



COMPLIANCE RETURN FORM

APPLICATION SERVICE PROVIDER

PURSUANT TO THE PROVISIONS OF THE KICA 1998 AND THE KICA AMENDMENT ACT, 2013, AND THE KENYA INFORMATION AND COMMUNICATIONS REGULATIONS AND THE LICENSE CONDITIONS

Please note that the latest version of this form must be downloaded from the Authority's website at the end of each quarter

1 GENERAL INFORMATION

1.1 License Details

Licensee (*name of company*): _____

License No: _____

Other Licenses held: _____

1.2 Period under review (Tick against appropriate quarter)

FINANCIAL YEAR _____ (*based on Government of Kenya Financial year e.g. 2015/2016*)

Quarter 1 (1 st July – 30 th Sep)	Quarter 2 (1 st Oct – 31 st Dec)	Quarter 3 (1 st Jan – 31 st Mar)	Quarter 4 (1 st Apr – 30 th Jun)

1.3 Address

1. Physical Address:

Town _____ Street/Road _____

L.R. No. _____ Floor No. _____ Room No. _____

Name of Building _____

2. Postal Address:

P. O. Box _____ Postal Code _____

Post Office Town _____

3. Phone Contact:

Tel. No. _____

Mobile No. _____ Other Tel. Nos. _____

4. Email and Web Address:

Email address: _____

Web Address: _____

Did any of the address information change during the quarter? (Tick as appropriate) Yes No

(If Yes, Attach letter with the changed information)

1.4 Contact details

Name of Head of Organization: _____

Title of Head of Organization: _____

Name of contact person: _____

Designation: _____

Telephone: (a) Landline _____ (b) Mobile: _____

Email: _____ Web address: _____

Signature: _____ Date _____

1.5 Instructions

1. This form has provision for both quarterly and annual reporting.
2. Please provide information in the space provided, you may insert additional rows and pages as required.

PART A: QUARTERLY REPORTING SECTION

(Information to be submitted at the end of every Quarter)

2 SERVICES PROVIDED UNDER THIS ASP LICENSE

2.1 Voice Services

	Service Provided	Brief Description on Scope of service/Service Approval Code	Number of subscriptions
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			

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	Service Provided	Brief Description on Scope of service/Service Approval Code	Number of subscriptions
10			

2.2 Non-voice services

	Service Provided	Brief Description of Scope of service/ Service Approval Code	Number of subscriptions
1.			
2.			
3.			
4.			
5.			

2.3 Data/Internet services

	Service Provided	Brief Description on Scope of service/Service Approval Code	Number of subscriptions
1			
2			
3			
4			
5			
6			
7			
8			

2.4 Car tracking / Fleet Management services

	Service Provided	Brief Description on Scope of service/Service Approval Code	Number of subscriptions
1			
2			
3			
4			
5			

	Service Provided	Brief Description on Scope of service/Service Approval Code	Number of subscriptions
6			
7			

3 SUBSCRIBER INFORMATION

3.1 Voice Service Subscriptions

Category of Subscriptions		Number of Subscriptions		
		1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter
Postpaid Voice Services	2G Mobile			
	3G Mobile			
	Terrestrial Fixed line			
	Terrestrial Fixed wireless			
Prepaid Voice Services	2G Mobile			
	3G Mobile			
	Terrestrial Fixed line			
	Terrestrial Fixed wireless			
VOIP				
Others (please specify)				

3.2 Data/Internet Service Subscriptions (For retail customers)

Subscriptions by Technology	Total Subscriptions			Broadband subscriptions		
	1 st month in quarter	2 nd month in quarter	3 rd month in quarter	1st month in quarter	2nd month in quarter	3rd month in quarter
	No of Subscriptions	No of Subscriptions	No of Subscriptions	No of Subscriptions	No of Subscriptions	No of Subscriptions
GSM Mobile Phones						
GSM Modems						
CDMA 2000 Phones						
Fiber To The Home						
Fiber To The Office						
Fixed wireless eg WiMax						
Satellite						
Copper Line (Dial-up & DSL, xDSL)						
Cable modem						
Other fixed (wired) Please Specify						

