**Questionnaire**

**Business Discussion (Providers) of Airtime Credit Services in Latin America, Central Asia, South East Asia and Africa**

Infoholic Research, a global market research & management consulting organization. We are currently conducting a study on Global Airtime Credit Services Market. The primary intent of the research is to understand and evaluate service innovation capability of mobile operators as well as gauging emerging opportunities around “Fintech” (Micro Loans, Nano Credit, Emergency/Advance credit) and change in end-users spending behaviour.

Q.1. What are your views on the growth perspective of Airtime Credit Services market?

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How is the current scenario?

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How will it grow in future (next 2-3 years and 3-5 years)?

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Q.2. What would be the global market size of Airtime Credit Services market in 2018, and the Compounded Annual Rate of Growth (CAGR) for the next five years? Could you share your insights on the specific regions of operation of your organization?

**Region**  **Market Size ($Million)/ CAGR %**

**Market Share (%), 2018** **(2018-2023)**

Global

Latin America

Central Asia

South East Asia

Africa

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Q.3. What is the proportion of investment (in currency or %) that your organization has loaned/credit to qualifying customers as Airtime Time Credit in 2017? Has the investment grown compared to last year 2016 (in currency or %)?

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Q.4. What is the typical Service Fee (%) charged over Credit Amount? In case, there are no service fees, how does your organization recover ROI on the loan amount?

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Q.5. How does your company collaborate with Mobile Operator (Directly or through Partner)? If Partner, please mention the partner name:

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Q.6. What is the typical Revenue Share (%) model with Mobile Operator and Partner?

**Entities Revenue Share (ACS Service Fee)**

Mobile Operator %

Partner %

ACS Provider (Self) %

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Q.7. Has the Airtime Credit Services (ACS) resulted in a positive change in average revenue per user (ARPU) growth Year over Year (Y-o-Y) and what was the impact of Airtime Credit Services on ARPU (Y-o-Y)?

Q.8. In your view, how would you rate your competitors or how would you compare your market share with your key players in the Airtime Credit Services market? You can add the applicable players:

**Company Name** **Rating** **Market Share (%), 2017**

(1)

(2)

(3)

(4)

(5)

(6)

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*THANK YOU FOR YOUR VALUABLE INSIGHTS*