



INFORMATION REQUEST NOTICE

2020 YEAR END

TO ALL INTERNET SERVICE PROVIDERS

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

NAME OF OPERATOR

SECTION B: NETWORK DATA

5.	Network Details	As At December 2020		
(a)	Name of Access Provider			
(b)	Location of Access Provider			
(c)	Installed Subscriber Capacity			
(d)	Operator Installed (Bandwidth) Capacity			
(e)	Access Speed(s) being offered			
(f)	Number of Points of Presence			
(g)	Locations & Size of Points of Presence ¹			
	<i>Location of Additional PoP</i>		<i>Installed Subscriber Capacity</i>	
	<i>Town/City</i>	<i>State</i>		
(h)	Number of Public Wi-Fi and Wi-Max Access Points²/ Other wireless schemes			
	State	Number		
		Wi-Fi	Wi-Max	Others

¹ please use additional paper if required

² Please use additional paper if required

SECTION C: SUBSCRIBER & SERVICES DATA

6. Type and Number of Subscribers:

S/N	Subscriber Category	Number of Subscribers(as at 31 st December)	
		2019	2020
1. Total Fixed [Wired] Internet Subscriptions³			
(a)	Number of Users Per Fixed [Wired] Internet Subscriptions		
(b)	Average Number of Users Per Fixed Internet Subscriptions [Broadband]		
2. Cable Modem Internet Subscriptions			
(a)	Average Number of Users Per Cable Modem Internet Subscriptions		
3.	DSL Internet Subscriptions		
4.	Fibre-To-The-Home/Building ⁴		
5.	Other Fixed [Wired] Broadband Internet Subscriptions ⁵		
6.Total Wireless Broadband Subscriptions			
(a)	Average Number of Users Per Fixed Wireless Broadband Internet Subscriptions		
7.	Total number of Terrestrial Subscriptions[Fixed& Fixed Wireless]		
8.	Total number of satellite internet subscribers		
9. Dedicated Mobile Subscriptions⁶			
(a)	Average Number of dedicated Users Per Dedicated Mobile Subscriptions		

³ 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 . ⁴ The number of Internet Subscriptions using fibre to the home or fibre to the building with downstream speeds equal to or greater than 256kbits/s. This should include subscriptions where fibre goes directly to the subscribers' premises or fibre to the building subscriptions which terminate no more than 2 meters from an external wall of the building. Fibre to the cabinet and fibre to the node are excluded.

⁵ Internet Subscriptions using other fixed [wired] broadband technologies to access the Internet [other than DSL, Cable modem and Fibre] with downstream speeds equal to, greater than 256kbit/s. This does not include Hotspots subscribers. ⁶ 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.

10.	Total Connected Internet Subscriptions		
(a)	Total Active Internet Subscriptions (i.e. within 90 days window)		
(b)	No. of Active Internet Service Provisions-Corporate		
(c)	No. of Active Internet Service Provisions-Retail		
(d)	No. of Prepaid subscribers		
(e)	No. Postpaid subscribers		
(f)	Data Usage in Terabyte (TB)		
(g)	Number of Internet Users Per State		
(h)	Number of Internet Users Per Region: <ul style="list-style-type: none"> • <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 Internet Speed		
	Average Internet Speed delivered to subscribers		
(a)	256kbps -2mbps		
(b)	2mbps -10mbps		
(c)	10mbps & above		

12.	<p>Subscriber Matrix</p> <ul style="list-style-type: none">✓ Government✓ NGOs✓ Multinationals✓ Schools & Research Institutions✓ Residential/Individual✓ Private Businesses✓ Cybercafés✓ Hospitals & Medical Research✓ Public Libraries✓ Military✓ Public Security Services✓ Others [Please Specify]		
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SECTION D: TARIFF DATA (*Company's Tariff Plan will suffice for this section*)

