



This Licence is issued subject to the Kenya Information and Communications Act (Cap. 411A), attendant Regulations and the Terms and Conditions of the Licence.

LICENCE DETAILS

License Category	
Licensee Name	
Licence Number	
Licensed Service	
Licence Term	
Effective Date	[/ /]
Expiry Date	[/ /]
Registered Address	

For and on behalf of the Communications Authority of Kenya:

Name: _____

Director General/CEO

Date: _____

Signature: _____

NB: An annual compliance certificate will be issued subject to fulfilment of applicable regulatory requirements.

THE LICENCE TERMS

The Communications Authority of Kenya (the "**Authority**"), in accordance with the Kenya Information & Communications Act, CAP.411A (hereinafter referred to as the "**Act**"), hereby authorises the Licensee to construct, install and operate electronic communications systems and provide services as described herein (the "**Licensed Networks**") in accordance with the Terms and Conditions set out in this Licence.

1. This Licence is granted for a period of 10 years (the "**Licence Term**") from the Effective Date unless it is revoked earlier in accordance with the Licence Conditions herein.
2. The Licensed Network consists of transmission systems, switching or routing systems and other resources which permit the conveyance of signals either by wire, by radio, by optical or by other electromagnetic means. The Licensed Network may be used to establish terrestrial fixed and mobile networks. For the avoidance of doubt, these networks include electronic communications networks established over other utilities such as electricity cable systems, to the extent that they are used for the purpose of transmitting signals, networks used for radio and television broadcasting, and cable television networks, irrespective of the type of information conveyed.
3. The Licensed Network also includes electronic communications services consisting wholly or mainly in the conveyance of signals on electronic communications networks and includes telecommunications and transmission services over electronic communications networks.
4. The geographic coverage area of operation shall be defined in terms of unit areas represented by administrative Division Boundaries and as may be amended upon request and approval by the Authority from time to time. The licensee is also free at any time to expand the coverage area by applying for an upgrade of the license to Tier 3, Tier 2, or Tier 1. In the event of such an upgrade, the licensee will be required to pay the difference in the initial operating fees between the CNSP license and the relevant Tier license.
5. The Licensee shall be required to obtain separate authorizations from the Authority, as necessary for utilization of resources, such as radio-frequency spectrum and numbering in case such resources are required, subject to the assignment terms, conditions and procedures as may be defined by the Authority from time to time.
6. The licensee shall only utilize the spectrum and/or numbering resources that have been authorized by the Authority.
7. The Licensee is authorised to connect the Licensed Network to:
 - 7.1. other telecommunication systems and platforms operated under a licence granted by the Authority in accordance with the Act;
 - 7.2. any telecommunication apparatus that is approved for connection by the Authority in accordance with its Type-Approval and Certification requirements.

8. All equipment and devices comprising the Licensed Network shall, in all respects, be of an approved standard, type-approved by the Authority and conforming to the regulations as may be issued from time to time.
9. This Licence and the Licensee are subject to the provisions of the Act including, but not limited to, licence modifications, enforcements and Sanctions. The Authority may impose penalties for the contravention of any license terms, conditions or directive issued by the Authority, based on a consideration of several factors, which include, but are not limited to the following:
 - 9.1. A determination of whether the contravention was deliberate or because of the Licensee's recklessness;
 - 9.2. The duration of the contravention;
 - 9.3. The cooperation or lack thereof of the Licensee in the investigation of any matter relating to the contravention;
 - 9.4. Any demonstrable steps, or lack thereof, taken by the Licensee to remedy the contravention;
 - 9.5. Any financial gain resulting from the contravention, including any unjustifiable cost incurred by consumers because of the contravention;
 - 9.6. Whether or not the Licensee has repeatedly contravened a particular or other Licence conditions;
 - 9.7. Duration of operation without a compliance certificate for not having met all the compliance requirement
10. Words importing the singular shall include the plural and vice versa; words denoting persons shall include bodies corporate and unincorporated associations of persons and vice versa.
11. Under this Licence the following terms shall have the following meanings:
 - 11.1. **"Act"** means the Kenya Information and Communications Act, 1998 or any successor legislation and any subsequent amendments made thereto;
 - 11.2. **"Application Services"** means electronic communications services which are normally provided for remuneration and consist wholly or mainly in the conveyance of signals on electronic communications networks including telecommunications and transmission services over electronic communications networks.
 - 11.3. **"Application Service Provider (ASP)"** means a licensee authorised by the Authority to provide Application Services;
 - 11.4. **"Compliance Report"** means a report to be prepared periodically by the Licensee detailing its performance in respect of every licence condition;
 - 11.5. **"Compliance Certificate"** means a certificate to be issued by the Authority to a licensee following the licensee's compliance with all regulatory requirements including periodic submission to the Authority of duly completed compliance report and the subsequent receipt and satisfactory review of the same by the Authority;
 - 11.6. **"Content Services"** means information of any kind normally provided at a fee and is delivered over electronic communications networks and services. They include broadcasting content, financial information services and other information society services;

