



INFORMATION REQUEST NOTICE

2018 YEAR END

**TO ALL MOBILE TELEPHONY OPERATORS
(GSM & VoIP)**

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

OPERATOR NAME:.....

SECTION A. CONTACT INFORMATION

1. Company Details:

Legal Name:	
Operating Or Trade Name:	
Address:	
City:	State:
Telephone(s):	Fax:
Email:	Website:
<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. Operational Status:

SECTION B. NETWORK DATA

5. Number of Base Stations as at December 31, 2018.

<i>Base Stations (please specify the number of base station fully owned and managed by your company):</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							
Total Number of Base Stations in Nigeria							

6a. Number of 2G Network Coverage as at December 31, 2018.

<i>Please Specify The Number Of 2G Subscriptions Per State:</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							
Total Number of 2G Subscriptions in Nigeria							

6b. Number of 3G Network Coverage as at December 31, 2018.

<i>Please Specify The Number Of 3G Subscriptions Per State:</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							
Total Number of 3G Subscriptions in Nigeria							

6c. Number of 4G Network Coverage as at December 31, 2018.

<i>Please Specify The Number Of 4G Subscriptions Per State:</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							
Total Number of 4G Subscriptions in Nigeria							

SECTION C: SUBSCRIBER & SERVICES DATA

9. Type and Number of Subscribers:

S/N	Subscriber Category	Number of Subscribers(as at 31 st December)	
		2017	2018
(a)	Installed capacity		
(b)	Connected Lines:		
(c)	Active Subscriptions: Prepaid Post-paid		
(d)	Total Active Subscriptions		
(e)	Total Active Subscriptions per Gender (State)		
(f)	Total Number of Active Subscriptions Per State		
(g)	Total Number of Active Subscriptions Per Region <i>Region:</i> <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> 		
(h)	Machine to Machine ¹		
(i)	Active subscriptions to LTE/WIMAX mobile- broadband networks		
ii	Number of data-only mobile- broadband subscriptions(dongles)		
iii	Number of data and voice mobile broadband subscriptions(smartphones)		
	Bundled Telecommunications services		

(j)	Total Connected Active Data and Voice Mobile ² broadband subscriptions		
(k)	Number of Active Data and Voice Mobile broadband Subscriptions		
(l)	Total Incoming Telephone Numbers Ported (From Other Networks)		
(m)	Total Outgoing Telephone Numbers Ported (To Other Networks)		

¹ This is the number of mobile-cellular machine-to-machine subscriptions that are assigned for use in machines and devices (cars, smart meters, and consumer electronics) for the exchange of data between networked devices, and are not part of a consumer subscription. Mobile dongles and tablet subscriptions should be excluded.

² This is the subscriptions to mobile-broadband services that allow access to the open internet via hypertext transfer protocol (HTTP) and in which data services are contracted together with voice services (mobile voice and data plans) or as an add-on package to a voice plan. Data and Voice mobile-broadband subscriptions with specific recurring subscription fees for internet access are included regardless of actual use. Prepaid and pay-per-use data and voice mobile-broadband subscriptions should only be counted if they have been used to access the internet in the last 3 months. M2M subscriptions are excluded. The indicator includes subscriptions to mobile networks that provide download speeds of at least 256 kbit/s and excludes lower-speed technologies such as GPRS, EDGE and CDMA.

10. Number of Registered SIM-Based Subscribers & Registration Centre

Total Number of Registered SIM- Based Subscribers (as at Dec, 2018)	
Total Number of Registration Centre (as at Dec, 2018)	
Per Region: <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 Services Offered:

S/N	Service Category	Number of Subscribers(as at 31 st December)	
		2017	2018
(a)	Voice		
(b)	SMS		
(c)	MMS		
(d)	Internet ¹		
(e)	Number of Internet Users Per Subscription		
(f)	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> 		
(g)	Number of Internet Users Per State		
(h)	Data Usage in Terabyte (TB)		

¹ This is number of 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] or as an add-on data package to voice service which requires additional subscription.

