



**COMMUNICATIONS
AUTHORITY OF KENYA**



ANNUAL REPORT
FOR THE FINACIAL YEAR
2024 - 2025



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Foreword



On behalf of the Board, Management and staff of the Communications Authority of Kenya (CA), it is my great pleasure to present the Authority's Annual Report for the Financial Year 2024/2025 for the period ending 30th June 2025. This is in line with Section 22(1) of the Kenya Information and Communications ((KICA) Act, 1998.

As the ICT sector regulator, the Authority recognises the sector's critical role in driving economic growth and national transformation, particularly within the context of Kenya Vision 2030, Fourth Medium Term 2023-2027 and the priorities identified in the Bottom-up Economic Transformation Agenda (BETA). The period marked the second year of implementing the Authority's 5th Strategic Plan 2023-2027, whose Vision is "Digital Access for All" and Mission of Enabling a Sustainable Digital Society through Responsive Regulation.

Guided by our strategic plan, the Authority focused on closing the digital divide in the broadcasting, telecommunications and postal and courier sub-sectors. We facilitated this by expanding connectivity; coverage as well as access in terms of affordability, reliability, quality and secure ICT services and products across all socioeconomic segments, building a strong foundation for continued growth, investment and innovation. During this period, we advanced regulatory and universal access initiatives that support inclusive digital economic growth, competition and consumer protection. We also launched the Kshs. 40 billion Universal Service Fund (USF) Strategy to stimulate digital inclusion across the country.

We strengthened the institutional governance and capacity by welcoming new Board Members, recruitment of staff in management leadership positions and

most importantly, transitioned to a new organisational structure. We continued to engage our stakeholders and carried out public participation in regulatory decision making in line with the constitutional requirements. We envisage these developments will further deepen our efficiency, agility and resilience in delivering our mandate.

The Authority also advanced Kenya's regional and global standing by securing leadership positions in various technical organs of ICT-affiliated organisations, notably the East African Communications Organization (EACO) and the International Telecommunication Union (ITU), enhancing Kenya's voice in shaping global and regional ICT policy. A notable highlight on the international scene is Kenya's recognition by ITU as the top African country in ICT regulation and its positioning as 20th globally out of 194 countries, reflecting our robust regulatory framework in a dynamic digital environment. At the same time, Kenya performed exceptionally well in the Global Cybersecurity Index (GCI) ranking, featuring in the Tier 1 Role-modelling category.

I wish to acknowledge the incredible support and collaboration extended to us by the Ministry of Information, Communications and the Digital Economy, our licensees, ICT partners, and the staff through their professionalism, dedication and commitment to digital inclusion. Looking ahead, we remain committed to fostering innovation, safeguarding consumer rights and driving a competitive ICT sector powering Kenya's digital, economic and social transformation agenda.

Charles Kamau Karondo,
Chairman, Board of Directors

Message from the Director General

The Authority remains committed to facilitating the development of the ICT sector, which is a foundation of Kenya's economic and social transformation. Our interventions continue to enhance investment and innovation, promote connectivity, protect consumers, stimulate competition and improve capacity. During the period under review, the Authority licensed 530 new providers across postal and courier, broadcasting and telecommunications sub-sectors.

During the year, we supported the rollout of ICT networks in the telecommunications sub-sector by providing scarce frequency spectrum, numbering and domain name resources to licensed ICT service providers. Mobile cellular network infrastructure and services were deployed in 20 new sub-locations across eight (8) Counties, raising mobile coverage from 96.4 per cent to 98.0 per cent. Mobile subscriptions increased by 11.3 per cent to 76.6 million, with penetration surpassing 133 per cent. These initiatives saw 5G and 4G population coverage rise to 30.0 per cent and 97.9 per cent, respectively, while 2G and 3G coverage stood at 98.7 per cent and 97.7 per cent, respectively.

Mobile money remained a key driver of financial and digital inclusion, with active subscriptions rising by 19.7 per cent to 47.6 million as at 30th June 2025. Demand for data accelerated, with mobile broadband dominating usage. Mobile data subscriptions reached 58.5 million, of which 78.2 per cent was on broadband, while fixed Internet subscriptions grew by 42.9 per cent. Device trends underscored this shift. Total active handsets increased by 10.7 per cent to 73.3 million, with smartphones growing by 29.5 per cent to 43.8 million while feature phones declined by 4.5 per cent to 29.5 million as at 30th June 2025.

In the broadcasting sub-sector, we rolled out Digital Terrestrial Television (DTT) infrastructure, increasing the population coverage to 92.0 per cent from the 91.9 per cent recorded in the previous year. The active Digital Terrestrial Television (DTT) accounted for 54.6 per cent of all subscriptions, reflecting steady digital uptake. The postal and courier sub-sector reported growth in the domestic letters and courier items as well as experienced an increase in the compliance among active licensees.

We also implemented consumer-protection measures. These measures included ensuring fair play and licensees' compliance with KICA and licence conditions. The Authority also implemented the International Mobile Equipment Identity (IMEI) verification system to combat counterfeit handsets; enforced broadcast and quality-of-service standards and conducted 18 consumer awareness campaigns to empower and protect consumers of ICT services. To foster research and innovation, we strengthened the ICT Regulatory Sandbox and the ITU's Global Innovation and Entrepreneurship Centre (GIEC), which is one of 17 worldwide, to accelerate ICT-driven solutions.

These achievements reflect the collective efforts of the Authority, government entities and the civil society. However, a joint ICT Analytical Report published in partnership with the Kenya National Bureau of Statistics (KNBS) shows that affordability and access remain critical challenges. The Authority will continue working to strengthen the ICT ecosystem as a driver of Kenya's digital economy as well as economic and social transformation for inclusive development.

David Mugonyi, EBS
Director General/CEO



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Acronyms and Abbreviations

Abbreviation	Definition
ADN	Africa Digital Network
AFRALTI	African Advanced Level Telecommunications Institute
AGPO	Access to Government Procurement Opportunities
AI	Artificial Intelligence
ASP	Application Service Providers
ATU	African Telecommunications Union
AU	African Union
BARAC	Board Audit and Risk Assurance Committee
BETA	Bottom-up Economic Transformation Agenda
BPO	Business Process Outsourcing
BR-IFIC	International Frequency Information Circular (ITU Radiocommunication Bureau)
BSD	Broadcasting Signal Distributor
CA	Communications Authority of Kenya
CEO	Chief Executive Officer
CII	Critical Information Infrastructure
CIIP	Critical Information Infrastructure Provider
CIM	Chartered Institute of Marketing
CIRTs	Computer Incident Response Teams
CIS	Commonwealth of Independent States
CNSP	Community Network Service Provider
CoE	Centre of Excellence
COP	Child Online Protection
COVID-19	Coronavirus Disease 2019
CPD	Continuous Professional Development
CSP	Content Service Providers
CSR	Corporate Social Responsibility
DCA	Directorate of Civil Aviation
DDOS	Distributed Denial of Service
DNS	Domain Name System
DRC	Dedicated Short-Range Communication
DRM	Digital Radio Mondiale
DSB	Digital Sound Broadcasting
DSHP	Digital Superhighway Project
DSL	Digital Subscriber Line
DTH	Direct-to-Home
DTT	Digital Terrestrial Television
DVB-C/IP/SAT	Digital Video Broadcasting - Cable/Internet Protocol/Satellite
DVB-T2	Digital Video Broadcasting – Second Generation Terrestrial
EAC	East African Community

