



INFORMATION REQUEST NOTICE

**2020 YEAR END**

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

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

*OPERATOR NAME:*.....



**SECTION B. NETWORK DATA**

**5. Total Number of Base Stations across the states as at December 31, 2020.**

<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							
<b>Total Number of Base Stations in Nigeria</b>							

**6a. Number of 2G ONLY Network Coverage as at December 31, 2020.**

<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							
<b>Total Number of 2G Subscriptions in Nigeria</b>							

6b. Number of 3G ONLY Network Coverage as at December 31, 2020.

<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							
<b>Total Number of 3G Subscriptions in Nigeria</b>							

6c. Number of 4G ONLY Network Coverage as at December 31, 2020.

<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							
<b>Total Number of 4G Subscriptions in Nigeria</b>							

**7. 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, 2020:**

<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							
<b>Total</b>							

**Location in States should be included in your attachment i.e if Abia State has 10 towers that means the location these towers exist should be given 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 2019</i>	<i>As at December 2020</i>
Cable Network (in Km)		
Fibre Optics Network (in Km) Owned: <b>NOT leased.</b> 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:**

S/N	Subscriber Category	Number of Subscribers( as at 31 <sup>st</sup> December)	
		2019	2020
(a)	Installed capacity		
(b)	Connected Lines:		
(c)	Active Subscriptions: Prepaid Post-paid		
(d)	Total Active Subscriptions		
(e)	Total Active Subscriptions per Gender (State)		
	<b>Male</b>		
	<b>Female</b>		
(f)	Total Number of Active Subscriptions Per State		
(g)	Total Number of Active Subscriptions Per Region: <ul style="list-style-type: none"> <li>• <i>South South</i></li> <li>• <i>South West</i></li> <li>• <i>South East</i></li> <li>• <i>North West</i></li> <li>• <i>North East</i></li> <li>• <i>North Central</i></li> </ul>		
(h)	Machine to Machine <sup>1</sup>		

(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)		
	<b>Bundled Telecommunications services</b>		
(j)	Total Connected Active Data and Voice Mobile <sup>2</sup> broadband subscriptions		
(k)	Number of Active Data and Voice Mobile broadband Subscriptions		
	<b>Porting</b>		
(l)	Total Incoming Telephone Numbers Ported (From Other Networks)		
(m)	Total Outgoing Telephone Numbers Ported (To Other Networks)		

<sup>1</sup> 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.

<sup>2</sup> 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, 2020)	
Total Number of Registration Centre (as at Dec, 2020)	
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 <sup>st</sup> December)	
		2019	2020
(a)	Voice		
(b)	SMS		
(c)	MMS		
(d)	Internet <sup>1</sup>		
(e)	Number of Internet Users Per Subscription		

<sup>1</sup> 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.



(f)	Number of Internet Users Per Region: <ul style="list-style-type: none"> <li>• <i>South South</i></li> <li>• <i>South West</i></li> <li>• <i>South East</i></li> <li>• <i>North West</i></li> <li>• <i>North East</i></li> <li>• <i>North Central</i></li> </ul>		
(g)	Number of Internet Users Per State		
(h)	Data Usage in Terabyte (TB)		
(i)	Average internet Speed delivered to subscribers		
(j)	Active Mobile Broadband Subscriptions		
(k)	Voicemail		
(l)	Blackberry Services		
	Others (Please Specify)		
	<b>Mobile-broadband Internet traffic</b>		
	<ul style="list-style-type: none"> <li>• Within the Country</li> </ul>		
	<ul style="list-style-type: none"> <li>• Outside the Country</li> </ul>		
	<b>Dedicated Mobile Subscriptions<sup>7</sup></b>		
(x)	Average Number of dedicated Users Per Dedicated Mobile Subscriptions		
(y)	Number of Internet Users Per State		
	<b>Number Of Subscribers By Internet Speed</b>		
1.	256kbps to < 2 mbps		
2.	2mbps to < 10mbps		
3.	10mbps & above		

(z)	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]		
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<sup>7</sup> 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 Traffic<sup>2</sup>**

<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>
<b>2019</b>	Outgoing			
	Incoming			
	Transit			
<b>2020</b>	Outgoing			
	Incoming			
	Transit			