(i)	Average internet Speed delivered to subscribers		
(j)	Active Mobile Broadband Subscriptions		
(k)	Voicemail		
(l)	Blackberry Services		
	Others (Please Specify)		
Total Fixed [Wired] Internet Subscriptions⁴			
(m)	Number of Users Per Fixed [Wired] Internet Subscriptions		
(n)	Average Number of Users Per Fixed Internet Subscriptions [Broadband]		
Cable Modem Internet Subscriptions			
(o)	Average Number of Users Per Cable Modem Internet Subscriptions		
(p)	DSL Internet Subscriptions		
(q)	Fibre-To-The-Home/Building ⁵		
(r)	Other Fixed [Wired] Broadband Internet Subscriptions ⁶		
Total Wireless Broadband Subscriptions			
(s)	Average Number of Users Per Fixed Wireless Broadband Internet Subscriptions		
(t)	Fixed (Wired) - Broadband Internet traffic [Exabyte]		
(v)	Mobile-broadband Internet traffic <ul style="list-style-type: none"> • Within the country • Outside the country (roaming out) 		
Total number of Terrestrial Subscriptions[Fixed& Fixed Wireless]			
(w)	Total number of satellite internet subscribers		
Dedicated Mobile Subscriptions⁷			

(x)	Average Number of dedicated Users Per Dedicated Mobile Subscriptions		
(y)	Number of Internet Users Per State		
Number Of Subscribers By Internet Speed			
1.	256kbps -2 mbps		
2.	2mbps -10mbps		
3.	10mbps & above		
(z)	Subscriber Matrix <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] 		

⁴ 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 .

⁵ The number of Internet Subscriptions using fibre to the home or fibre to the building with downstream speeds equal to or greater than 256kbps/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.

⁶ 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.

⁷ 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.

SECTION D: TRAFFIC DATA

12. Voice Traffic:

(a) Local and National Telephone Traffic²

<i>Period</i>	<i>Type Of Traffic</i>	<i>Amount Of Traffic (In Paid Minutes)</i>		
		<i>On-Net</i>	<i>Across Network</i>	<i>Total</i>
2017	Outgoing			
	Incoming			
	Transit			
2018	Outgoing			
	Incoming			
	Transit			

(b) Mobile to Fixed Traffic³

<i>Type Of Traffic</i>	<i>2017</i>	<i>2018</i>
Outgoing		
Incoming		
Total		

² This is the total number of minutes made by mobile subscribers within a country [including minutes to fixed telephone /CDMA/mobile phones subscribers]

³ Number of mobile minutes made from mobile subscribers to fixed networks [within the country]

(c) Mobile to Mobile Traffic⁴

<i>Type Of Traffic</i>	<i>2017</i>	<i>2018</i>
Outgoing		
Incoming		
Total		

(d) Outgoing/Originating Mobile Minutes To International
[Classification By Country/Region¹¹]

<i>Country/Region</i>	<i>Amount (In Paid Minutes)</i>			
	<i>2017</i>		<i>2018</i>	
	<i>Outgoing</i>	<i>Incoming</i>	<i>Outgoing</i>	<i>Incoming</i>
United Kingdom				
United States, Canada & North America				
Europe				
South America / Caribbean				
Asia/Pacific				
Africa				
Middle East				
Total				

(e) Number of Roaming minutes

<i>Type Of Traffic</i>	<i>2017</i>	<i>2018</i>
In-coming		
Out-going		
Total		

⁴ Number of mobile minutes made from mobile subscribers to other mobile networks [within the country] ¹¹
Number of mobile minutes originating in the country to destinations outside the country to any destination.

13a. SMS Messages: Local and National Outgoing/Incoming

<i>Period</i>	<i>Type Of Traffic</i>	<i>No of SMS Messages(As At 31st December)</i>		
		<i>On-Net</i>	<i>Across Network</i>	<i>Total</i>
2017	Outgoing			
	Incoming			
	Transit			
2018	Outgoing			
	Incoming			
	Transit			

13b. SMS Messages: International Outgoing/Incoming

<i>Type</i>	<i>Number (As At 31st December)</i>	
	<i>2017</i>	<i>2018</i>
Outgoing		
Incoming		
Transit		
<i>Total</i>		

13c. MMS¹² Messages:

<i>Type</i>	<i>Number (As At 31st December)</i>	
	<i>2017</i>	<i>2018</i>
Outgoing		
Incoming		
Transit		
<i>Total</i>		

13d. Used International Internet Bandwidth (traffic), in Mbits¹⁴

<i>Used International Internet Bandwidth(traffic),in Mbits (As At 31st December)</i>	
<i>2017</i>	<i>2018</i>

¹² Total number of MMS sent, both to national and international destinations.