Acronyms and Abbreviations

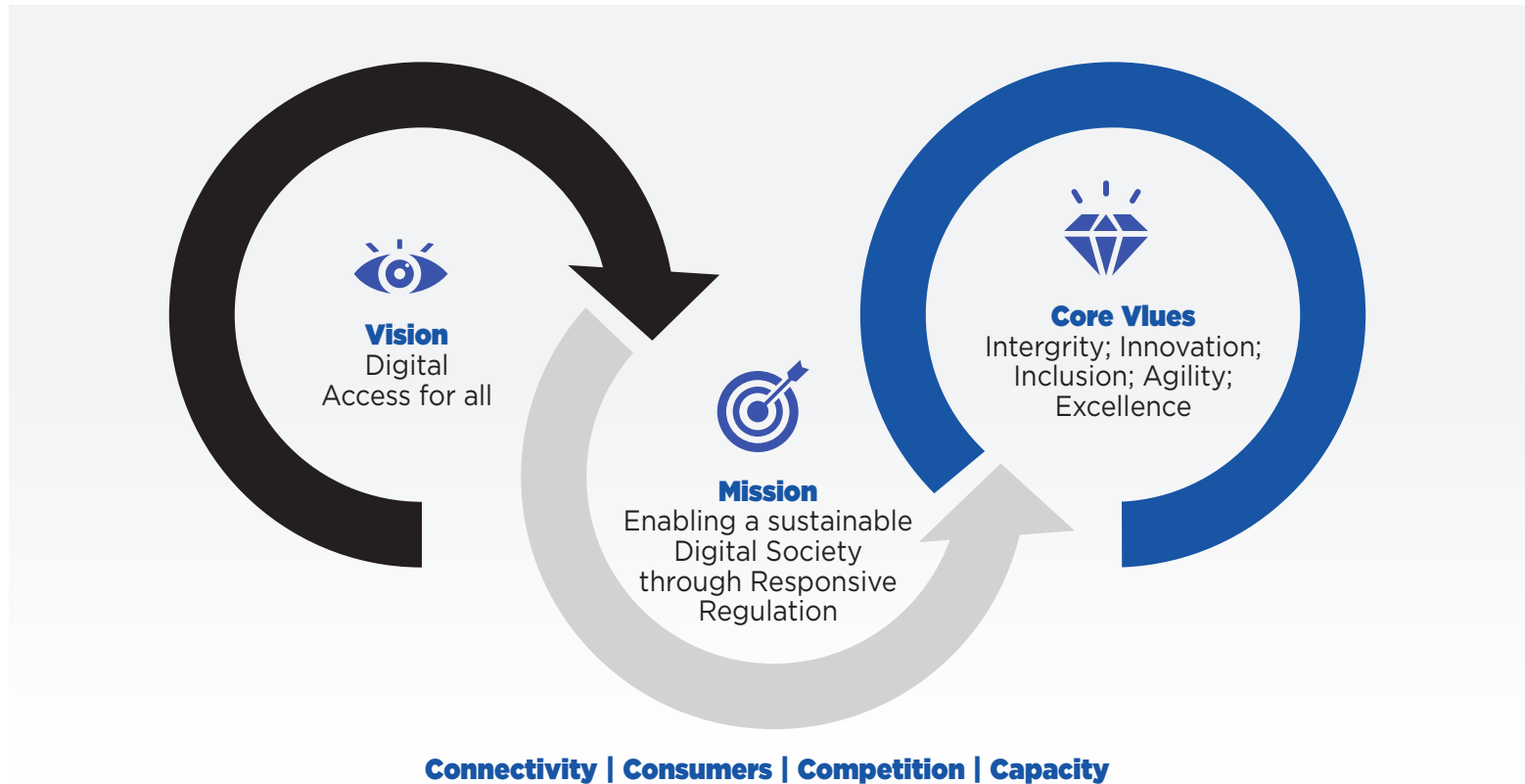
EACO	East African Communications Organization
E-Citizen	A Kenyan government service portal
E-CSP	Electronic Certification Service Provider
EMDE	Emerging Market and Developing Economies
ERM	Enterprise Risk Management
EU	European Union
FCIM	Fellow of the Chartered Institute of Marketing
FM	Frequency Modulation
FSSSES	Fixed Satellite Service Earth Stations
FTA	Free-to-Air
FTR	Fixed Termination Rate
FY	Financial Year
GCA	Global Cybersecurity Agenda (ITU)
GCI	Global Cybersecurity Index
GDP	Gross Domestic Product
GIPE	Government Investment in Public Enterprises
GMPCS	Global Mobile Personal Communications by Satellite
GoTDA	Government's Digital Transformation Agenda
GSM	Global System for Mobile Communications Association
HF	High Frequency
ICANN	Internet Corporation for Assigned Names and Numbers
ICPAK	Institute of Certified Public Accountants of Kenya
ICT	Information and Communications Technology
ICTA	Information and Communications Technology Authority
IGSS	International Gateway Systems and Services
IMEI	International Mobile Equipment Identity
IoD	Institute of Directors
IoT	Internet of Things
IP	Internet Protocol
IPSAS	International Public Sector Accounting Standards
IPv4	Internet Protocol version 4
IPv6	Internet Protocol version 6
ISO	International Organization for Standardization
ISPC	International Signaling Point Codes
IT	Information Technology
IT/OP	Information Technology/Operational Technology
ITU	International Telecommunication Union
ITU-R	International Telecommunication Union - Radiocommunication Sector
ITU-T	International Telecommunication Union - Telecommunication Standardization Sector
KEBS	Kenya Bureau of Standards

KE-CIRT/CC	Kenya Computer Incident Response Team – Coordination Centre
KEMSA	Kenya Medical Supplies Authority
KeNIC	Kenya Network Information Centre
KESSHA	Kenya Secondary Schools Heads Association
KICA	Kenya Information and Communications Act
KNBS	Kenya National Bureau of Statistics
KoTDA	Konza Technopolis Development Authority
KPIs	Key Performance Indicators
KPTC	Kenya Posts and Telecommunications Corporation
KRTS	Kenya Radio and Technical Service
LAN	Local Area Networks
LBDA	Lake Basin Development Authority
LCN	Logical Channel Numbering
LEO	Low Earth Orbit
LMS	Licensing Management System
LSK	Law Society of Kenya
M&E	Monitoring and Evaluation
M2M	Machine to Machine
Mbps	Megabits per second
MCK	Media Council of Kenya
MICDE	Ministry of Information, Communications and Digital Economy
MNDC	Mobile National Destination Codes
MNO	Mobile Network Operator
MNP	Mobile Number Portability
MOU	Memorandum of Understanding
MTR	Mobile Termination Rate
NEMA	National Environment Management Authority
NFP	Network Facility Provider
NGO	Non-Governmental Organization
NKCC	National KE-CIRT/CC Cybersecurity Committee
NPKI	National Public Key Infrastructure
NPRC	Number Portability Routing Codes
NSPC	National Signalling Point Codes
OP	Operational Technology
PABX	Private Automatic Branch Exchange
PAYG	Pay-As-You-Go
PCK	Postal Corporation of Kenya
PFM	Public Finance Management
PIPM	Public Investment & Portfolio Management
PKI	Public Key Infrastructure
PMR	Private Mobile Radio
PRN	Premium Rate Numbers

Acronyms and Abbreviations

PWD	Person with Disability
QOE	Quality of Experience
QoS	Quality of Service
RAG	Radiocommunication Advisory Group
RAO	Reference Access Offer
SCAC	State Corporations Advisory Committee
SIM	Subscriber Identity Module
SMS	Short Message Service
SSA	Sub-Saharan Africa
STEM	Science, Technology, Engineering and Mathematics
STL	Studio-To-Transmitter Link
TEC	Telecommunications Contractors
TEV	Telecommunications Vendors
TFN	Toll Free Numbers
TP	Technical Personnel
TV	Television
UHF	Ultra-High Frequency
UN	United Nations
UNCTAD	United Nations Conference on Trade and Development
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
USAC	Universal Service Advisory Council
USF	Universal Service Fund
VAT	Value-Added Tax
VHF	Very High Frequency
VSAT	Very Small Aperture Terminals
WAN	Wide Area Network
WRC	World Radiocommunication Conference

About Us



Preamble

Established by Kenya Information and Communications Act (KICA), the Authority is responsible for facilitating development of the information and communications sector (including broadcasting, multimedia, telecommunications and postal services) as well as electronic commerce. The Authority is mandated under the Act to:

- (a.) License and regulate postal and courier, broadcasting, multimedia and telecommunications systems and services.
- (b.) Foster competition in the ICT sector.
- (c.) Manage the country's frequency spectrum, numbering and domain name resources.
- (d.) Facilitate development of national cyber security management framework.
- (e.) Facilitate the development of electronic transactions and e-commerce.
- (f.) Type approve/accept ICT equipment.
- (g.) Manage and administer the Universal Service Fund (USF).
- (h.) Protect consumers of ICT services.

Members of the Board of Directors

Section 6 (1) of KICA provides that the management of the Authority shall be vested on the Board. The Board constitutes of a Chairperson; Principal Secretary State Department of Broadcasting and Telecommunications, Ministry of Information, Communications and the Digital Economy (MICDE); Principal Secretary, Ministry of Interior and National Administration; Principal Secretary, the National Treasury; seven (7) persons appointed by the Cabinet Secretary, MICDE; and the Director General, who is an ex-officio member of the Board and the Chief Executive Officer (CEO) responsible for day-to-day management of the Authority.

Board of Directors



Ms Mary Mungai CBS, (born 1965) was appointed as the chairperson of Board of Directors on 2nd December 2022 for a period of three (3 years) and served up to 8th August 2025.

Ms. Mungai holds a Bachelor's degree in Business Administration from the Kenya Methodist University and a Diploma in Clearing and Forwarding from the Kenya Institute of Clearing and Forwarding.

With over three decades of executive leadership experience across multiple sectors, Ms. Mungai is the founder and Chief Executive Officer of several successful enterprises with annual revenues exceeding USD 30 million., collectively employing over 500 staff directly and engaging more than 1,000 individuals both directly and indirectly. Her expertise spans strategic leadership, financial management, operational efficiency, business development, risk management and effective communication. She is widely recognised for her ability to build businesses from inception, execute aggressive market expansion strategies, and cultivate high-performance and innovation-driven corporate cultures.

Her governance experience includes serving for seven years on the Board of Kenyatta National Hospital, where she chaired both the Finance and All Purposes Committee as well as the Corporate Strategy and Enterprise Committee. She currently heads Purma Holdings, established in 1996 and maintains diverse business interests in hospitality and real estate. Notably, she is the proprietor of The Glee Hotel, a five-star, postmodern hospitality facility in Nairobi offering world-class service.