7. Retail Tariffs: Please, attach your detail tariffs for different packages ⁷

Class of Tariff	Rates (as at Dec 31, 2020) (=N=)	
Fixed [Wired]Broadband Internet Connection Charge ⁸		
Fixed [Wired] Broadband Internet Monthly subscription ⁹		
Fixed [Wired] Broadband speed [Mbits] ¹⁰		
Fixed [Wired] Broadband _Cap ¹¹		
Fixed [Wired] Broadband _Price Cap ¹²		
Name & Price of Data Plan (<i>please specify for each category of data plan</i>)	<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 (<i>please specify for each category of data plan</i>)		
Advertised maximum download speed associated with the different data plans		

⁷ (*Prepaid, post-paid, indicating types of technology used to deploy services e.g. Dial-up, fixed, cable, etc.*) ⁸ *The initial one-time charge for a new fixed [wired] broadband Internet connection. The tariffs should represent the cheapest fixed [wired] broadband entry plan [Tax inclusive]*

⁹ *The monthly subscription charge for fixed [wired] broadband Internet service. Fixed [wired] broadband is considered any dedicated connection to the Internet at downstream speeds equal to or greater than 256bits/s using DSL [Tax inclusive and this is only applicable to 256kbit/s speed]*

¹⁰ *Fixed [wired] broadband speed [Mbits] represents the advertised maximum theoretical download speed and not speeds guaranteed to users.*

¹¹ *Maximum amount of data [Gigabytes] that can be transferred within a month that is included in the fixed [wired] broadband subscription.*

¹² *Price per additional data download [Gigabytes] once the monthly allotted limit of the fixed [wired] broadband subscription is used.*

SECTION E: QUALITY OF SERVICE

8. Average time to process new applications for services/repair faults (please tick):

S/N	Time Frame	New Applications		Repair of Faults	
		as at Dec 31, 2019	as at Dec 31, 2020	as at Dec 31, 2019	as at Dec 31, 2020
(a)	1 day				
(b)	2 - 3 days				
(c)	4 - 5 days				
(d)	6 - 7 days				
(e)	More than 7 days				
(f)	How many applications are on waiting list				

9. SECTION F: CONSUMER PRACTICE REGULATIONS

<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)		
Customer Care Centres \ Agents	As At December 2019	
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		
Location	Address and Phone Numbers	
<i>Town \ City</i>	<i>State</i>	

Please use additional paper if required

SECTION F: 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)

S/N	Revenue Source	Amount (N million as at 31 st December)	
		2019	2020
(a)	Initial Connection Charges		
(b)	Monthly Subscription		
(c)	Data Services		
(d)	Wireless Broadband Services		
(e)	Fixed Broadband Services		
(f)	Other Services		
	Total		

¹³ Revenues from all data services such as data communications[e.g. packet switching, Internet access, mobile Broadband]

¹⁴ Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.

¹⁵ Revenues from the provision of High-speed [at least 256kbps] data connectivity and related services over wireless infrastructure.

11. Operating Costs: (=N= Million)

<i>S/N</i>	<i>Cost Centre</i>	<i>Amount (N million as at 31st December)</i>	
		<i>2019</i>	<i>2020</i>
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>		

12. Assets: (=N= million)

<i>Item</i>	<i>2019</i>	<i>2020</i>
a. Fixed Assets(less depreciation)		
Network Equipment		
Transmission Equipment/Facilities		
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		

SECTION G: STAFF PROFILE AND COMPENSATION

15. Category and Number of Staff:

S/N	Category of Staff	Number of Staff (2020)			
		Nigerian		Expatriate	
		Male	Female	Male	Female
(a)	Managerial				
(b)	Senior Technical				
(c)	Junior Technical				
(d)	Others				
Total					

SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY

16. e-Transaction:

Item	Yes	No	NA
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

SECTION J: BUSINESS OUTLOOK QUESTIONS

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

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

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

SECTION H: Challenges

19. Please indicate the major challenges facing your Organization, Please Select Applicable Options (0 for low and 5 for high)

<i>Item</i>	<i>Rating</i>					
	<i>Low</i>			<i>High</i>		
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

SECTION K: REMARKS

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

Thank You.