



COMPLIANCE RETURN FORM

INTERNATIONAL GATEWAY SYSTEMS AND SERVICES (IGSS) OR SUBMARINE CABLE LANDING (SCLR)

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 Licence Details

Name of Licensee: _____

License No: _____

Other Licenses held: _____

1.2 Period under review (Tick against appropriate quarter)

FINANCIAL YEAR _____ *(based on Government of Kenya Financial year)*

Quarter 1	Quarter 2	Quarter 3	Quarter 4
(1 st July – 30 th Sep)	(1 st Oct – 31 st Dec)	(1 st Jan – 31 st Mar)	(1 st Apr – 30 th Jun)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 a letter documenting the changes in the address)

CA/F/LCS/CRF/03.3

1.4 Contact details

Name of Head Of Organization _____

Title of Head Of Organization _____

Name of contact person: _____

Designation: _____

Telephone _____

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.
3. Please do not delete

PART A: QUARTERLY REPORTING SECTION

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

2 TYPES OF INFRASTRUCTURE/TECHNOLOGY DEPLOYED UNDER THIS IGS LICENSE

Type of infrastructure	Brief Description

3 SYSTEM CAPACITY

3.1 International Data Routing

INTERNATIONAL PROVIDER	BANDWIDTH (Gbps)							
	Satellite				Submarine Cable			
	Incoming		Outgoing		Design Capacity	Lit Capacity	Used Capacity	
	Leased	Used	Leased	Used			Sold in Kenya	Sold to other countries
1.								
2.								

INTERNATIONAL PROVIDER	BANDWIDTH (Gbps)							
	Satellite				Submarine Cable			
	Incoming		Outgoing		Design Capacity	Lit Capacity	Used Capacity	
	Leased	Used	Leased	Used			Sold in Kenya	Sold to other countries
3.								
4.								
TOTAL								

3.2 Locally sold Capacity (Total should be equal to used capacity in Kenya in table 3.1) – Attach a list based on the format provided below if the details cannot fit into the space provided below.

NAME OF LOCAL NFP CLIENTS	BANDWIDTH (Gbps)	
	Purchased Capacity	Capacity Utilized by Client
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
TOTAL		

3.3 International Voice Routing Capacity

INTERNATIONAL ROUTING				
NAME OF CARRIER/COUNTRY OF DESTINATION	NO. OF CIRCUITS			TECHNOLOGY DEPLOYED
	IC	OG	BW	(OFC, Satellite or Terrestrial Microwave)
1.				
2.				
3.				
4.				
5.				
6.				
7.				

IC - Incoming Circuits

OG – Outgoing Circuits

BW – Both way Circuits

4 SATELLITE EARTH STATIONS/HUBS

	Name of Earth Station/Hub	Location of Earth Station/Hub	Access Satellite	Location Of Satellite (°)	Antenna Size (m)	No. of VSATs Connected	Max no. of VSAT the Hub can support
1.							
2.							
3.							
4.							
5.							
6.							
7.							

The information above shall also be submitted in Microsoft excel/csv format to the email address compliance@ca.go.ke, quoting the number of the Licence the data relates to as well as the quarter the data pertains to. Earth station location information shall be expressed in terms of Longitude and Latitude.

5 CUSTOMER COMPLAINTS (attach document from CRM)

Complaint Type	Number of Complaints					
	Month 1		Month 2		Month 3	
	Received	Resolved	Received	Resolved	Received	Resolved
Service Interruptions						
Network Faults						
Poor Service Reception						
Disconnection						
Billing						
Interconnection						
Others (Please Specify below)						
Total complaints						

6 QUALITY OF SERVICE

Network Performance	
Network Parameter	Performance during Quarter
Network Availability (Uptime %)	
Average no. of Faults per month	
Average Fault Repair time	
Average Packet Loss	
Average Delay	
Average Error rate	

PART B: ANNUAL REPORTING SECTION

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

7 SHAREHOLDING INFORMATION

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

8 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.

9 STAFF

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

10 COMMENTS/ SUGGESTIONS

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

Signed.....
 Name.....
 Title.....
 Date



*(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

****check on the relevance of the no of circuits for international routing IC an OG**