Mr. David Mugonyi, EBS is the Director General/CEO of the Communications Authority of Kenya, appointed on 15th January 2024. With over 20 years of leadership experience in public service, media and strategic communications, Mr. Mugonyi previously served as the Head of the Presidential Communication Service, where he played a pivotal role in developing and implementing communication strategies at the highest levels of government.

His expertise in perception and reputation management has been instrumental in shaping effective communication practices. Prior to his role in the Presidential Communication Service, Mr. Mugonyi served as the head of the Parliamentary Press Unit, further honing his skills in strategic communication and media relations. He holds a Master's degree in International Journalism from City University in the United Kingdom, a Bachelor's degree in Education from the University of Nairobi and a Postgraduate Diploma in Mass Communication from the same institution.

Mr. Stephen Motari Isaboke, EBS is the Principal Secretary, State Department for Broadcasting and Telecommunications, MICDE. He serves on the CA Board in his capacity as the Principal Secretary. Mr Isaboke is a former consultant in technology, media, oil & gas, and renewable energy in Kenya and the United Arab Emirates (UAE). He is an experienced and multi-disciplinary business executive with over twenty-five years of leadership experience in senior management and executive roles. He has previously served as the Group Executive Director of Regulatory and Government Affairs for the Africa Region at MultiChoice Africa Holdings, based in Dubai, UAE. He has previously held senior leadership positions responsible for Kenya and East Africa for MultiChoice Group, Kenya Shell (a subsidiary of Royal Dutch Shell PLC), Sara Lee and Unilever. He has also held non-executive directorships in various companies and served in the Management Board of the national football team, Harambee Stars. Mr. Isaboke holds a Bachelor of Commerce degree in Business Administration from the University of Nairobi, a Post-graduate Diploma in Marketing from the Chartered Institute of Marketing (CIM), United Kingdom and a Master of Business Administration (MBA) degree in Strategic Management from the University of Nairobi. He is a fellow of the Chartered Institute of Marketing (FCIM, UK) and a Member of the Institute of Directors (IoD) Kenya. He was appointed on 17th April 2025.



Prof. Edward Kisiang'ani (born in 1965) is the former Principal Secretary, State Department for Broadcasting and Telecommunications, MICDE.

He holds a PhD in Archaeology and Political Studies from Kenyatta University and has over 20 years of professional experience, including extensive academic work in teaching History and Political Studies at the university level. Prof. Kisiang'ani was appointed on 2nd November 2022 and served until 20th March 2025.



Dr. Chris Kiptoo, CBS born in 1967, is the Principal Secretary for The National Treasury. He serves on the CA Board in his capacity as the Principal Secretary for the time being responsible for matters relating to finance. He holds a PhD in International Macroeconomics Finance specialisation from the University of Nairobi.

Dr. Kiptoo has extensive experience in economic policy analysis, with expertise in international trade and finance, including balance of payments and exchange rate developments; monetary policy; real sector and public finance issues as well as policy and programme development within multilateral and regional frameworks. His work covers interrelations among macroeconomic accounts, macroeconomic modelling and forecasting. He is an accredited Fellow of the Macroeconomic and Financial Management Institute of Eastern and Southern Africa (MEFMI) in Macroeconomic Management and an Associate of the Kenya Chartered Institute of Bankers (A.K.I.B).





Dr. Raymond Omollo, born in 1979, is the Principal Secretary for Internal Security and National Administration in the Ministry of Interior and National Administration. He serves on the Board of in his capacity as the Principal Secretary responsible for matters relating to internal security. He holds a PhD in Applied Statistics from the University of Nairobi.

With over 16 years of professional experience, Dr. Omollo has served as a non-executive board member at the Consolidated Bank of Kenya and as Managing Director of the Lake Basin Development Authority (LBDA) since 2019. A statistician and research professional, he has worked extensively in the non-profit research and development sector, with expertise in data management, statistical data analysis, epidemiology, and statistical modelling.

Independent Directors



Mr. Eric Langat, born in 1958, holds a Bachelor of Science degree from the University of Eastern Africa, Baraton. He began his career in 1985 with the defunct Kenya Posts and Telecommunications Corporation (KPTC) and later joined the Postal Corporation of Kenya (PCK), where he served in various managerial capacities. He is currently engaged in private business and serves as a Board Member of a privately-owned tea factory. Mr. Langat was appointed to CA Board on 24th February 2023 for a three (3) year term and is the Chairperson of the Finance, Planning and Strategy Committee.



Mr. Okeng'o Joel Nyambane, born in 1989, is a strategic and results-driven professional with a strong academic foundation in law and political science. He holds a Bachelor of Laws degree and a Bachelor of Political Science degree from the Catholic University of Eastern Africa. He is proficient in legal research, analysis, and writing, with a solid understanding of political systems and policy frameworks.

An effective communicator and collaborative leader, Mr. Okeng'o possesses strong interpersonal skills, strategic thinking and problem-solving abilities that have enabled him to navigate challenges and achieve set objectives. He is committed to contributing positively to society and actively pursues opportunities for continuous learning and growth. Appointed to CA Board on 24th February 2023 for a three (3) year term, he serves as the Chairperson of the Board Audit and Risk Assurance Committee.

Ms. Christine Bhoke Nchamah, born in 1979, is a community developer, entrepreneur with a strong passion for women's rights and empowerment. She holds a Bachelor of Arts degree in Community Development and a Diploma in Community and Social Development from Kisii University.

Ms. Nchamah has a track record in championing the needs of vulnerable groups and transforming ideas into impactful initiatives. She served as a Board Member of the Lake Basin Development Authority from 2019 to 2022 and was the Secretary of Kuria West Constituency Development Fund from 2013 to 2022. In addition, she chaired the Kuria West Women Sacco between 2015 and 2020. Her dedication to uplifting disadvantaged members of the community is evident through her extensive work in grassroots development. Appointed to CA Board on 24th February 2023 for a three (3) year term, Ms. Nchamah serves as the Chairperson of the People and Culture Committee.



Mr. Paul Mureithi, born in 1958, was appointed to CA Board on 24th March 2023 for a three (3) year term and serves as the Chairperson of the Technical and Broadcasting Standards Committee. He brings 25 years of experience in the telecommunications sector, having served in various capacities at KPTC and Telkom Kenya Limited (TKL).

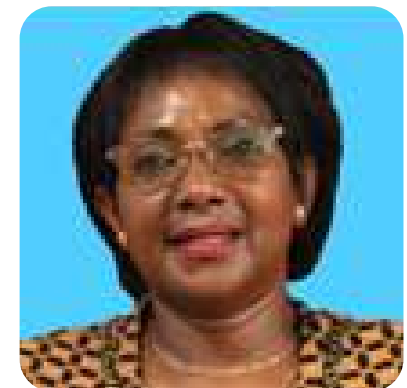
His career began in 1978 as a technical trainee at TKL's KRTS and KCCT Communications Engineering Schools, after which he rose through the ranks to hold positions including Senior Technician, Assistant Engineer, Senior Engineer, Senior Sectional Engineer and Assistant Manager Engineering. In these roles, he oversaw key infrastructure operations, including cable network and fibre optic planning and construction in the Nairobi Central and Nairobi North regions, and managed telephone exchanges in Kiambu County, Westlands, Kileleshwa, Parklands, and Muthangari.

In addition to his telecommunications expertise, Mr. Mureithi is a seasoned entrepreneur and currently serves as a Director of Tymstar Motors Limited, Tymtrack Limited, Mweiga Homes Limited and Dualway Properties Limited, among others.



Dr. Musangi J. Mutua, born in 1962, is an accomplished professional with extensive expertise in public sector management, with a specialisation in human capital management and organisational development. She has held senior leadership roles in several organisations, including the Directorate of Personnel Management, Post Office Savings Bank and East African Portland Cement Company, where she led the Human Resource departments.

She holds a PhD in Business Administration (Strategic Management) from the University of Nairobi, a Master's degree in Public Administration from the University of Canberra, Australia, a Higher Diploma in Human Resource Management from the Institute of Human Resource Management (IHRM), and a Bachelor of Arts degree in Government from the University of Nairobi. Dr. Musangi is a Chartered Human Resource Professional (CHRP) and a certified member of both the Institute of Human Resource Management (IHRM) and the Kenya Institute of Management (KIM). She has published on Business Process Outsourcing Strategies and Performance of Kenyan State Corporations. Dr. Musangi was appointed to CA Board on 27th June 2024 for a three (3) year term.



Independent Directors



Ms. Ummu Bunu Ahmad, born in 1988, is a finance professional with a Bachelor of Business Administration degree, specialising in Finance and Banking. She currently serves as the Acting Branch Manager and Relationship Manager at Gulf African Bank in Lamu, Kenya.

With a solid background in financial services, Ms. Bunu is dedicated to driving business growth, strengthening customer relationships and delivering value through innovative banking solutions. Her professional expertise spans relationship management, credit analysis and branch operations. She was appointed to CA Board on 27th June 2024 for a period of three (3) years.



Hon. Daniel Kipkogei Rono (born in 1963) is a seasoned administrator with over 38 years of leadership and business management experience across public service and the private sector, where he has also distinguished himself as a successful entrepreneur. From 2017 to 2022, he served as the Member of the National Assembly (MNA) for Keiyo South Constituency. He is currently the Director of Maestro Properties Limited.

