



INFORMATION REQUEST NOTICE

**2020 YEAR END**

**TO ALL FIXED TELEPHONY OPERATORS  
(FIXED WIRELESS, FIXED WIRED &  
PRIVATE NETWORK LINK OPERATORS)**

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

*NAME OF OPERATOR*.....

**SECTION A: CONTACT & GENERAL 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):***

- (a) Name: .....
- (b) Designation: .....
- (c) Telephone(s): .....
- (d) Fax: .....
- (e) E-mail Address: .....

***3. Date of Commencement of Service: .....***

***4. Scope License Coverage Area:***

- National .....
- Regional (Specify) .....

**SECTION B: NETWORK DATA**

**5. Switching, Transmission & Network Capacity as at 31<sup>st</sup> December 2020.**

*(Please use extra paper if required):*

Location of Exchange	Access Mode		Switching Technology		Installed Capacity		Number of Subscribers	
	Wire line	Wireless	Analog	Digital	Analog	Digital	Analog	Digital

**6. Number and location of towers owned across the State in Nigeria (Please do not report leased or collocation sites and attach a breakdown of this information per State) as at December 31, 2020:**

<i>Please Specify the Number and location of towers owned across the States in Nigeria</i>							
State	Number	State	Number	State	Number	State	Number
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.**

*\* Please use additional paper if required*

*\*Data should be in numerical value*

7. *Infrastructure Deployment:*

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed (As At 31<sup>st</sup> December)</i>	
	<i>2019</i>	<i>2020</i>
Cable Network (in Km)		
Fibre Optics Network (in Km) Owned: <b>NOT Leased</b> a) On-land b) Submarine		
Microwave Radio (in Km)		
Number of Trunks (E1) in use		
Number of Owned Lines in use <i>(values in numerics)</i>		
Number of Gateways in use		

SECTION C: SUBSCRIBER & SERVICES DATA

8. *Type and Number of Subscribers:*

<i>S/N</i>	<i>Subscriber Category</i>	<i>Number of Subscribers ( as at 31<sup>st</sup> December)</i>	
		<i>2019</i>	<i>2020</i>
1.	Installed Capacity		
2.	Connected Lines		
3.	Active Lines		
4.	Government: a) Post-paid b) Prepaid		
5.	Private Business a) Post-paid b) Prepaid		

6.	Residential a) Post-paid b) Prepaid		
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7	Total Active a) Post -paid b) Prepaid		
8.	Total Number of Active Subscriptions Per State		
9.	Total Number of Active Subscriptions Per Region <b>Region:</b> <ul style="list-style-type: none"> <li>• South South</li> <li>• South West</li> <li>• South East</li> <li>• North West</li> <li>• North East</li> <li>• North Central</li> </ul>		
10.	Number of subscriptions with Access to Data Communications at Broadband Speed <sup>1</sup>		

**9. Number of Subscribers by Services offered:**

S/N	Service Category		Number of Subscribers( as at 31 <sup>st</sup> December)	
			2019	2020
1.	Voice	Fixed Wireless		
		Fixed		
2	SMS			
3.	Internet <sup>1</sup>			
4.	Number of Internet Users Per State			
5.	Number of Internet Users Per Subscription			

<sup>1</sup>*This is the number of subscriptions to dedicated data services over a fixed network which are purchased separately from voice services either as standalone services [e.g. a modem/usb] or as an add-on data package to voice service which requires additional subscription*

6.	Number of Internet Users Per Region: <ul style="list-style-type: none"> <li>• South South</li> <li>• South West</li> <li>• South East</li> <li>• North West</li> <li>• North East</li> <li>• North Central</li> </ul>		
7.	Average Speed of the Internet delivered		
8.	Voicemail		
9.	Fax		
10.	VoIP		
11.	Others (Please Specify)		
<b>Total Fixed [Wired] Internet Subscriptions<sup>2</sup></b>			
(a)	Number of Users Per Fixed [Wired] Internet Subscriptions		
(b)	Average Number of Users Per Fixed Internet Subscriptions [Broadband]		
<b>Cable Modem Internet Subscriptions</b>			
(c)	Average Number of Users Per Cable Modem Internet Subscriptions		
(d)	DSL Internet Subscriptions		
(e)	Fiber-To-The-Home/Building <sup>3</sup>		
(f)	Other Fixed [Wired] Broadband Internet Subscriptions <sup>4</sup>		
<b>Total Fixed Wireless Broadband Subscriptions</b>			
(g)	Average Number of Users Per Fixed Wireless Broadband Internet Subscriptions		
(h)	Fixed (Wired) – Broadband internet traffic [Exabyte]		
<b>Total number of Terrestrial Subscriptions [Fixed &amp; Fixed Wireless]</b>			
(i)	Total number of satellite internet subscribers		

<sup>2</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>3</sup> The number of Internet Subscriptions using fiber to the home or fiber to the building with downstream speeds equal to or greater than 256kbits/s. This should include subscriptions where fiber goes directly to the subscribers' premises or fiber to the building subscriptions which terminate no more than 2 meters from an external wall of the building. Fiber to the cabinet and fiber to the node are excluded.

<sup>4</sup> Internet Subscriptions using other fixed [wired] broadband technologies to access the Internet [other than DSL, Cable modem and Fiber] with downstream speeds equal to, greater than 256kbit/s. This does not include Hotspots subscribers. <sup>5</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.



