



INFORMATION REQUEST NOTICE

2024 YEAR END

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

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

NAME OF OPERATOR: _____

SECTION A: CONTACT & GENERAL INFORMATION

1. Company Details:

Legal Name:	
Operating Or Trade Name:	
Address:	
City:	State:
Telephone(s):	
Email:	Website:
List corporate branches below (if any)	

2. Contact Person/Focal Point (for operating statistics):

(a) Name:

(b) Designation:
.....

(c) Telephone(s):

(e) E-mail Address:

3. Date of Commencement of Service:

4. Scope License Coverage Area:

National

Regional (Specify)

SECTION B: NETWORK DATA

5. **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, 2024:**

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

Location in States should be included in your attachment i.e if Abia State has 10 towers that means the location of these towers should be stated to sum up the 10 towers referred to.

- ❖ *Please use additional paper if required*
- ❖ *Data should be in numerical value*

6. Infrastructure Deployment:

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed (As At 31st December)</i>	
	<i>2023</i>	<i>2024</i>
Cable Network (in Km)		
Fibre Optics Network (in Km) Owned: NOT Leased a) On-land b) Submarine		
Microwave Radio (in Km)		
Number of Trunks (E1) in use		
Number of Owned Lines in use <i>(values in numeric)</i>		
Number of Gateways in use		

SECTION C: SUBSCRIBER & SERVICES DATA

8. Type and Number of Subscribers:

S/N	Subscriber Category	Number of Subscribers (as at 31 st December)	
		2023	2024
1.	Installed Capacity		
2.	Connected Lines		
3.	Active Voice Lines		
4.	Government: a) Post-paid b) Prepaid		
5.	Private Business a) Postpaid b) Prepaid		
6.	Residential a) Post-paid b) Prepaid		

❖ *Please note that 4, 5 & 6 should be the sum of 3 (Active Lines)*

7.	Total Number of Active Voice Subscriptions Per State		
8.	Total Number of Active Voice Subscriptions Per Region 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> 		
9.	Number of subscriptions with Access to Data Communications at Broadband Speed		

9. Number of Subscribers by Services offered:

S/N	Service Category	Number of Subscribers (as at 31 st December)	
		2023	2024
1.	Active Internet Subscriptions		
2.	Number of Internet Users Per State		
3.	Number of Internet Users Per Region: <ul style="list-style-type: none"> • South South • South West • South East • North West • North East • North Central 		
4.	Average Speed of the Internet delivered		
5.	Total Fixed [Wired] Internet Subscriptions		
6.	Total Fixed [Wireless] Internet Subscriptions		
7.	Fiber-To-The-Home/Building		
8.	Total number of Terrestrial Subscriptions [Fixed & Fixed Wireless]		
	Total number of Satellite Internet Subscriptions		

9.	Bundled Telecommunication Services		
a.	Subscriptions to fixed-broadband and fixed-telephone bundles		
b.	Subscriptions to fixed wireless-broadband and fixed-telephone bundles		

10.	Number Of Subscribers by Internet Speed		
a.	256 kbps to <2 mbps		
b.	2 mbps to < 10mbps		
c.	10mbps & above		
d.	Total Number of 3G Subscriptions		
e.	4G & above		
f.	Subscriber Matrix ✓ Government ✓ NGOs ✓ Multinationals ✓ Schools & Research Institutions ✓ Cybercafés ✓ Hospitals & Medical Research ✓ Public Libraries ✓ Military ✓ Public Security Services ✓ Residential/Individual ✓ Private Businesses ✓ Others [Please Specify]		

- ❖ *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.*
- ❖ *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.*
- ❖ *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.*
- ❖ *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

10. Voice Traffic:

(a) Local and National Telephone Traffic

Period	Type Of Traffic	Amount Of Traffic (In Paid Minutes)		
		Local	National	Total
2023	Outgoing			
	Incoming			
	Transit			
2024	Outgoing			
	Incoming			
	Transit			

(b) Fixed to Mobile Traffic

Type of Traffic	2023	2024
Outgoing		
Incoming		
Total		

(c) International Voice Traffic Classification by Country/Region

Country/Region	Amount (In Paid Minutes)			
	2023		2024	
	Outgoing	Incoming	Outgoing	Incoming
United Kingdom				
United States, Canada & North America				
Europe				
South America/ Caribbean				
Asia/Pacific				
Africa				
Middle East				
Total				

11. Internet Traffic in Terabyte (TB):

<i>Internet Traffic in Terabyte (TB) as at 31st December 2024</i>		
(a)	Fixed (Wired) – Broadband internet traffic [TB]	
(b)	Fixed (Wireless) – Broadband internet traffic [TB]	
	Total	

12. Text messages (SMS)

Type	Number (As At 31 st December)	
	2023	2024
Outgoing		
Incoming		
Total		

SECTION E: 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)		

SECTION F: 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.

13. Revenue:

S/N	Revenue Source	Amount (N million as at 31 st December)	
		2023	2024
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		

14. Operating Costs:

S/N	Cost Centre	Amount (N million as at 31 st December)	
		2023	2024
1.	Personnel		
2.	Interconnection		
	a) Local		
	b) International		
3.	Energy (electricity, etc)		
4.	Recharge cards cost		
5.	International Bandwidth cost a) Satellite		
	b) Undersea Cable		
	c) Others		
6.	Spares		
7.	Others		
	Total		

15. Assets (=N= million)

ITEM	2023	2024
A. Fixed Assets (less depreciation)		
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. 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 (Prepayments)		
Consultancy, Insurance and Pension Funds		
Miscellaneous		
Total		

16. Liabilities: (=N= million)

<i>Item</i>	2023	2024
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*

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

<i>Item</i>	2023	2024
TOTAL		

❖ *Annual Investments in telecommunication services refers to the investment during the financial year made by licensees providing telecommunications network and / or service for acquiring or upgrading telecommunication assets (CAPEX)*

SECTION G: STAFF PROFILE

18. Category and Number of Staff:

<i>S/N</i>	<i>Category of Staff</i>	<i>Number of Staff (2024)</i>			
		<i>Nigerian</i>		<i>Expatriate</i>	
		<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>
1.	Managerial				
2.	Senior Technical				
3.	Junior Technical				
4.	Others				
	Total				

SECTION H: BUSINESS OUTLOOK QUESTIONS

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

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

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

20. SECTION I: Challenges

<i>Please indicate the major challenges facing your Organization, Please Select Applicable.</i>	<i>Rating</i>					
	<i>Low</i>			<i>High</i>		
<i>Options (0 for low and 5 for high)</i>	0	1	2	3	4	5
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
26. Regulatory delays	0	1	2	3	4	5
27. Others (please use additional sheets where necessary)	0	1	2	3	4	5

SECTION J: REMARKS

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

Thank You