Hon. Rono's career includes notable roles such as Chairman of the Board of Directors at the Kenya Medical Supplies Authority (KEMSA), Independent Director of Chemelil Sugar Company, Manager at Dubai Bank Ltd, Bay Forex Bureau and Standard Chartered Bank, as well as a secondary school teacher early in his career. Between 2015 and 2016, he served on the caretaker board of United Assurance during its statutory management period and is currently a Board Member of Africa Merchant Assurance Company Ltd.

He holds a Bachelor's degree in Business Administration from Riara University, a Bachelor's degree and Diploma in International Hospitality and Management from the University of Sunderland and a Diploma in Business Education (Banking, Law and Economics). Hon. Rono is passionate about fostering investment opportunities and wealth creation for Kenyans. He was appointed to CA Board on 3rd October 2024 for a three (3) year term.

Alternate Directors

Alternate Directors



Mr. Waweru Kimani, born in 1963, serves as an Alternate Board Director representing the Principal Secretary State Department for Broadcasting and Telecommunications, MICDE on CA Board. He has had a distinguished career in public service, holding leadership positions across various government departments. He holds a Bachelor of Arts Degree in Public Administration and Political Science from the University of Nairobi and a Master of Business Administration in Strategic Management from Jomo Kenyatta University of Agriculture and Technology. From 2018 to 2022, Mr. Kimani served as Kenya's Deputy Ambassador to Beijing, China, where he played a key role in strengthening bilateral relations. He currently serves as the Director of Administration at the Ministry, overseeing administrative operations and spearheading initiatives to advance Kenya's digital transformation and economic development. Mr. Kimani was appointed to the CA Board on 9th January 2024.

Mr. Frederick Muhul, born in 1978, is a seasoned career civil servant with over a decade of experience in various capacities across different government agencies. He holds a Master degree in Business Administration, a Bachelor of Commerce degree and a Bachelor of Law degree from the University of Nairobi. In addition, he is a Certified Public Accountant (Kenya), a Certified Secretary (Kenya) and holds a Postgraduate Diploma in Law from the Kenya School of Law.

Mr. Muhul is a member of the Law Society of Kenya (LSK), the Institute of Certified Public Accountants of Kenya (ICPAK), the Institute of Certified Secretaries of Kenya (ICS) and the Institute of Internal Auditors (IIA). He brings a wealth of expertise, dedication and pragmatism to his role, driven by a passion to make a meaningful difference for the people of Kenya. He was appointed to the Board as the Alternate Director to the Principal Secretary, State Department for Interior and National Administration, on 7th February 2023.



Mr. Henry Mutwiri Riungu, born in 1971, is a finance professional with over 26 years of experience in public financial management. He has held senior positions at the National Treasury, including Senior Finance Officer, Deputy Head of the World Bank Division in the Resource Mobilisation Department, Chief Intergovernmental Fiscal Relations Officer and Chief Investment Officer. He currently serves as Deputy Director for Investment in the Department of Government Investment in Public Enterprises (GIPE), under the Directorate of Public Investment and Portfolio Management (PIPM) at the National Treasury.

For over a decade, Mr. Mutwiri played a pivotal role in reviewing financing and credit agreements for mobilisation grants and donations, facilitating and monitoring donor-funded projects and undertaking policy analysis on external resource mobilisation to inform policy development. He was also part of Kenya's Negotiating Delegation for external resources with development partners, particularly the World Bank. In his current role, he coordinates the review of State Corporations' annual budgets, corporate plans and strategic undertakings for approval by the National Treasury. He also supports the evaluation of government investments in public enterprises, manages National Government on-lent and guaranteed loans to State Corporations and other entities and advises on managing contingent liabilities and fiscal risks relating to State Corporations and public investments.

Mr. Mutwiri has served as an Alternate Board Member in several State Corporations across diverse sectors, including banking, water, social services, leather processing, and regulatory agencies. He holds an Master's of Business Administration degree in Finance from Maseno University, a Postgraduate Diploma in Finance from KCA University and a Bachelor of Commerce degree from the University of Nairobi. He has also undertaken specialised training in public financial management in Tanzania, Malawi, South Africa, the United Kingdom, Denmark, and the United States. He was appointed to the Board on 22nd July 2024.



Universal Service Advisory Council (USAC)

USAC was created under Section 102K of KICA to advise the Authority and provide strategic policy guidance for the administration and implementation of the Universal Service Fund (USF) as well as undertake any other functions assigned by CA Board from time to time. The USAC comprises a chairperson and eight (8) members, all appointed by the Cabinet Secretary, MICDE.

The following are the Members of USAC.



H.E. Hon. James. E. O. Ongwae, EGH, CBS, EBS, OGW. Born in 1952, Hon. Ongwae has over 35 years of distinguished service in the public sector, having held senior leadership positions across various government institutions. He served as the Governor of Kisii County from March 2013 to August 2022 and has previously held the positions of Permanent Secretary in the Ministry of Agriculture, Chief Executive Officer/Secretary; Teachers Service Commission, Permanent Secretary/Director; Personnel Management in the Office of the President and Programme Director ; Civil Service Reform Programme. He also served as Chief Management Analyst in the public service. Hon. Ongwae has been a board member in several state corporations, including the Commission of Adult Education, Commission for Higher Education, Kenya National Examinations Council, Directorate of Industrial Training, and the Councils of the University of Nairobi, Maseno University, Jomo Kenyatta University of Agriculture and Technology, and Egerton University. He is also an Associate Member of the Kenya Institute of Management (KIM).

He holds a Master's degree in Public Policy and Administration from the Institute of Social Studies, The Hague, Netherlands; a Postgraduate Diploma in Management from the East and Southern African Management Institute (ESAMI), Arusha, Tanzania and a Bachelor of Arts degree in Economics, Government and Sociology from the University of Nairobi. He was appointed Chairman of USAC on 15th November 2023 for a term of three (3) years.



Dr. Amos Omolo, born in 1968, is an accomplished legal expert with a specialisation in international business law and advisory services. He has extensive experience providing strategic legal counsel to businesses engaged in global operations, with a focus on international trade law, cross-border transactions and dispute resolution. His career includes consulting engagements with the International Finance Corporation and the World Business Law Institute in Paris. He has also served as a Senior Lecturer in Business Law at Riaru University and has published several scholarly papers on legal and governance issues.

Dr. Omolo is a member of the Law Society of Kenya and the International Bar Association. He holds a Bachelor of Law degree, a Master's degree in International Business, and a Doctorate in International Business.

He was appointed as a Member of USAC on 15th November 2023 for a term of three (3) years.

Benjamin Kiptanui Rop, born in 1989, is a dynamic and accomplished professional with a diverse background in business management, purchasing and supplies, and community service. He previously served as the Managing Director of Belitra Enterprises Limited, and earlier as a Personal Assistant in the Office of the Senator for Uasin Gishu County from April 2013 to July 2017. His career also includes roles as a Clearing and Forwarding Agent at Morgan Air Cargo and as an Office Assistant at Onesimus Lagat and Co. Advocates.

Passionate about community engagement, Mr. Rop actively contributed to the Africa Arise Organisation between 2010 and 2014, reflecting his commitment to making a positive societal impact. He holds a Bachelor's degree in Purchasing and Supplies Management from Kisii University and a Diploma in Business Management from Moi University. He was appointed as a Member of USAC on 15th November 2023 for a term of three (3) years.

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Dr. Ferdinand Nyongesa, born in 1958, he has over 30 years of experience in the telecommunications sector, spanning both industry and academia.

His professional career includes serving as an Aeronautical Telecommunications Engineer at the Directorate of Civil Aviation (DCA) and as a Tele-control and Instrumentation Engineer at Kenya Pipeline Company. In academia, he has lectured at Jomo Kenyatta University of Agriculture and Technology, Kenyatta University, Egerton University, and Masinde Muliro University of Science and Technology. He has published extensively in the field of wireless communications, with a focus on Dedicated Short-Range Communication (DSRC).

Dr. Nyongesa holds a PhD in Electrical Engineering from Tshwane University of Technology (TUT), South Africa, a Master of Science degree in Communication Engineering from the University of Bradford/University of Manchester Institute of Science and Technology, and a Bachelor of Science degree in Physics from the University of Nairobi. He was appointed as a Member of USAC on 15th November 2023 for a three (3) year term.



Ms. Elizabeth Limagur, born in 1974, has over 18 years of experience in public communication, public relations, and mass media.

As a conflict resolution expert, she has facilitated numerous cross-border peace building initiatives in Kenya, Uganda and Sudan. She previously served as the Head of the Governor's Press Service for the Turkana County Government from 2020 to 2023. Her public service roles have also included serving as a Governing Council Member for Turkana University College for three years, a Board Member/Director of the Media Council of Kenya for three years, and a member of the Multi-Agency Secretariat (Elemi Triangle) at Kenya International Boundaries Office under the Office of the President for one year.

