



COMMUNICATION EQUIPMENT VENDOR CLASS LICENCE

The Communications Authority of Kenya ("the Authority"), in exercise of its powers under the Kenya Information and Communications Act (Cap. 411A) and all applicable regulations hereby authorizes any eligible entity to undertaking the sale of low power electronic communication equipment to the public subject to the following **Terms and Conditions**:

1. Be duly registered as a business entity in Kenya.
2. Only purchase electronic communications equipment from duly licensed Communications Equipment Distributors (CED).
3. Sell electronic communications equipment which have been type approved, type accepted (or exempted from type-approval) by the Authority pursuant to the Kenya Information and Communications Act and the Regulations as may be issued from time to time.
4. Licensees who operate online outlets must provide a verifiable physical address, email, and phone number so customers can easily reach them for support.
5. Issue official receipts for the sale of the electronic communications equipment , whether sold through physical or online outlets. Such receipts shall bear at a minimum detail the name of the Licensee, the electronic communications equipment model, serial number and warranty period.
6. Not sell high power radio-communication apparatus including but not limited to VSAT, VHF, UHF, HF and special telecommunications electronic communications equipment such as Private Branch Exchanges (PABX), all of which require a separate licence.
7. Ensure that the packaging of each individual refurbished electronic communications equipment is clearly and permanently labelled as **"Refurbished"**, in a manner that is visible to end-users.
8. Ensure that all electronic communications equipment it sells in the Kenyan market shall have at a minimum, a warranty period of one (1) year with a return policy.
9. Provide customer support services to assist any person to whom it has sold electronic communications equipment and to answer questions regarding products, services and any other reasonable related questions.
10. Provide after-sales services to customers for the duration of the warranty period, in liaison with a licensed Communication Equipment Distributor.
11. The Licensee shall retain all records relevant to compliance with this Licence for a minimum of three (3) years from the date of creation.
12. Put in place a customer complaint handling mechanism
13. Provide customers with information and mechanisms on environmentally sound disposal of electronic communications equipment as may be guided by the Authority from time to time.
14. All advertising and marketing materials relating to equipment/device features, performance, or network compatibility are accurate and verifiable.
15. The Authority is empowered to monitor the Licensee's compliance with this Licence at any time. The Licensee shall grant the Authority's authorised officers' reasonable access to



premises, systems, records, and equipment for the purpose of inspection, audit, or investigation.

16. Comply with every directive issued by the Authority related to this Licence. and submit reports to the Authority upon request.

DIRECTOR GENERAL/CEO