



## **PUBLIC NOTICE**

### **PUBLIC CONSULTATION ON THE PROPOSED FRAMEWORK FOR ASSESSMENT OF QUALITY OF SERVICE (QoS) FOR BROADCASTING SERVICES AND SYSTEMS**

The Communications Authority of Kenya (CA) is the regulatory agency for the local ICT industry with responsibilities in telecommunications, e-commerce, broadcasting, cyber-security and postal/courier services. The Authority is also responsible for managing the country's numbering and frequency spectrum resources, administering the Universal Service Fund (USF) as well as safeguarding the interests of ICT consumers.

The advent of digital broadcasting has changed the broadcasting value chain by introducing key intermediary players between content production and consumers. As a result, an increasingly large number of consumers in Kenya access premium multi-channel broadcast content delivered through satellite, terrestrial, Internet and cable networks.

Under the current broadcasting value chain, broadcasters and consumers alike are increasingly expecting the players in the value chain to provide services and networks that meet a given level of performance commensurate with the needs of the broadcasting service consumers.

Accordingly, and in line with Kenya Information and Communications Act, 1998 (as amended) on protection of consumers and promotion of quality of service in the regulated sectors, the Authority has developed a framework for assessment of quality of service (QoS) for broadcasting services and systems.

Stakeholders, including the general public and all interested parties, are invited to review the proposed QoS assessment framework for broadcasting services and systems available on our website on this link: <https://ca.go.ke/consumers/public-consultations/open-consultations/>

Stakeholders are encouraged to submit written comments on the proposed QoS assessment framework and may include suggested changes to the framework, justification(s), views and inputs on enhancing the objectives of the framework.

Comments on the framework should be submitted preferably via email: [broadcasting-qos@ca.go.ke](mailto:broadcasting-qos@ca.go.ke) or through the postal address below by **01<sup>st</sup> July 2020**

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