Ms. Limagur holds a Master of Arts Degree in Conflict Management from the University of Nairobi and a Bachelor's degree in Mass Communication/ Media Studies from Makerere University, Uganda. She was appointed as a Member of USAC on 15th November 2023 for a three (3) year term.





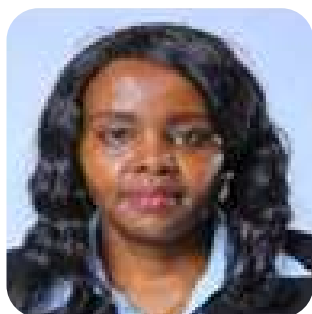
Born in 1965, **Mr. Francis Parsimei Gitau** is a distinguished urban development expert with over 30 years of experience in Integrated Project Management across various sectors, including urban planning, real estate and infrastructure. He currently serves as the Research and Strategy Director for the Senate Committee on Trade, Industrialisation, Investment and Tourism.

Mr. Gitau has previously served as the Manager for the Municipality of Kajiado and the Secretary General for all Municipalities in Kenya, as well as a Board Member at the Nairobi Metropolitan Transport Authority. He holds a Master of Urban Management degree from the University of Nairobi, a Postgraduate Diploma in Housing Policy and Practice from Sheffield Hallam University, United Kingdom and a Bachelor of Science degree in Building Construction Technology from Jomo Kenyatta University of Agriculture and Technology. He was appointed as a member of USAC on 15th November 2023 for a period of three (3) years.



Ms. Lily Cherono Koech, born in 1969, is a Certified Public Accountant (CPA) with over 20 years experience in business strategy, financial management, audit, and accounting. She currently serves as the Customer Fulfilment Specialist at NCR Kenya Limited and has previously worked as a Finance Analyst at AT&T Global Solutions (Kenya) Ltd. Ms. Koech is a member of the University Council of Tom Mboya University, where she chairs the Finance, Planning and Investment Committee and serves on the Executive and Human Resource Committee.

She holds a Master of Business Administration (MBA) degree in Strategic Management and Finance from Daystar University and a Bachelor of Commerce degree from Poona University, India. She is also a member of the Institute of Certified Public Accountants of Kenya (ICPAK). She was appointed as a member of the Council on 15th November 2023 for a period of three (3) years.



Ms. Frida Mutuma, born in 1971, has over 25 years of experience in organisational change, business development and revenue growth across diverse industries. She serves as a Board Member of the global human resource and strategy consulting firm, Three Rivers HR Group and is also an independent author on Amazon.

She holds a Bachelor of Commerce degree from Kenyatta University and a Postgraduate Certificate in Project Management from the University of California. She is currently pursuing a Master of Business Administration (MBA) specialising in Strategic Management and Business Analytics. She was appointed as a member of USAC on 15th November 2023 for a period of three (3) years.



CPA Patrick Mwati, CPA (K), CPS (K), born in 1956, is a seasoned financial manager with over 40 years of experience as a Public Accountant and Public Secretary. He has served in both the public and private sectors at senior management and Board levels. He began his career at the KPTC before joining the civil service as an accountant.

He is currently the Group Finance Director at Crown Paints Kenya PLC. He was appointed as a member of USAC on 15th November 2023 for a period of three (3) years.

Management Team

Fiduciary Management

The key management personnel who held office during the period ended 30th June 2024 and who had direct fiduciary responsibility were:



Mr. David Mugonyi EBS, Director General/CEO (effective 15th January 2025)



Mr. Matano Ndaro, Director, Licensing & Compliance (effective 1st March 2025) and Director Postal & Telecommunication Services (up to 28th February 2025)
Mr. Christopher Kemei, Director Universal Service Fund (retired 31st December 2024)



Mr. Christopher Kemei, Director Universal Service Fund (retired 31st December 2024)



FCPA Rosalind Murithi, Director Internal Audit (effective 1st March 2025) and Director/Internal Audit and Risk Assurance (up to 28th February 2025)



Eng. Leo Boruett, Director, Universal Service Fund (effective 1st January 2025) and Director, Multimedia Services (up to 1st March 2025)



Mr. Christopher Wambua, Director Competition Management, Consumer Protection and Corporate Communications (effective 1st March 2025)



Mr. Mohammed Haji, Director Frequency Spectrum Management



Mr. Peter Mwangi, Director Supply Chain Management (20th November 2023)



CHRP Regina Jemutai,
Director Human Resource and
Administration (3rd June 2024)



CS Lydia Sitienei, Director Legal
Services and Corporation Secretary
(1st December 2023)



Mr. Martin Mirero, Director
Information Communication and
Technology (1st November 2023)



Ms. Patricia Muchiri, Ag. Director
Public Education and Awareness
(retired on 3rd November 2024)



Dr. James Njeru, Director Strategy,
Research and Project Management
(retired on 20th May 2025)



Dr Vincent Ngundi, Director, Cyber
Security (effective 1st March 2025)
and Acting Director, Cyber Security
up to 1st March 2025



Mr. Joseph Kirui, Ag. Director
Strategy, Research and Project
Management (effective 21st May
2025)



CPA Dominic Ooko, Ag. Director
Finance and Accounts (effective
12th June 2024)



Mr. Peter Martin Ikumilu, Ag.
Director Compliance and
Enforcement (14th December 2022
- 28th February 2025)



Mr. Titus Cheptoo, Ag. Director
Monitoring Inspections and
Regional Coordination (14th
December 2022 - 28th February
2025)



Mr. Lukas Musembi, Ag. Director
Competition Management (14th
December 2022 - 28th February
2025)

Corporate Governance

The Constitution of Kenya, the State Corporations Act, Cap 446 and the Mwongozo Code of Governance for State Corporations, 2015 requires the Authority to ensure compliance with the principles and practices of good corporate governance. The Board is responsible for the corporate governance of the Authority. This involves ensuring a high level of effectiveness of the Board and compliance with the key principles of corporate governance such as transparency and disclosure, accountability, risk management, internal controls, ethical leadership and good corporate citizenship.

The Authority, through its Board of Directors, remains firmly committed to upholding good corporate governance and aligning with international best practices. The Board recognises that strong governance grounded in ethical leadership, effective oversight, competitive performance and institutional legitimacy is essential for creating long-term value and advancing the Authority's vision of Digital Access for All.

In promoting sound governance, the Board ensures that strategic decisions are guided by a balanced consideration of short, medium and long-term outcomes, while aligning the interests of stakeholders, society and the broader ICT ecosystem. Principles of accountability, transparency, ethical conduct and fairness are embedded across the Authority's operations to support inclusive, affordable and high-quality ICT services for all Kenyans.

The Board exercises the following functions set out in the Board Charter to be performed by the members individually and collectively:

- (a.) Exercising leadership and integrity, and making sound decisions and judgments in the best interest of the Authority;
- (b.) Setting the vision, mission and values of the Authority;
- (c.) Developing strategies to achieve the Authority's mandate;
- (d.) Determining key performance indicators (KPIs) of the Authority, setting targets and monitoring performance;
- (e.) Ensuring that internal structures and policies are in place and avoiding any conflict of interest in line with Mwongozo;
- (f.) Identifying and managing key risk areas; and
- (g.) Ensuring preparation of annual financial statements and reports and disclosure of information to stakeholders.

Board Meetings

Section 8(1)(a) of the State Corporations Act, Cap 446, provides that Boards of every State Corporation shall meet at least four (4) times in every financial year. The Board held seven (7) Full Board Meetings, five (5) Special Board Meetings and four (4) Meetings related to recruitment exercise of senior staff within the Authority.

Board Committee Meetings

Pursuant to Section 7(f) of KICA, the Board delegated some of its functions to Committees to enhance efficiency and effectiveness in discharging its mandate. Four (4) standing committees were in place during the year, each with a clearly defined mandate covering key aspects of the Authority's operations.

Finance, Planning and Strategy Committee: It is chaired by Mr. Eric Lang'at and oversees planning, strategy and financial management matters of the Authority. The committee, which comprised five (5) members, held a total of seven (7) quarterly and special meetings.

Technical and Broadcasting Standards Committee: It is responsible for technical matters, setting and monitoring compliance with media standards, approval of licences, review of market structure and providing guidance on regulatory interventions. The committee, which is chaired by Mr. Paul Mureithi, comprised five (5) members and held eight (8) quarterly and special meetings during the year.

People and Culture Committee: It supports the Board and Management in the formulation and oversight of human resource policies and strategies, including recruitment, disciplinary, and welfare matters. The committee is chaired by Ms. Christine Nchamah and comprises five (5) members. The committee held 23 meetings (quarterly, special, disciplinary and recruitment-related).

Board Audit and Risk Assurance Committee: It is constituted in accordance with Section 7(f) of KICA and the Mwongozo Code of Governance. It advises the Board on governance, risk management and internal control processes. The Committee, which is chaired by Mr. Joel Nyambane, comprised five (5) members. It held six (6) meetings during the year.

USAC Meetings

Pursuant to the Guidelines under Circular Ref. OP/CAB.9/1A of 11th March 2020 issued by the Head of Public Service, Board meetings are limited to a minimum of four (4) and a maximum of six (6) meetings per financial year, as outlined in the State Corporations Act or respective legal instruments. While USAC advises the Board, the same is administered as a Board for purposes of governance, management and administration of USF. In this regard, USAC held seven (7) meetings and two (2) retreats during the year.