- 11.7. **“Content Service Provider (CSP)”** means a person authorised by the Authority to provide content services;
- 11.8. **“Consumer”** means any entity or natural person who uses or requests a publicly available electronic communications service or product;
- 11.9. **“Customer Service Outlet”** means a physical location to be established by the Licensee to, among other things, provide customer service to walk-in customers and manage customer queries;
- 11.10. **“Effective Date”** means the date when the Licence was first issued, or in the case of a Licence replacement, the date when the original Licence was issued;
- 11.11. **“Emergency Access”** means connectivity between the Emergency Organisation and any public access point within the Licensed System;
- 11.12. **“Emergency Services”** means services installed and provided for use by public to access a Public Emergency Service Provider;
- 11.13. **“End-User”** means a User not providing Public Communications Networks or publicly available electronic communications services;
- 11.14. **“Government”** means the Government of the Republic of Kenya;
- 11.15. **Issuance Date”** means the date when the licensee was issued with this Licence under the Unified Licensing Framework (ULF)
- 11.16. **“License Term”** means the period stated in the license during which the license remains in force unless otherwise revoked.
- 11.17. **“National Emergency Numbers”** are numbers designated by the Authority for provision of Public Emergency Services including, but not limited to Police, Fire, Ambulance and Child helpline.
- 11.18. **National Regulatory Authority (NRA)”** means the body or bodies charged by another country with the regulatory responsibilities as regards electronic communications within that country;
- 11.19. **“Network Facilities Provider (NFP)”** means a licensee authorised by the Authority to build and commercially operate Telecommunication/electronic communications Systems;
- 11.20. **“Network Management Centre”** means a physical point within a network where various management, monitoring, storage and control functions are implemented;
- 11.21. **“Public Communications Network”** means an electronic communications network used wholly or mainly for the provision of publicly available electronic communications services;
- 11.22. **“Public Emergency Service Providers”** means organisations designated by the Government for the provision of emergency services including but not limited to the police, fire brigade, ambulance, and coastguard;
- 11.23. **“Regulations”** means the Regulations made pursuant to Kenya Information and Communications Act, CAP 411A1998 as may be amended;
- 11.24. **“Renewal Date”** means the date when the license was re-issued on completion of a license term of 15 years or such other term as may be contained in the subsequent license;
- 11.25. **“Template Colocation/Infrastructure Sharing Offer”** means a standard template of the agreement between the Licensee and Requesting Licensees;

- 11.26. **“Reference Service Level Agreement (SLA)”** means a standard template of the SLA between the Licensee and Requesting Licensees of a given Licence Category;
- 11.27. **“Requesting Licensee”** means a person licensed by the Authority who has expressed a desire to interconnect with the licensee;
- 11.28. **“Service Level Agreement”** means an agreement entered between the Licensee and a Subscriber defining the nature of the services to be provided and establishing a set of parameters to be used in measuring the agreed service level;
- 11.29. **“Subscriber”** means any natural person or legal entity who or which is party to a contract with the provider of publicly available electronic communications services for the supply of such services;
- 11.30. **“Tier”** is used to distinguish the scope of the various NFP licences. The Authority shall, from time to time, define the various Tiers;
- 11.31. **“Telecommunication System”** means a system used for transmission, reception and switching of signals, such as electrical or optical, by wire, fibre, or electromagnetic means;
- 11.32. **“Universal Service”** means the minimum set of services, as may be defined by the Authority from time to time, and which are of a specified quality, and which is available to all Users at an affordable price;
- 11.33. **“User”** means a legal entity or natural person using or requesting a publicly available electronic communications service.