	<b>Bundled Telecommunication Services</b>		
(m)	Subscriptions to fixed-broadband and fixed-telephone bundles		
	<b>Number Of Subscribers By Internet Speed</b>		
(n)	256 kbps to <2 mbps		
(o)	2 mbps to < 10mbps		
(p)	10mbps & above		
(q)	Total Number of 3G Subscriptions		
(r)	4G & above		
(s)	Subscriber Matrix <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: TRAFFIC DATA**

10. Voice Traffic:

(a) *Local and National Telephone Traffic*

Period	Type Of Traffic	Amount Of Traffic (In Paid Minutes)		
		Local	National	Total
2019	Outgoing			
	Incoming			
	Transit			
2020	Outgoing			
	Incoming			
	Transit			

(b) *Fixed to Mobile Traffic*

Type of Traffic	2019	2020
Outgoing		
Incoming		
Total		

(c) *International Voice Traffic Classification by Country/Region*

Country/Region	Amount (In Paid Minutes)			
	2019		2020	
	Outgoing	Incoming	Outgoing	Incoming
United Kingdom				
United States, Canada & North America				
Europe				
South America/Caribbean				
Asia/Pacific				
Africa				
Middle East				
Total				

**11. Text messages (SMS)**

Type	Number (As At 31 <sup>st</sup> December)	
	2019	2020
Outgoing		
Incoming		
Total		

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

**12. Retail Tariffs: Please, attach your detail tariffs for different packages (Prepaid, Post-Paid, etc.)**

<i>Class of Tariff</i>	<i>Rates (as at Dec 31, 2020) (=N=)</i>	
Local		
<b>International Call Rates:</b> UK United States, Canada& North America Europe South America/Caribbean Asia/Pacific Africa Middle East		
<b>Price of a SIM Card</b>		
<b>Name &amp; Price of Data Plan</b> <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> <i>(please specify for each category of data plan)</i>		
<b>Advertised maximum download speed associated with the different data plans</b>		

**SECTION F: CONSUMER ISSUES**

<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)			
<b><i>Customer Care Centre's \ Agents</i></b>		<b><i>As At December 2020</i></b>	
TOTAL Number of Customers Care Centre's across Nigeria			
TOTAL Number of Customer Care Agents in All Customer Care Centre's			
Number of Distributors Providing Customer Care Services			
Location and Contact Information of Customer Care Centre's across Nigeria			
<b><i>Location</i></b>		<b><i>Address and Phone Numbers</i></b>	
<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.**

**14. Revenue:**

S/N	Revenue Source	Amount (N million as at 31 <sup>st</sup> December)	
		2019	2020
1.	Connection Charges		
2.	Access Charges		
	a) Local		
	b) International		
3.	Monthly Subscription		
4.	Voice Calls		
	a) Local		
	b) International		
5.	Data Services		
6.	Other Services		
	Total		

15. *Operating Costs:*

S/N	Cost Centre	Amount (N million as at 31 <sup>st</sup> December)	
		2019	2020
1.	<i>Personnel</i>		
2.	<i>Interconnection</i>		
	<i>a) Local</i>		
	<i>b) International</i>		
3.	<i>Energy (electricity, etc)</i>		
4.	<i>Recharge cards cost</i>		
5.	<i>International Bandwidth cost</i>		
	<i>a) Satellite</i>		
	<i>b) Undersea Cable</i>		
	<i>c) Others</i>		
6.	<i>Spares</i>		
7.	<i>Others</i>		
	<i>Total</i>		

**16. Assets (=N= million)**

ITEM	2019	2020
<b>A. Fixed Assets(<i>less depreciation</i>)</b>		
Switching Equipment		
Transmission Equipment		
Motor Vehicles		
Air-interface Equipment (BTS etc)		
Cell site Towers and Masts		
Land & Building		
IT Equipment		
Electricity/ Generator		
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 (Prepayments)</b>		
Consultancy, Insurance and Pension Funds		
Miscellaneous		
<b>Total</b>		

17. Liabilities: (=N= million)

<i>Item</i>	<b>2019</b>	<b>2020</b>
<i>Account repayable to:</i>		
<b>a. Nigerian Creditors</b>		
<i>-short-term within one year</i>		
<i>-medium term within 2-5 years</i>		
<i>-long term over 5 years</i>		
<b>b. Banks and other Financial institutions</b>		
<i>Commercial Papers</i>		
<i>Bankers Acceptances</i>		
<i>Overseas Creditors</i>		
<i>Equity</i>		
<i>-Paid up Capital</i>		
<i>-Reserves</i>		
<i>-Others</i>		
<b>c. Other Liabilities</b>		
<b>TOTAL</b>		

*\* Please use additional paper if required*

18. Total Investments in Telecommunication Services; Network & Infrastructures :(=N= million)

<i>Item</i>	<b>2019</b>	<b>2020</b>
<b>TOTAL</b>		

**SECTION H:            STAFF PROFILE AND COMPENSATION**

19. *Category and Number of Staff:*

S/N	Category of Staff	Number of Staff (2020)			
		Nigerian		Expatriate	
		Male	Female	Male	Female
1.	<i>Managerial</i>				
2.	<i>Senior Technical</i>				
3.	<i>Junior Technical</i>				
4.	<i>Others</i>				
	<i>Total</i>				

**SECTION I:            BUSINESS OUTLOOK QUESTIONS**

20. 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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## 22. SECTION I: Challenges

<i>Please indicate the major challenges facing your Organization, Please Select Applicable Options (0 for low and 5 for high)</i>	<i>Rating</i>					
	<i>Low</i>			<i>High</i>		
1. Achieving adequate bandwidth	0	1	2	3	4	5
2. Insufficient trunks (E1s/Owned 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 J: REMARKS**

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

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*Thank You*