USAC Committee Meetings

To effectively execute its advisory role, USAC conducts its business through two (2) committees, each operating under defined Terms of Reference (ToRs) and delegated authority with ultimate accountability remaining with the full USAC and the Board.

USAC Finance Committee: It provides strategic financial oversight for USF, advising USAC on financial planning and management, investment policies, budget reviews and risk management to ensure the Fund's sustainability and compliance with Public Finance Management Act, 2012. The committee, which is chaired by Ms. Fridah Joy Mutuma, comprising five (5) members, held five (5) quarterly and special meetings during the year.

USAC Technical Committee: It focuses on the regulatory and operational aspects of the USF. It evaluates and recommends projects financed through USF such as infrastructure, innovation and content development, ensuring alignment with the Fund's objectives. The committee also monitors project implementation, manages risks and advises on strategies to enhance the Authority's effectiveness in delivering universal access to ICT services. The committee, which is chaired by Dr. Amos Omolo, comprising five (5) members held five (5) quarterly and special meetings during the year.

Board Evaluation

The Board Performance Evaluation for the FY 2024/25 was conducted by the State Corporations Advisory Committee (SCAC) on 4th July 2024. The overall rating was 95.48 per cent (Very Good), which is an improvement compared to 85.9

per cent in the FY 2023/24. The Authority also conducted an induction programme for newly appointed Board members and ensured that all statutory and governance-related meetings were convened in compliance with Mwongozo requirements.

Compliance with Code of Governance for State Corporations (Mwongozo) and Statutory Requirements

The Authority continued to ensure adherence to the principles of good corporate governance underpinned in Mwongozo, including adherence to the Conflict-of-Interest Policy, Code of Ethics and Conduct as well as governance audit, board evaluation and induction.

The Authority also complied with statutory requirements. There were no known non-compliance issues that may expose the Authority to potential contingent liabilities except ongoing litigations out of the ordinary course of the business of the Authority.

Risk Management and Internal Controls

The Board and Management are key in setting the tone for adoption of a risk-based culture by ensuring that appropriate risk management systems are entrenched in corporate strategy and operations. The Authority is continuously measuring the risk maturity level by monitoring the adequacy of internal controls to identify areas for improvement.

Risk Management

The Authority continued to implement its Enterprise Risk Management (ERM) Framework, while ensuring that risks were mitigated, with appropriate controls and strategies put in place to minimise their impact on its operations. Regular risk assessments and monitoring were conducted to address emerging challenges, thereby strengthening the Authority's resilience and ensuring achievement of its strategic goals.

The key risks facing the Authority as at the end of the FY 2024/25 were policy, legal and regulatory gaps resulting from new and emerging technologies; increasing cyber security threats and misuse of social media; noncompliance by public and commercial

licensees with KICA and licence conditions as well as increased litigation resulting from regulatory decisions, contractual disputes or non-compliance of the Authority's licensees. To mitigate these risks, the Authority is in the process of reviewing ICT sector laws to align with new and emerging technologies; modernising its regulatory tools and capacity for detection and prevention of sophisticated cyber security threats and social media monitoring and management; assessing delays in completion and litigation risks in all its programmes and projects as well as continue to consult with relevant stakeholders to enforce licensees' compliance; particularly regarding payment of regulatory fees by Telkom Kenya Limited and other public and private entities.

Internal Control Systems

The Authority recognizes that internal controls are primarily a management responsibility and form an integral part of its governance and risk management framework. Accordingly,

management continuously designs, implements and reviews internal controls as part of risk assessment and day-to-day operations to safeguard resources and ensure the achievement of organisational objectives. The Authority adheres to internal controls, and this is verified through audit reviews, which are undertaken in line with the Internal Audit Charter and in conformance with the International Standards for the Professional Practice of Internal Auditing.

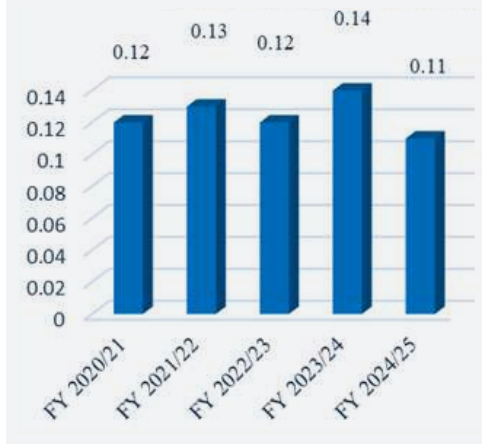
During the period, the Authority in collaboration with KNBS undertook an analysis of uptake of ICTs from the consumers' perspective as part of closing data gaps in the ICT sector. The analysis was carried out using ICT data collected during the 2023/24 Kenya Household Survey. Below is a highlight of the results from the survey.

ICT Statistics at a Glance

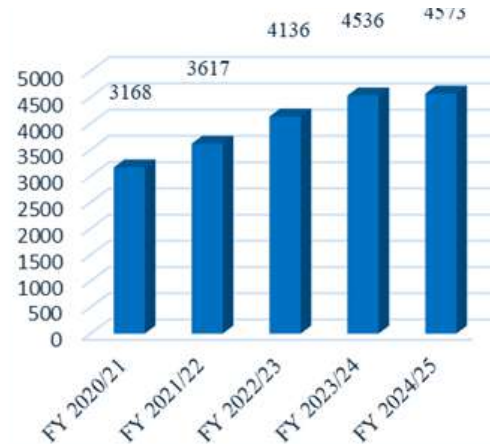
Number of Postal and Courier Licensees



Fixed Telephony Penetration (%)



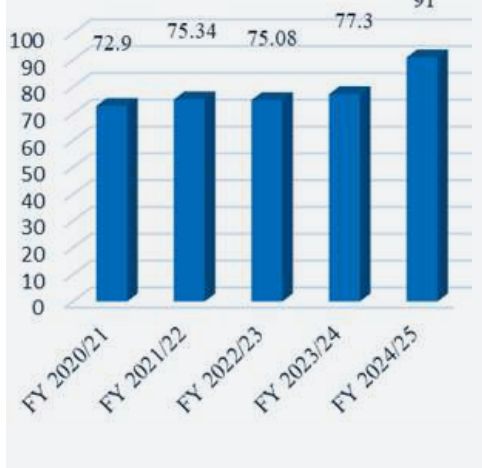
Number of Telecommunications Licensees



Number of Broadcasting Licensees



Mobile Money Penetration (%)



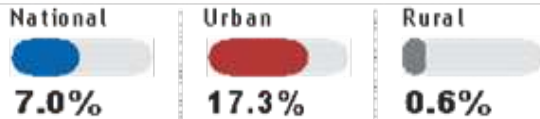


KEY INDICATORS ON UPTAKE OF ICTS BASED ON 2023/24 KHS

FACT SHEET



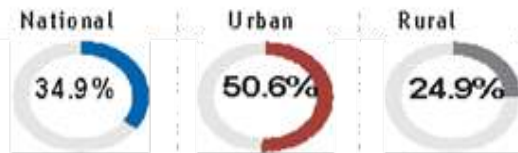
Proportion of households with fixed Internet



Proportion of households with a Computer (Computer/Tablet/ Laptop)



Proportion of households with mobile Internet



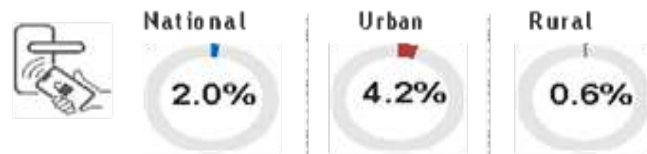
Proportion of households with smart lighting Systems



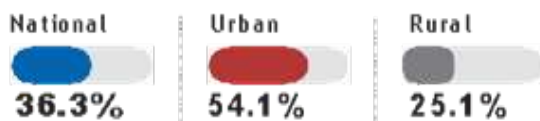
Proportion of households with both fixed and mobile Internet



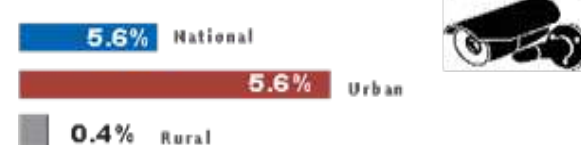
Proportion of households with smart security systems



Proportion of households with Internet connection (overall)