¹⁴ This is the average traffic load (expressed in Mbit/s) of international fibre-optic cables and radio links for carrying internet traffic. The average should be calculated over the 12month period of the reference year, and should take into consideration the traffic of all international internet links. If the traffic is asymmetric, then the average incoming traffic load should be provided.

13e. Lit/equipped international Bandwidth, in Mbits⁵

<i>Lit/equipped international Bandwidth, in Mbits (As At 31st December)</i>	
<i>2017</i>	<i>2018</i>

13f. Mobile- broadband internet traffic (outside the country, roaming out)⁶

<i>Mobile- broadband internet traffic (roaming out) (As At 31st December)</i>	
<i>2017</i>	<i>2018</i>

⁵ *This is the total lit capacity of international fibre-optic cables provisioned to carry internet traffic, plus the equipped capacity of international radio links provisioned to carry internet traffic. It should be expressed in Mbit/s. Lit/equipped international internet bandwidth of transnational operators owning and operating international links should be included as well as Lit/equipped capacity of wholesalers leasing int'l internet bandwidth to national internet service providers. If capacity is asymmetric, then the incoming capacity should be provided.*

⁶ *This is the Broadband traffic volumes originated outside the country from 3G networks or other advanced mobile-networks, including 3G upgrades, evolutions or equivalent standards in terms of data transmission speeds. Traffic should be collected and aggregated at the country level for all customers of domestic operators roaming outside the country and using 3G or more advanced mobile networks. Download and upload traffic should be added up and reported together. Traffic should be measured at the end-user access point. Wholesale and walled-garden traffic should be excluded. Traffic should be reported in exabytes. If figures are reported in a different unit from the Exabyte, the unit should be indicated in a note.*

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

14. Retail Tariffs: Please, attach your detailed tariffs for different packages (Prepaid, post-paid, etc.)

Class of Tariff (please specify category)	Rates (as at Dec 31, 2018) (=N=) & (USD)	
Implemented Tariff plans with product details.		
Roaming cost of making calls		
Roaming Cost of receiving calls		
International Call Rates: UK United States, Canada & North America Europe South America/Caribbean Asia/Pacific Africa Middle East		
Price of a SIM Card		
Name & Price of Data Plan (please specify for each category of data plan)	<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 (please specify for each category of data plan)		
Advertised maximum download speed associated with the different data plans		

SECTION F: CONSUMER PRACTICE REGULATIONS

15.

Consumer Issues	Yes	No
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)		
Customer Care Centre's\Agents	As At December 2018	
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		
Location		Address and Phone Numbers
Town\City	State	

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.

16. Revenue: (=N= million)

S/N	Revenue Source	Amount (N million as at 31 st December)	
		2017	2018
1.	<i>Average Revenue Per User (ARPU)</i>		
2.	<i>Retail Revenues (retail revenues from mobile communications excluding device revenues and VAT)</i>		
3.	<i>Connection Charges</i>		
4.	<i>Access Charges</i>		
	<i>a) Local</i>		
	<i>b) Roaming</i>		
5.	<i>Monthly Subscription</i>		
6.	<i>Voice Calls</i>		
	<i>a) Local</i>		
	<i>b) International</i>		
7.	<i>Data Services</i>		
8.	<i>Blackberry Services</i>		
9.	<i>Other Services</i>		
	<i>Total</i>		

17. Operating Costs: (=N= million)

S/N	Cost Centre	Amount (N million as at 31 st December)	
		2017	2018
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		

18. Assets: (=N= million)

<i>Item</i>	<i>2017</i>	<i>2018</i>
a. Fixed Assets(<i>less depreciation</i>)		
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		
TOTAL		

19. Investments: (=N= million)

<i>Item</i>	<i>2017</i>	<i>2018</i>
TOTAL		

SECTION H: STAFF PROFILE AND COMPENSATION

20. Category and Number of Staff:

<i>S/N</i>	<i>Category of Staff</i>	<i>Number of Staff (2018)</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				
	Total				

SECTION I: INFORMATION AND COMMUNICATIONS TECHNOLOGY

21. e-Transaction:

<i>Item</i>	<i>Yes</i>	<i>No</i>	<i>NA</i>
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

22. Ownership of ICT

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

SECTION J: BUSINESS OUTLOOK QUESTIONS

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

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

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

SECTION K: CHALLENGES

24. 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

SECTION L: REMARKS

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

Thank You