THE LICENCE CONDITIONS

CONDITION 1: ESTABLISHMENT OF THE LICENSED NETWORK

1. The Licensee shall submit annually, for the Authority's records, network schematic diagrams with actual topographical and physical coordinates of its network. The Licensee shall provide the information using such systems as the Authority may specify from time to time.

CONDITION 2: PUBLIC SAFETY

- 2.1 The Licensee shall in respect of all apparatus, equipment and installations possessed, operated, maintained or used under the license, take all proper and adequate safety measures to safeguard life against any danger, including electromagnetic emissions emanating from the apparatus, equipment or installation so used;
- 2.2 The Licensee will ensure that any of its telecommunication installation does not become a health, environmental or a safety hazard and is not in contravention of any statute, rule, code of practice, guideline or regulation, on public safety.
- 2.3 The licensee shall ensure that its Licensed Network complies with the relevant environmental laws.

CONDITION 3: ACCESS TO SITES AND RECORDS

- 3.1 The Licensee shall upon request provide unlimited access to all equipment sites and operational areas to duly authorised staff of the Authority, any person authorised by the Authority or law enforcement agency for the said to effectively perform their duties.
- 3.2 The Licensee shall establish and maintain information records in regard to its operations, in a format prescribed by the Authority from time to time, for a minimum period of three (3) years from the date such records came into being, for purposes of availing such information on request by the Authority, any person authorised by the Authority or any law enforcement agency.
- 3.3 The licensee shall provide, upon request by the Authority, any information it requires during an inspection including access to any subscriber billing information and call data records. Such information shall be generated from the systems in the presence of Authority's inspectors at the time of the inspection.
- 3.4 The Licensee shall permit the Authority (or a person authorised by the Authority) to inspect the Licensee's systems, premises, facilities, files, records and other data to enable it to exercise its

functions under the Act.

CONDITION 4: PRIVACY AND CONFIDENTIALITY

- 4.1 The Licensee shall ensure the privacy and confidentiality of proprietary information and business secrets obtained during its business from any person to whom it provides the Licensed Network by establishing and implementing reasonable procedures for maintaining confidentiality of such information.
- 4.2 The Licensee shall not use or allow to be used any apparatus comprised in the Licensed Network (except for the purpose of law enforcement, national interest or where it is in accordance with any statute in force in Kenya) which can record, silently monitoring, or intruding into its Subscriber's communications traffic.

CONDITION 5: REQUIREMENT TO PROVIDE INFORMATION

- 5.1 The Licensee shall maintain and provide such information as will enable the Authority to carry out its functions under the Act in such manner and at such times as the Authority may specify and shall ensure that all information submitted is accurate.
- 5.2 The Authority shall have the right to request the Licensee to submit periodic reports, statistics and other data as well as request additional information with a view to supervise and enforce effectively the terms of this Licence.
- 5.3 By the 15th of July of every year or as may be specified by the Authority, the Licensee shall submit a Compliance Report detailing the performance of the previous operational year ended 30th June.
- 5.4 The Authority shall review the Compliance Report and:
 - 5.4.1 If the Licensee is compliant with the terms and conditions of this Licence, issue the Licensee with a Compliance Certificate in respect of compliance for the year under review, and
 - 5.4.2 If the Licensee is not in compliance with the terms and conditions of this Licence, require the Licensee to remedy the area of non-compliance in accordance with the provisions of this Licence and the Act.
- 5.5 In making a request for information, the Authority will ensure that no undue burden is imposed on the Licensee in procuring and furnishing such information, unless the Authority considers such information is essential to enable it to exercise its functions under the Act.
- 5.6 The Authority shall have the right to publish information which it receives under this Condition unless, following representations by the Licensee, the Authority is satisfied that the information is of such confidential nature that disclosure would have a material adverse effect on the

Licensee's business.