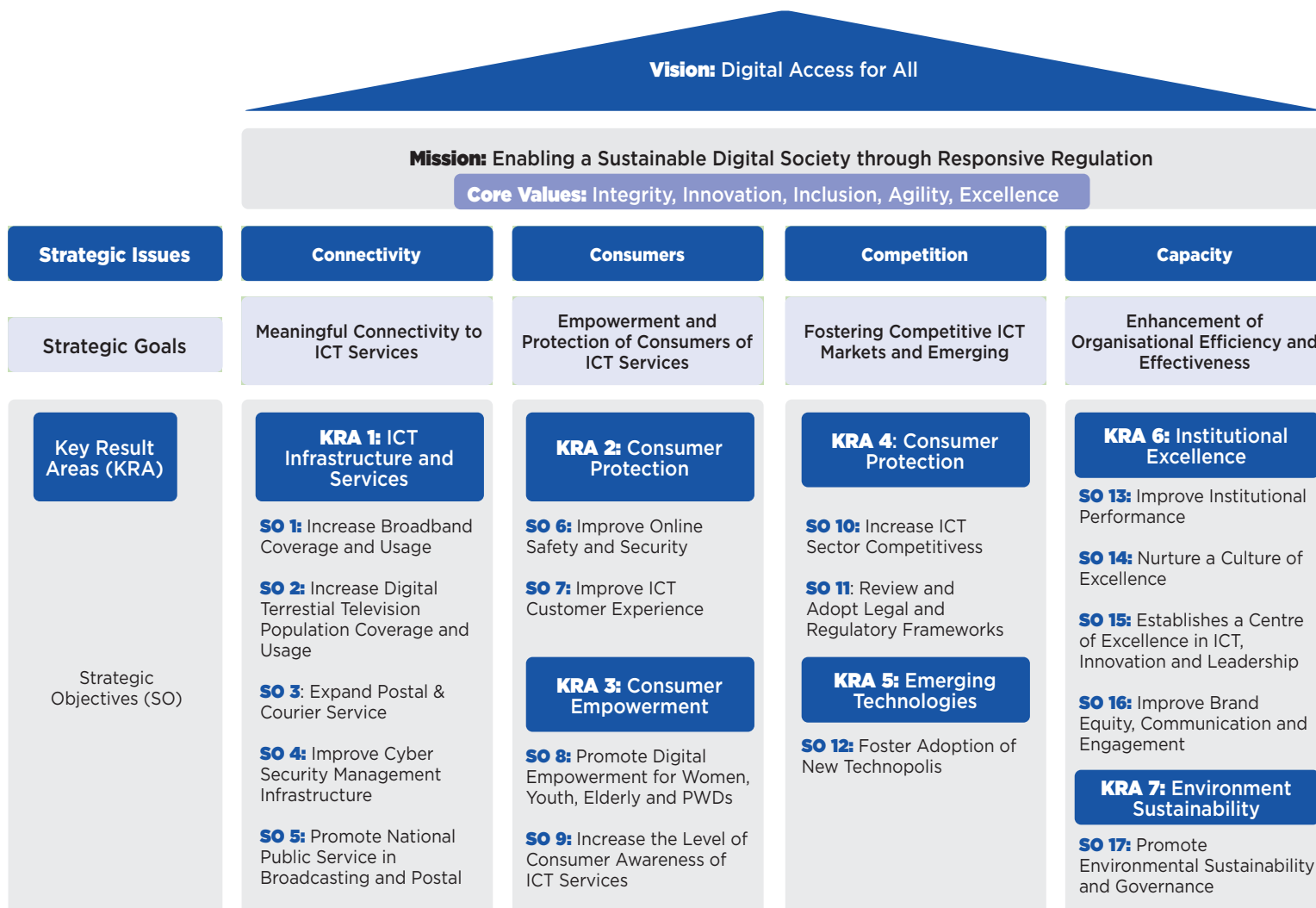
Proportion of households in a neighbourhood with CCTV



Strategic Direction 2023-2027

The Authority is dedicated to advancing the country's ICT sector by promoting meaningful connectivity to ICT services, empowering and protecting consumers, fostering competitive ICT markets and enhancing organisational efficiency and

effectiveness. Guided by our vision of "Digital Access for All" and our mission of "Enabling a Sustainable Digital Society through Responsive Regulation," we uphold our core values of integrity, innovation, agility, excellence, and inclusion.



The Authority will focus on 36 strategies to undertake 183 high-level activities whose implementation requires a total budget of KES 88,599 billion over the years. To drive the successful execution of its Strategic Plan, the Authority has put in place a robust monitoring, evaluation and reporting system on a quarterly and annual basis with an opportunity for mid-term review,

High-Level Summary of Authority's 5th Strategic Plan 2023-2027

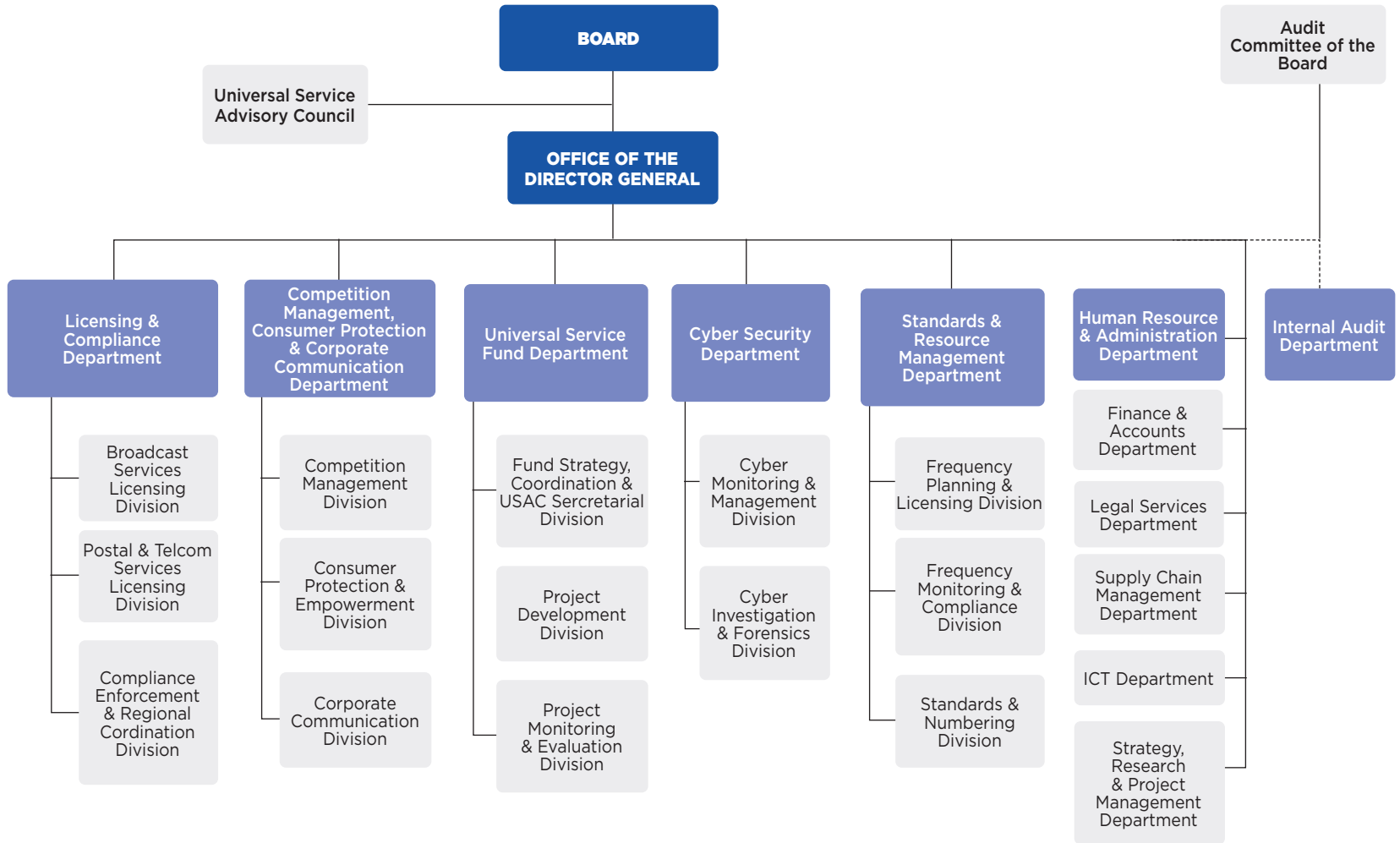
In this Annual Report for FY 2024/25, which marks the second year of the implementation of the Authority's 5th Strategic Plan 2023-2027, Chapter 1 provides the context in terms of the local, regional and global economic and ICT environment in which it operates. Chapters 2 and 3 cover competition, which ensures service providers access to scarce frequency spectrum, numbering and domain name resources as well as consumer's access to reliable and affordable ICT services and products. Chapters 4 and 6 address connectivity to ensure availability of reliable and secure ICT services through bridging the digital divide to ensure that no one is left behind. Chapter 5 focuses on empowering and protecting consumers of ICT services and products. To enhance its internal and external capacity, the Authority's relationship with its local, regional and international stakeholders as well as its public participation initiative are covered in Chapters 7, 8 and 9 in the Annual Report for the FY 2024/25

Organisation Structure

The Authority reviewed its human resource instruments to align with evolving institutional needs, regulatory requirements and best practices in the public service. These instruments, which were approved by the Public Service Commission, enabled the Authority to transition staff to the new organisational structure, policies, procedures and career guidelines.

The new organisational structure enhances efficiency, strengthens accountability, and fosters agility in service delivery. The structure also provides a clear framework for roles, responsibilities and reporting relationships, ensuring that the Authority is well-positioned to meet its strategic goals, thematic priorities and objectives while supporting employee growth and enhancing operational excellence. The organisational structure is shown below.

