



INFORMATION REQUEST NOTICE

2023 YEAR END

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

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):	
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:.....
- (e) E-mail Address:

3. Date of Commencement of Service:

4. Operational Status:

SECTION B. NETWORK DATA

5. Total Number of Base Stations across the states as at December 31, 2023.

<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							

6. 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, 2023:

<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							

7a. Number of 2G ONLY Subscribers as at December 31, 2023.

<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							

7b. Number of 3G ONLY Subscribers as at December 31, 2023.

<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							

7c. Number of 4G ONLY Subscribers as at December 31, 2023.

<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							

7d. Number of 5G ONLY Subscribers as at December 31, 2023.

<i>Please Specify The Number Of 5G 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 5G Subscriptions in Nigeria							

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*

8. Infrastructure Deployment:

<i>Type Of Infrastructure/ Transmission Facility</i>	<i>Size Deployed</i>	
	<i>As at December 2022</i>	<i>As at December 2023</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>in Numeric</i>)		
Number of Gateways in use		

SECTION C: SUBSCRIBER & SERVICES DATA

9. Type and Number of Subscribers:

<i>S/N</i>	<i>Subscriber Category</i>	<i>Number of Subscribers(as at 31st December)</i>	
		<i>2022</i>	<i>2023</i>
(a)	Installed capacity		
(b)	Connected Lines:		
(c)	Active Subscriptions: Prepaid Post-paid		
(d)	Total Active Subscriptions		
(e)	Total Active Subscriptions per Gender (State)		
	Male		
	Female		
(f)	Total Number of Active Subscriptions Per State		

(g)	Total Number of Active Subscriptions Per Region: <ul style="list-style-type: none"> • South South • South West • South East • North West • North East • North Central 		
(h)	Number of Machine to Machine Subscriptions		
(i)	Active subscriptions to LTE/WIMAX mobile- broadband networks		
ii	Number of data-only mobile-broadband subscriptions (dongles)		
	Bundled Telecommunications services		
(j)	Total Connected bundled Data and Voice subscriptions		
(k)	Number of bundled Active Data and Voice Subscriptions		

- ❖ *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.*
- ❖ *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 Centres

Total Number of Registered SIM- Based Subscribers (as at Dec, 2023)	
Total Number of Registration Centres (as at Dec, 2023)	
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)	
		2022	2023
(a)	Average internet Speed delivered to subscribers		
(b)	Mobile-broadband Internet traffic		
	<ul style="list-style-type: none"> • Within the Country 		
	<ul style="list-style-type: none"> • Outside the Country 		
(c)	Number Of Subscribers By Internet Speed		
1.	256kbps to < 2 mbps		
2.	2mbps to < 10mbps		
3.	10mbps & above		
(d)	Subscriber Matrix ✓ Government ✓ NGOs ✓ Multinationals ✓ Schools & Research Institutions ✓ Residential/Individual ✓ Private Businesses ✓ Cybercafés ✓ Hospitals & Medical Research ✓ Public Libraries ✓ Military ✓ Public Security Services ✓ Others [Please Specify]		
(e)	Distribution of Mobile Phone Devices		
1.	Number of Network Subscribers of Smart Phones		
2.	Number of Network Subscribers of Feature Phones		
3.	Number of Network Subscribers of Basic Phones		

(f)	Cost of Device		
1.	Average cost of Smart Phone		
2.	Average cost of Feature Phone		
3.	Average cost of Basic Phone		
4.	Average cost of internet dongle		

- ❖ *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.*

12. Number of Registered SIMs successfully linked to NIN

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							

SECTION D: TRAFFIC DATA

13. Voice Traffic:

(a) Local and National Telephone Traffic

<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>
2022	Outgoing			
	Incoming			
	Transit			
2023	Outgoing			
	Incoming			
	Transit			

(b) Mobile to Fixed Traffic

<i>Type Of Traffic</i>	2022	2023
Outgoing		
Incoming		
Total		

(c) Mobile to Mobile Traffic

<i>Type Of Traffic</i>	2022	2023
Outgoing		
Incoming		
Total		

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

Country/Region	Amount (In Paid Minutes)			
	2022		2023	
	Outgoing	Incoming	Outgoing	Incoming
United Kingdom				
United States, Canada & North America				
Europe				
South America / Caribbean				
Asia/Pacific				
Africa				
Middle East				
Total				

(e) Number of Roaming minutes

Type Of Traffic	2022	2023
In-Coming		
Out-going		
Total		

Number of Countries with which there is a Country-level Roaming Agreement		
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Total West African Regional Traffic (ECOWAS)	2022	2023
Incoming to National Mobile Networks (<i>Minutes</i>)		
Outgoing to National Mobile Networks (<i>Minutes</i>)		

14a. 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>
2022	Outgoing			
	Incoming			
	Transit			
2023	Outgoing			
	Incoming			
	Transit			

14b. SMS Messages: International Outgoing/Incoming

<i>Type</i>	<i>Number (As At 31st December)</i>	
	2022	2023
Outgoing		
Incoming		
Transit		
<i>Total</i>		

14c. MMS Messages:

<i>Type</i>	<i>Number (As At 31st December)</i>	
	2022	2023
Outgoing		
Incoming		
Transit		
<i>Total</i>		

14d. Used International Internet Bandwidth (traffic), in Mbits¹⁴

<i>Used International Internet Bandwidth(traffic),in Mbits (As At 31st December)</i>	
2022	2023

- ❖ *Total number of MMS sent, both to national and international destinations.*
- ❖ *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.*

14e. Lit/equipped international Bandwidth, in Mbits

<i>Lit/equipped international Bandwidth, in Mbits</i> (As At 31 st December)	
<i>2022</i>	<i>2023</i>

14f. Mobile- broadband internet traffic (outside the country, roaming out)

Mobile- broadband internet traffic (roaming out) (As At 31 st December)	
<i>2022</i>	<i>2023</i>

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

15. 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, 2023) (=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 <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		

SECTION F: CONSUMER PRACTICE REGULATIONS

16.

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)		

*** 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.

17. Revenue: (=N= Million)

S/N	Revenue Source	Amount (N million as at 31 st December)	
		2022	2023
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>Other Services</i>		
	<i>Total</i>		

18. Operating Costs: (=N= Million)

S/N	Cost Centre	Amount (N million as at 31 st December)	
		2022	2023
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		

19. Assets: (=N= million)

<i>Item</i>	2022	2023
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		

20. Investments in Telecommunications Network and Infrastructure : (=N= million)

<i>Item</i>	<i>2022</i>	<i>2023</i>
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 H: STAFF PROFILE

21. Category and Number of Staff:

<i>S/N</i>	<i>Category of Staff</i>	<i>Number of Staff (2023)</i>			
		<i>Nigerian</i>		<i>Expatriate</i>	
		<i>Male</i>	<i>Female</i>	<i>Male</i>	<i>Female</i>
(a)	Managerial				
(b)	Senior Technical				
I	Junior Technical				
(d)	Others				
	<i>Total</i>				

SECTION J: BUSINESS OUTLOOK QUESTIONS

22. 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

23. 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/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 L: REMARKS

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

Thank You