



INFORMATION REQUEST NOTICE
2021 YEAR END

TO ALL OF THE UNDER LISTED SERVICE PROVIDERS

- 1. Interconnect Exchange**
- 2. Mobile Number Portability**
- 3. Open Access Fibre (INFRACOs)**
- 4. International Cable Infrastructure and Landing Station**
- 5. International Data Access**
- 6. International Gateway**
- 7. Unified Access Service**
- 8. Metropolitan Fibre Cable**
- 9. National Carrier**
- 10. National Long Distance**
- 11. Automated Vehicle Tracking Services**
- 12. Public Mobile Communications (Trunk Radio)**
- 13. Sales and Installation**

***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:
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. NETWORK 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							
Total							

6. Infrastructure Deployment:

Type Of Infrastructure/ Transmission Facility	Size Deployed	
	As At December 2020	As at December 2021
Long Distance Cable Network (in Km either leased/ owned)		
Fibre Optics Network (in Km either leased/ owned): a) On-land b) Submarine		
Microwave Radio (in Km either leased/ owned)		
Number of Trunks (E1) in use		
Number of Leased Lines in use		
Number of Gateways in use		
Others		

**Kindly complete this section if applicable*

6a. 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, 2021:

<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							
Total							

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*

SECTION C: SUBSCRIBER & SERVICES DATA

7. Numbers of Subscriptions

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

8. Number of Subscribers by Services offered:

S/N	Service Category	Number of Subscribers(as at 31 st December)	
		2020	2021
1.	Switching Equipment		
2.	MSC		
3.	Call Directory Services		
4.	Tracking Services		
5.	Trunk Radio		
6.	Metropolitan Fiber		
7.	Interconnect Exchange/Internet Exchange Services		
8.	Call Center Services		
9.	Special Numbering Services		
10.	Mobile Value Added Services ¹		
11.	Others (Please Specify)		

¹ This refers generally to various forms of mobile value added services provision including and not limited to; text messages, picture messages, ringtones, graphics, games, mobile internet sites, videos, multimedia etc.

SECTION D: CONSUMER ISSUES

9.

<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.

10. Revenue: (=N= million)

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

11. Operating Costs: (=N= million)

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

12. Assets: (=N= million)

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

13. Liabilities: (=N= million)

<i>Item</i>	<i>2020</i>	<i>2021</i>
Account repayable to:		
a. Nigerian Creditors		
-short-term within one 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>2020</i>	<i>2021</i>
TOTAL		

SECTION F: STAFF PROFILE AND COMPENSATION

15. Category and Number of Staff:

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

SECTION I: BUSINESS OUTLOOK QUESTIONS

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

(i) Business outlook (please state):

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

SECTION J: CHALLENGES

17. 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. Others	0	1	2	3	4	5

SECTION K: REMARKS

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

Thank You