networks [within the country]

⁴ Number of mobile minutes made from mobile subscribers to other mobile networks [within the country]

⁵ Number of mobile minutes originating in the country to destinations outside the country to any destination.

(e) Number of Roaming minutes

<i>Type Of Traffic</i>	<i>2014</i>	<i>2015</i>
In-coming		
Out going		
<i>Total</i>		

13a. SMS Messages: Outgoing

<i>Type</i>	<i>Number (As At 31st December)</i>	
	<i>2014</i>	<i>2015</i>
SMS Sent ⁶		
Transit		
<i>Total</i>		

13b. SMS Messages: Incoming

<i>Type</i>	<i>Number (As At 31st December)</i>	
	<i>2014</i>	<i>2015</i>
SMS Received		
Transit		
<i>Total</i>		

13c. MMS⁷ Messages:

<i>Type</i>	<i>Number (As At 31st December)</i>	
	<i>2014</i>	<i>2015</i>
Outgoing		
Incoming		
Transit		
<i>Total</i>		

⁶ Total number of mobile SMS sent both to national and international destinations.

⁷ Total number of MMS sent, both to national and international destinations.

SECTION E: TARIFF DATA (Company's Tariff Plan will suffice for this section)

14. Retail Tariffs: Please, attach your detailed tariffs for different packages (Prepaid, post-paid, etc.)

Class of Tariff (please specify category)	Rates (as at Dec 31, 2015) (=N=)	
International Call Rates: UK United States, Canada & North America Europe South America/Caribbean Asia/Pacific Africa Middle East		
Price of a SIM Card		
Name & Price of Data Plan (please specify for each category of data plan)	<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 (please specify for each category of data plan)		
Advertised maximum download speed associated with the different data plans		

SECTION F: CONSUMER PRACTICE REGULATIONS

15.

<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 centres)?		
<i>Customer Care Centres/Agents</i>	<i>As At December 2015</i>	
<i>TOTAL</i> Number of Customers Care Centres across Nigeria		
<i>TOTAL</i> 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 G: FINANCIAL DATA

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

16. Revenue: (=N= million)

S/N	Revenue Source	Amount (₦ million) (as at 31 st December)	
		2014	2015
(a)	Connection Charges		
(b)	Access Charges		
	i. Local		
	ii. Roaming		
(c)	Monthly Subscription		
(d)	Voice Calls		
	i. Local		
	ii. International		
(e)	Data services		
(f)	Blackberry services		
(g)	Other Services		
	<i>Total</i>		

17. Operating Costs: (=N= million)

S/N	Cost Centre	Amount (₦ million) (as at 31 st December)	
		2014	2015
(a)	Personnel		
(b)	Interconnection, - Local		
	- International		
(c)	Energy (electricity, etc)		
(d)	International Roaming Cost		
(e)	International bandwidth cost		
	1. Satellite		
	2. Submarine Cable		
	3. Others		
(f)	Spares		
(g)	Others		
	<i>Total</i>		

18. Assets: (=N= million)

<i>Item</i>	<i>2014</i>	<i>2015</i>
a. Fixed Assets(<i>less depreciation</i>)		
Switching Equipment		
Transmission Equipment/Facilities		
Air-interface Equipment (BTS etc)		
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		

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

<i>Item</i>	2014	2015
TOTAL		

SECTION H: STAFF PROFILE AND COMPENSATION

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

<i>S/N</i>	<i>Category of Staff</i>	<i>Number of Staff (2015)</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				
	<i>Total</i>				

SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY

21. **e-Transaction:**

<i>Item</i>	<i>Yes</i>	<i>No</i>	<i>NA</i>
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

22. Ownership of ICT

<i>S/N</i>	<i>Item</i>	<i>Number/Amount</i>
(a)	How many employees use Personal Computer (PCs)?	
(b)	How many of your employees have access to internet facilities?	
(c)	Investment in ICT from domestic sources during the year (Naira)	
(d)	Investment in ICT from foreign sources during the year (US Dollar)	
(e)	How much did you spend on ICT during the year (Naira)	
(f)	How much did you spend on ICT during the year (US Dollar)	

SECTION J: BUSINESS OUTLOOK QUESTIONS

23. State the problems encountered by your company during the period.

(i) Business outlook (*please state*):

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

SECTION K: CHALLENGES

24. 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
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SECTION L: REMARKS

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

Thank You.