



**INFORMATION REQUEST NOTICE**

**2021 YEAR END**

**TO ALL VALUE ADDED 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:
Exact Type of Service Provided:	
<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.      General Information:**

- (a) Operational Status: .....

**SECTION B. COVERAGE DATA**

**5. List locations of service coverage (Geographic Information):**

<i>Coverage area (please specify all the states where company has network operations and facilities):</i>							
<i>State</i>	<i>Presence</i>	<i>State</i>	<i>Presence</i>	<i>State</i>	<i>Presence</i>	<i>State</i>	<i>Presence</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							
<b>Total</b>							

**SECTION C: SUBSCRIBER & SERVICES DATA**

**6a. Number of Subscribers across the State in Nigeria as at December 31, 2021:**

<i>Please Specify the Number of subscribers across the States in Nigeria</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							
<b>Total</b>							

**Location in States should be included in your attachment i.e if Abia State has 10 towers that means the location these towers exist should be given to sum up the 10 towers referred to.**

*\*Kindly complete this section if applicable*

*\* Please use additional paper if required.*

**6b. Network Statistics**

<i>S/N</i>	<i>Subscriber Category (for each service, please use additional paper if required)</i>	<i>Number of Subscribers ( as at 31<sup>st</sup> December)</i>	
		<i>2020</i>	<i>2021</i>
(a)	Installed capacity		
(b)	Connected Subscriptions:		
(c)	Active Subscriptions:		

**SECTION D: CONSUMER ISSUES**

7.

<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 Centre's)		

*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.**

**8. Revenue: (=N= Million)**

S/N	Revenue Source	Amount (N million as at 31 <sup>st</sup> December)	
		2020	2021
(a)	Connection Charges		
(b)	Access Charges		
(c)	Monthly Subscription		
(d)	Data Services		
(e)	Other Services		
	Total		

9. Operating Costs: (=N= million)

S/N	Cost Centre	Amount (N million as at 31 <sup>st</sup> December)	
		2020	2021
1.	Personnel		
2.	Interconnection		
	a) Local		
	b) International		
3.	Energy (electricity, etc)		
4.	International Bandwidth cost		
	a) Satellite		
	b) Submarine Cable		
	c) Others		
5.	Spares		
6.	Others		
	Total		

**10. Assets: (=N= million)**

<i>Item</i>	<i>2020</i>	<i>2021</i>
<b>a. Fixed Assets(less depreciation)</b>		
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>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		
Others		



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

<i>Item</i>	<i>2020</i>	<i>2021</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*

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

<i>Item</i>	<i>2020</i>	<i>2021</i>
TOTAL		

**SECTION G:        STAFF PROFILE**

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

S/N	Category of Staff	Number of Staff (2021)			
		Nigerian		Expatriate	
		Male	Female	Male	Female
1.	Managerial				
2.	Senior Technical				
3.	Junior Technical				
4.	Others				
	Total				

**SECTION H:        BUSINESS OUTLOOK QUESTIONS**

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

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

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

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## SECTION I: CHALLENGES

15. 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
26. Regulatory delays	0	1	2	3	4	5
27. Other challenges not listed above	0	1	2	3	4	5

**SECTION J:        REMARKS**

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

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Thank You