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

(b) Mobile to Fixed Traffic<sup>3</sup>

<i>Type Of Traffic</i>	<i>2019</i>	<i>2020</i>
Outgoing		
Incoming		
<b>Total</b>		

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<sup>3</sup> *Number of mobile minutes made from mobile subscribers to fixed networks [within the country]*

(c) Mobile to Mobile Traffic<sup>4</sup>

<i>Type Of Traffic</i>	<b>2019</b>	<b>2020</b>
Outgoing		
Incoming		
<b>Total</b>		

(d) Outgoing/Originating Mobile Minutes To International  
[Classification By Country/Region<sup>11</sup>]

<b>Country/Region</b>	<b>Amount (In Paid Minutes)</b>			
	<b>2019</b>		<b>2020</b>	
	<b>Outgoing</b>	<b>Incoming</b>	<b>Outgoing</b>	<b>Incoming</b>
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>	<b>2019</b>	<b>2020</b>
In-Coming		
Out-going		
<b>Total</b>		

<sup>4</sup> Number of mobile minutes made from mobile subscribers to other mobile networks [within the country] <sup>11</sup>  
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 31<sup>st</sup> December)</i>		
		<i>On-Net</i>	<i>Across Network</i>	<i>Total</i>
<b>2019</b>	Outgoing			
	Incoming			
	Transit			
<b>2020</b>	Outgoing			
	Incoming			
	Transit			

**13b. SMS Messages: International Outgoing/Incoming**

<i>Type</i>	<i>Number ( As At 31<sup>st</sup> December)</i>	
	<i>2019</i>	<i>2020</i>
Outgoing		
Incoming		
Transit		
<i>Total</i>		

**13c. MMS<sup>12</sup> Messages:**

<i>Type</i>	<i>Number ( As At 31<sup>st</sup> December)</i>	
	<i>2019</i>	<i>2020</i>
Outgoing		
Incoming		
Transit		
<i>Total</i>		

**13d. Used International Internet Bandwidth (traffic), in Mbits<sup>14</sup>**

<i>Used International Internet Bandwidth(traffic),in Mbits ( As At 31<sup>st</sup> December)</i>	
<i>2019</i>	<i>2020</i>

<sup>12</sup> Total number of MMS sent, both to national and international destinations.

<sup>14</sup> 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 Mbits<sup>5</sup>

<i>Lit/equipped international Bandwidth, in Mbits</i> ( As At 31 <sup>st</sup> December)	
2019	2020

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

<b>Mobile- broadband internet traffic ( roaming out)</b> ( As At 31 <sup>st</sup> December)	
2019	2020

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<sup>5</sup> 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.

<sup>6</sup> 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.)**

<b>Class of Tariff (please specify category)</b>	<b>Rates (as at Dec 31, 2020) (=N=) &amp; (USD)</b>	
Implemented Tariff plans with product details.		
Roaming cost of making calls		
Roaming Cost of receiving calls		
<b>International Call Rates:</b> UK United States, Canada & North America Europe South America/Caribbean Asia/Pacific Africa Middle East		
<b>Price of a SIM Card</b>		
<b>Name &amp; Price of Data Plan</b> <i>(please specify for each category of data plan)</i>	<i>Name of Plan</i>	<i>Price</i>
<b>Price per additional megabyte (MB) of Internet Data downloaded once allotted limit is used up</b>		
<b>Maximum Amount of Internet Data in Megabyte (MB) that can be transferred within 30days included in the data plan</b> <i>(please specify for each category of data plan)</i>		
<b>Advertised maximum download speed associated with the different data plans</b>		

**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 2020	
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 <sup>st</sup> December)	
		2019	2020
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 <sup>st</sup> December)	
		2019	2020
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>2019</i>	<i>2020</i>
<b>a. Fixed Assets(<i>less depreciation</i>)</b>		
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>b. Current Assets</b>		
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		
<b>c. Other Assets</b>		
Consultancy, Insurance and Pension Funds		
Miscellaneous		
<b>TOTAL</b>		

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

<i>Item</i>	<i>2019</i>	<i>2020</i>
<b>TOTAL</b>		

**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 (2020)</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>					

**SECTION I: BUSINESS OUTLOOK QUESTIONS**

**21.** 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**

**22. 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

**SECTION J:        REMARKS**

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

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Thank You