3.3 Data Subscriptions by Capacity

Capacity	Number of Subscriptions
>0≤16Kbps	
>16≤32Kbps	
>32≤64Kbps	

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Capacity	Number of Subscriptions
>64≤128Kbps	
>128≤256 Kbps	
>256≤512 Kbps	
>512≤1Mbps	
>1Mbps≤2Mbps	
>2Mbps	
Other(Please specify)	

3.4 Data Volume Consumption by Subscriptions

Access technology	Total No. of Subscriptions	Data Volumes consumed in Gigabytes
GSM Mobile Phones		
GSM Modems		
CDMA 2000 Phones/Modems		
Fiber To The Home		
Fiber To The Office		
Fixed wireless eg Wimax		
Satellite		
Copper Line (Dial-up & DSL,xDSL)		
Cable modem		
Other (Specify below)		

3.5 MONEY TRANSFER SERVICE

Indicator	1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter
Number of registered subscriptions			
Number of agents			
No. of Sending transactions			
No. of Withdrawing transactions			
Value of transaction (Kshs)			
No. of Mobile Commerce transactions (Kshs)			
Value of Mobile Commerce transactions (Kshs)			
Total person-person transfers (KShs)			
Total Deposits (KShs)			

4 TRAFFIC

4.1 Point of Sale (POS) Services

Type of Utility / Services	No of Institutions using POS services	Number of users	Volumes Transferred		
			1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter
Water					
Electricity					

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Point of Sales (POS)					
List others					

4.2 Local Voice Traffic Volumes

List all service providers for internetwork traffic exchange. Number of Minutes and number of calls should be indicated as provided in the table.

Name of operator		Number of voice minutes		Number of voice calls		VOIP Minutes			
Intra-Network	Mobile								
	Fixed Wireless								
	Fixed line								
Other Networks		Incoming		Outgoing		Incoming		Outgoing	
		Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls
1.	Mobile								
	Fixed Line								
	Fixed Wireless								
2.	Mobile								
	Fixed Line								
	Fixed Wireless								
3.	Mobile								
	Fixed Line								
	Fixed Wireless								
Total	Mobile								
	Fixed Line								
	Fixed Wireless								

4.3 Local SMS Traffic Volumes

Name of operator		No. of SMS (Excluding money transfer and Premium Rate)		No. of Premium Rate SMS		No. Of MMS		No. of USSD metered Sessions
Intra-Network	Mobile							
	Fixed Wireless							
	Fixed line							
Other Networks		Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing	
1.	Mobile							
	Fixed Wireless							
	Fixed Line							
2.	Mobile							

Name of operator		No. of SMS (Excluding money transfer and Premium Rate)		No. of Premium Rate SMS		No. Of MMS		No. of USSD metered Sessions	
	Fixed Wireless								
	Fixed Line								
3.	Mobile								
	Fixed Wireless								
	Fixed Line								
Total	Mobile								
	Fixed Wireless								
	Fixed Line								

4.4 International Traffic Volumes

Name Country/Carrier of Origin/Termination / Of	Circuit Switched Voice minutes				VOIP Minutes				SMS	
	Incoming		Outgoing		Incoming		Outgoing		Incoming	Outgoing
	Mobile	Fixed	Mobile	Fixed	Mobile	Fixed	Mobile	Fixed		
East African Countries										
1.Uganda										
2.Tanzania										
3.Rwanda										
4.Burundi										
5.South Sudan										
6.Others										
Total										

4.5 Mobile Roaming Traffic

Name of country with roaming agreement	Own Subscribers Roaming					Other Network Subscribers Roaming
	Voice	SMS	Data(MB)	Voice	SMS	Data(MB)

Note: Roaming traffic should include both incoming and outgoing (A separate table based on this format may be submitted)

5 QUALITY OF SERVICE

FIXED VOICE SERVICE DELIVERY INDICATOR	Value
Telephone main lines faults per 100 main lines per annum	
Average time taken for calls to be connected	
Average daily percentage of payphones in working condition	
Percentage of payphone faults repaired	

