



INFORMATION REQUEST NOTICE

2011 YEAR END

TO ALL OTHER OPERATORS & SERVICE PROVIDERS
*(For Operators Other Than Mobile & Fixed Telephony, ISPs,
Prepaid Card Calling & VSAT/IDA)*

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:
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. Coverage of Service(s) - 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	
	<i>As At Dec 2010</i>	<i>As at December 2011</i>
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		

9. Number of Subscribers by Services offered:

S/N	Service Category	Number of Subscribers(as at 31 st December)	
		2010	2011
1.	Switching Equipments		
2.	MSC		
3.	Call Directory Services		
4.	Tracking Services		
5.	Trunk Radio		
6.	Metropolitan Fibre		
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 F: CONSUMER ISSUES

10.

<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 2011</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 G: FINANCIAL DATA

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

11. Revenue: (=N= million)

S/N	Revenue Source	Amount (N million) (as at 31 st December)	
		2010	2011
(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>		

12. Operating Costs: (=N= million)

S/N	Cost Centre	Amount (N million) (as at 31 st December)	
		2010	2011
(a)	Personnel		
(b)	Interconnection, - Local		
	- International		
(c)	Energy (electricity, etc)		
(d)	International Roaming Cost		
(e)	International bandwidth cost		
	a. Satellite		
	b. Submarine		
	Cable		
	c. Others		
(f)	Spares		
(g)	Others		
	<i>Total</i>		

13. Assets: (=N= million)

<i>Item</i>	<i>2010</i>	<i>2011</i>
a. Fixed Assets		
Switching Equipment		
Transmission Equipment/Facilities		
Air-interface Equipment (BTS etc)		
Motor Vehicles		
Land & Building		
IT Equipment		
Electricity Generators		
Less		
Accumulated Depreciation		
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		

14. Liabilities: (=N= million)

<i>Item</i>	<i>2010</i>	<i>2011</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*

15. Investments: (=N= million)

<i>Item</i>	<i>2010</i>	<i>2011</i>
a. Foreign ²		
b. In other Nigerian Corporate		
c. Certificate of Deposits		
d. Bankers Acceptances		
e. Nigerian Govt. Securities		
i. Federal Government		
ii. State Government		
f. Capital Expenditure (Total Annual Investment) ³		
TOTAL		

² Annual investments coming from foreign sources also referred to as foreign direct investments [FDIs].

³ Also referred to as annual capital expenditure, this is the gross annual investment for acquiring property and network. The term investment means the expenditure associated with acquiring the ownership of plant and property including intellectual and non-tangible such as computer software etc. This also includes expenditure on initial installations and on additions to existing installations.

SECTION H: STAFF PROFILE AND COMPENSATION

16. Category and Number of Staff:

S/N	Category of Staff	<i>Number of Staff (2011)</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>					

17. Wages & Salaries (Average)

<i>Item</i>	<i>2010</i>	<i>2011</i>
Wages & Salaries		
Supplementary Benefit		
Total		

SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY

18. e-Transaction:

<i>Item (Does your organization ;)</i>	<i>Yes</i>	<i>No</i>	<i>NA</i>
Own Internet facilities?	1	2	3
Have a website?	1	2	3
Receive orders through the internet?	1	2	3
Place orders through the Internet?	1	2	3
Establishment has an Intranet?	1	2	3
Establishment has LAN?	1	2	3

NA → Not Applicable

19. Ownership of ICT

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

SECTION K: CHALLENGES

21. 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