CONDITION 6: SUSPENSION

- 6.1 The Authority may suspend some/part of the operations of the licensee where the Licensee has breached a Condition in this Licence, and in the Authority's opinion the breach is of a material nature, and the Licensee has been notified of the breach of the license and has been given notice to comply within a specified period and failed to comply and even after being issued with a penalty has failed to pay the penalty and/or continues with the non-compliance.
- 6.2 Where the Authority intends to suspend any of the services under this Licence pursuant to 6.1, the Authority shall issue a forty-five (45) days' notice of its intention to suspend such service, which shall identify the breach and give the Licensee an opportunity to rectify the breach and/or make representations within that period.
- 6.3 After the expiry of the notice in 6.2 above, where the Authority is satisfied with the rectification of the cited breach and/or the representations made by the Licensee, it shall lift the suspension notice.
- 6.4 After the expiry of the notice in 6.2 above, and where the Authority is not satisfied with the rectification of the cited breach and/or the representations made by the Licensee, the Authority will issue the Licensee a notice that after a period of fifteen (15) days, the cited service shall be suspended.
- 6.5 The notice issued in 6.4 shall specify the duration of the suspension and the conditions for lifting of the suspension.
- 6.6 Where the Licensee rectifies the breach after suspension in 6.4 above, the suspension notice shall be lifted.
- 6.7 Where the licensee fails rectify the breach at the expiry of the suspension period, the Authority may revoke the License in accordance with condition 6.5

CONDITION 7: LICENCE REVOCATION

- 7.1 Notwithstanding any other Condition in this License, the Authority may at any time revoke this Licence by giving six (6) months' notice in writing under any of the following circumstances:
- 7.2 if the licensee communicates to the Authority in writing on their intention to terminate the Licence;
- 7.3 if the Licensee does not provide evidence of commencement of the provision of the Licensed Network three (3) months from the Effective Date. The Licensee shall submit such evidence by completing a Compliance Report to satisfy the Authority that the Licensee has complied with

this requirement;

- 7.4 if any amount payable under Conditions 27 is unpaid forty-five (45) days after the Authority notifies the Licensee that the payment is overdue, such notification not to be given earlier than fourteen (14) days after the date on which the payment is due;
- 7.5 if the Licensee has breached a Condition in this Licence, and in the Authority's opinion the breach is of a material nature, and the Licensee has failed to comply with any notice issued by the Authority under the Act or under the Regulations or under this license and thereafter has been given by the Authority a further sixty (60) days in which to make representations in relation to the matters set out in the earlier notice which the Authority has taken into account or matters which the Licensee believes are relevant and the Authority appears not to have taken into account; or,
- 7.6 if the Licensee is dissolved or enters liquidation, bankruptcy or equivalent proceedings or makes a general assignment for the benefit of creditors.

CONDITION 8: LICENCE TRANSFER

- 8.1 The Licensee shall not assign, delegate, transfer or encumber in any manner the rights, interests or obligations under this Licence without the prior, express and written consent of the Authority, such consent not to be unreasonably withheld or delayed.
- 8.2 The transfer of the license shall not include resources assigned by the Authority to the licensee whose license is subject of the transfer.

CONDITION 9: LICENCE FEES

The Licensee shall pay to the Authority:

- 9.1 An initial Licence fee amounting to five thousand Kenya Shillings (KShs. 5,000) only.
- 9.2 On 1st July of each year, an annual operating fee of Kenya shillings five thousand (KShs. 5,000) only.
- 9.3 Any other fee payable under this Licence including but not limited to frequency and numbering fees.
- 9.4 Any of the fees due to the Authority under 9.1 and 9.2 that remain unpaid ninety (90) days after they become due shall attract an interest at a rate of 2% percent per month, which shall become a debt owed to the Authority.

CONDITION 10: PROVISION OF LICENSED SERVICES

The Licensee shall ensure that:-

- 10.1 it continues to represent the Community interest that are represented at the time when the licence was granted or last renewed;
- 10.2 it encourages members of the Community that it serves to participate in:
 - 10.2.1 governance of the network;
 - 10.2.2 the operations of the network in providing the services; and
 - 10.2.3 community participation in network development through establishment of a network planning committee.
- 10.3 it will not operate the service for profit or as part of the profit-making enterprise;

CONDITION 11: HUMAN RESOURCE DEVELOPMENT

- 11.1 The Licensee shall ensure that the composition of its management and staff reflects the racial and gender demographics of the community it serves.
- 11.2 Within 24 months of license issuance, the Licensee shall submit to the Authority its Human Resource Development Plan outlining a strategic success plan on empowerment of local staff.
- 11.3 The Licensee shall annually furnish the Authority with a report of implementation of Human Resource Planning.
- 11.4 Where possible, the Licensee shall facilitate participation of its staff in training within and outside Kenya.