FIXED VOICE SERVICE DELIVERY INDICATOR	Value
Waiting list for main lines	
Exchange line installation	
Percentage of telephone service faults cleared within 24 hrs	
Percentage of telephone service faults cleared within 48 hrs	
Complaints per 1000 bills	
Percentage of calls for operator service answered within 15 seconds	

6 APPLICATIONS

6.1 Voice Applications

Medium	Application	Degree of symmetry	Key performance parameters and target values	
			One-way delay (ms)	Information Loss (%)
Audio	Conversational voice	Two-way		
Audio	Voice messaging	one-way		
Audio	High quality streaming audio	one-way		
Video	Videophone	Two-way		
Video	One-way	One-way		

6.2 Data Applications

Medium	Application	Degree of symmetry	Typical amount of data	Key performance parameters and target values	
				One-way delay (ms)	Information loss (%)
Data	Web-browsing – HTML	Primarily one-way	~10 KB		
Data	Bulk data transfer/retrieval	Primarily one-way	10 KB-10 MB		
Data	Transaction services – high priority e.g. e-commerce, ATM	Two-way	< 10 KB		
Data	Still image	One-way	< 100 KB		
Data	Interactive games	Two-way	< 1 KB		
Data	Telnet	Two-way (asymmetric)	< 1 KB		
Data	E-mail (server access)	Primarily one-way	< 10 KB		
Data	E-mail (server to server transfer)	Primarily one-way	< 10 KB		
Data	Fax ("real-time")	Primarily one-way	~ 10 KB		
Data	Fax (store & forward)	Primarily one-way	~ 10 KB		
Data	Low priority transactions	Primarily one-way	< 10 KB		

7 Complaints Resolution (from CRM).

Complaint Type	Number of Complaints
----------------	----------------------

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	Month 1		Month 2		Month 3	
	Received	Resolved	Received	Resolved	Received	Resolved
Network Faults						
Poor Service Reception						
Disconnection						
Billing						
Poor Customer service						
Spam Control						
Others (Please Specify)						
TOTAL						

PART B: ANNUAL REPORTING SECTION

(Information to be submitted at the end of the Quarter ending 30th June)

8 SHAREHOLDING INFORMATION

Please attach a copy of the current certificate of shareholding (Issued not more than 3 months old).

9 FINANCIAL DATA

Specify the start and end dates of your firm’s financial year below.

Financial Year Start Date: _____ End Date: _____

Please attach the following;

- I. A copy of your Annual Audited Accounts for the preceding year.
- II. Valid tax compliance certificate.

10 SUBSCRIPTIONS PER COUNTY

County	Voice Service Subscriptions		Data/Internet Service Subscriptions						
	Terrestrial Fixed Wireless	Terrestrial Fixed Line	Fiber To The Home	Fiber To The Office	WiMAX	CDMA	Satellite	Wi-Fi (Hot Spots)	Copper Line (Dial-up & DSL, xDSL)
Baringo									
Bomet									
Bungoma									
Busia									
Elgeyo-Marakwet									
Embu									
Garissa									
Homa Bay									
Isiolo									
Kajiado									
Kakamega									
Kericho									
Kiambu									
Kilifi									
Kirinyaga									
Kisii									
Kisumu									
Kitui									
Kwale									
Laikipia									
Lamu									
Machakos									
Makueni									
Mandera									
Marsabit									

County	Voice Service Subscriptions		Data/Internet Service Subscriptions						
	Terrestrial Fixed Wireless	Terrestrial Fixed Line	Fiber To The Home	Fiber To The Office	WiMAX	CDMA	Satellite	Wi-Fi (Hot Spots)	Copper Line (Dial-up & DSL, xDSL)
Meru									
Migori									
Mombasa									
Murang'a									
Nairobi									
Nakuru									
Nandi									
Narok									
Nyamira									
Nyandarua									
Nyeri									
Samburu									
Siaya									
Taita-Taveta									
Tana River									
Tharaka-Nithi									
Trans Nzoia									
Turkana									
Uasin Gishu									
Vihiga									
Wajir									
West Pokot									
Totals									

11 TARIFFS (Please attach the tariff structure for any other services).

11.1 Commercial Customers

Speed	Type of Connection	Dedicated/Shared No of Users)	Installation charges (KES)	Average Charge (KES)	
				Flat Rate	Per MB
128Kbps	FTTB				
	Satellite				
	xDSL				
	Fixed wireless (e.g. Wimax)				
	Cable Modem				
	Active mobile broadband				
	Other fixed (wired) Please Specify				
256 Kbps	FTTH/B				

Speed	Type of Connection	Dedicated/Shared No of Users)	Installation charges (KES)	Average Charge (KES)	
				Flat Rate	Per MB
	Satellite				
	xDSL				
	fixed wireless (eg Wimax)				
	Cable Modem				
	Active mobile broadband				
	Other fixed (wired) Please Specify				
512 Kbps	FTTB				
	Satellite				
	xDSL				
	Fixed wireless (eg Wimax)				
	Cable Modem				
	Active mobile broadband				
	Other fixed (wired) Please Specify				
1Mbps	FTTB				
	Satellite				
	xDSL				
	Fixed wireless (eg Wimax)				
	Cable Modem				
	Active mobile broadband				
	Other fixed (wired) Please Specify				

11.2 Residential Customers

Speed	Type of Connection	Dedicated/Share d(No of Users)	Installation charges	Average Charge (KES)	
				Flat Rate	Per MB
128Kbps	FTTB				
	Satellite				

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Speed	Type of Connection	Dedicated/Share d(No of Users)	Installation charges	Average Charge (KES)	
				Flat Rate	Per MB
	xDSL				
	Fixed wireless (egWimax)				
	Cable Modem				
	Active mobile broadband				
	Other fixed (wired) Please Specify				
256 Kbps	FTTH/B				
	Satellite				
	xDSL				
	fixed wireless (e.g. Wimax)				
	Cable Modem				
	Active mobile broadband				
	Other fixed (wired) Please Specify				
512 Kbps	FTTB				
	Satellite				
	xDSL				
	Fixed wireless (egWimax)				
	Cable Modem				
	Active mobile broadband				
	Other fixed (wired) Please Specify				
1Mbps	FTTB				
	Satellite				
	xDSL				
	Fixed wireless (egWimax)				
	Cable Modem				
	Active mobile broadband				

Speed	Type of Connection	Dedicated/Share d(No of Users)	Installation charges	Average Charge (KES)	
				Flat Rate	Per MB
	Other fixed (wired) Please Specify				

12 STAFF

Staff category		Local (Kenyan Citizens)		Expatriates	
		Male	Female	Male	Female
Technical	Permanent				
	Contract				
	Temporary				
None Technical	Permanent				
	Contract				
	Temporary				
Total					

13 NUMBERING RESOURCES

13.1 Numbers for fixed telephony, Free Phone and other services

National Destination Code (NDC) (e.g. 020, 041, 0800, 0900, etc.)	Number series e.g. 31xxxxx	Total numbers in the block/series allocated	Numbers in use	Numbers not in use	Reasons for non-usage

13.2 Other Numbering Resources

Other numbering resources	Purpose for the numbers	Total numbers assigned	Numbers in use	Numbers not in use	Reasons for non-Usage

14 COMMENTS/ SUGGESTIONS

Please share any challenges faced and/or make suggestions to improve the regulatory environment.

Signed.....

Name.....

Title.....

Date

Company Stamp above

*(NB: Where Nil returns are provided an explanation **MUST** be provided under the Comments/Suggestions section of this form)*

THANK YOU FOR COMPLETING THE FORM

FOR OFFICIAL USE ONLY – DO NOT FILL BELOW THIS LINE

These returns have been :)

	Checked By:	Verified by:	Approved <input type="checkbox"/> Rejected <input type="checkbox"/> (Tick as appropriate)
Name			
Title			
Signature			
Date			

N/B A COMPLIANCE CERTIFICATE WILL NOT BE ISSUED IF THE COMPLIANCE RETURNS ARE SUBMITTED LATE OR REJECTED BY THE AUTHORITY