Organisation Structure





▶ 1

CHAPTER ONE

OPERATING ENVIRONMENT

Global economies are increasingly interdependent with strong linkages across diverse sectors of a country's economy. Understanding global and regional economic developments is therefore critical in appreciating shifts within domestic markets. Within this context, the Information and Communications Technology (ICT) sector stands out as a strategic enabler of economic transformation, driving investment, innovation, competitiveness and efficiency across all sectors.

Towards this end, digital technologies present opportunities for countries to accelerate growth by connecting citizens, businesses and governments. They facilitate access to public and private services, foster innovation, strengthen stakeholder engagement and improve productivity. By transforming production processes and service delivery, digital technologies enhance efficiency and create new pathways for sustainable growth.

This chapter reviews global, regional and country-specific developments within the wider macroeconomic and policy environment, underscoring how global interdependencies and regional dynamics continue to drive the evolution of the ICT sector.

1.1. Macroeconomic Economic Environment

The performance of the ICT sector is shaped by global, regional and domestic macroeconomic dynamics.

1.1.1. Global Economy

The global real Gross Domestic Product (GDP) expanded by 3.2 per cent in 2024, a slight slowdown compared to 3.3 per cent in 2023, (Economic Survey 2025). This performance reflects the global economy's ability to adjust to inflationary pressures, supply chain disruptions and geopolitical tensions. While the overall pace of expansion was moderate, it nonetheless highlighted a return to relative stability after several years of volatility associated with the COVID-19 pandemic and subsequent disruptions in global markets.

Advanced economies maintained a stable growth of 1.7 per cent in 2024, largely supported by easing monetary policies, strong domestic demand and sustained investment. This performance, though modest, indicated resilience amid fiscal tightening and subdued external demand. On the other hand, Emerging Market and Developing Economies (EMDEs) recorded a slight deceleration, with growth easing from 4.4 per cent in 2023 to 4.2 per cent in 2024. The slowdown was mainly attributed to

disruptions in commodity production and global shipping, which affected export revenues and investment flows. These contrasting performances underscore the uneven recovery across different regions of the world, with advanced economies benefiting from stable policy environments while emerging and developing economies remained vulnerable to external shocks.

The real GDP in Sub-Saharan Africa (SSA) grew by 3.8 per cent in 2024, supported by improved agricultural output, infrastructure investment and the gradual recovery of tourism. The East African Community (EAC) stood out as a high-growth bloc, registering a robust expansion of 5.4 per cent in 2024 compared to 2023. This growth was mainly driven by increased government spending on infrastructure, improved service sector productivity and stronger regional trade integration. EAC's performance not only exceeded the global and SSA average but also highlighted the potential of regional integration and policy coordination in driving economic resilience.

1.1.2. Local Economy

Kenya's real GDP growth rate slowed down to 4.7 per cent in 2024 compared to 5.7 per cent in 2023. This slowdown was mainly attributed to weaker performance in agriculture, forestry and fishing, which grew by 4.6 per cent compared to 6.6 per cent in 2023. The deceleration was also attributed to the Mining and Quarrying sector, as well as the Construction sector that contracted by 9.2 per cent and 0.7 per cent in 2024, compared to 6.5 per cent contraction and 3.0 per cent growth in 2023, respectively. The growth of the ICT sector also declined to 7.0 per cent in 2024 from 10.3 per cent recorded in 2023. The decline was largely attributed to the broader global economic deceleration, which dampened sectoral expansions across many economies.

Despite the slowdown, the Financial and Insurance, Real Estate, Transportation and Storage and Services sectors grew by 7.6 per cent, 5.3 per cent, 4.4 per cent and 4.7 per cent in 2024, respectively. Despite global uncertainties, inflation eased to 4.5 per cent in 2024 from 7.7 per cent in 2023, thus increasing consumer purchasing power, which helped sustain domestic demand and subdued growth in the above sectors of the economy.

1.2. Information and Communications Technology Landscape

The local ICT sector is influenced by the performance of the regional and global ICT arena.

1.2.1. Global ICTs

Global mobile technologies and services contributed an estimated USD 6.5 trillion to the world economy in 2024 accounting for 5.8 per cent of global GDP (Global System for Mobile Communications Association (GSMA), Mobile Economy Report, 2025). According to the International Telecommunications Union (ITU) (Facts and Figures, 2024), the fixed telephone subscriptions stood at 10 per cent while mobile cellular telephone subscriptions stood at 95 per cent. Global Internet connectivity continued its upward trajectory in 2024, with approximately 5.5 billion people using the Internet—equating to about 68 per cent of the world's population. Active mobile broadband subscriptions reached 95 per cent while fixed-broadband subscriptions stood at 20 per cent, underscoring the continued gap between fixed and mobile access globally. Figure 1.1 shows the global trends in the various ICT indicators as at December 2024.

1.2.1.1. Mobile Cellular Services

In 2024, mobile cellular penetration rates varied significantly across regions. The Commonwealth of Independent States (CIS) led with a remarkable 147 per cent, followed by Europe with 125 per cent and the Americas with 114 per cent. Arab States and Africa recorded lower penetration levels at 104 per cent and 97.5 per cent respectively. This is shown in Figure 1.2.

1.2.1.2. Mobile Broadband Services

Global mobile broadband penetration averaged 95 per cent in 2024, with uptake varying widely across regions. The Americas recorded the highest penetration rate at 125 per cent, followed by Europe at 112 per cent and the Commonwealth of Independent States (CIS) at 108 per cent, all well above the global average. In contrast, Africa lagged significantly behind with 51.5 per

Figure 1.1 Global ICT Indicator

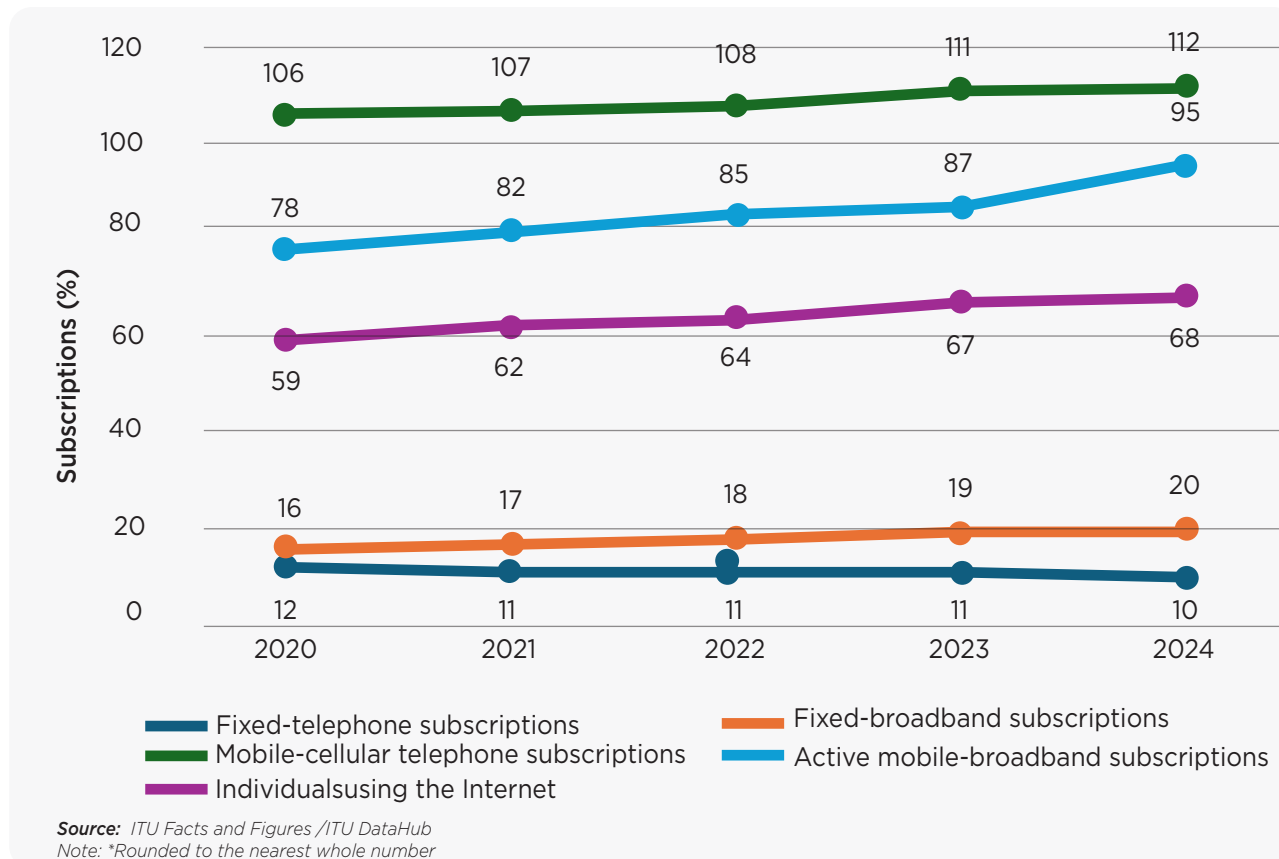
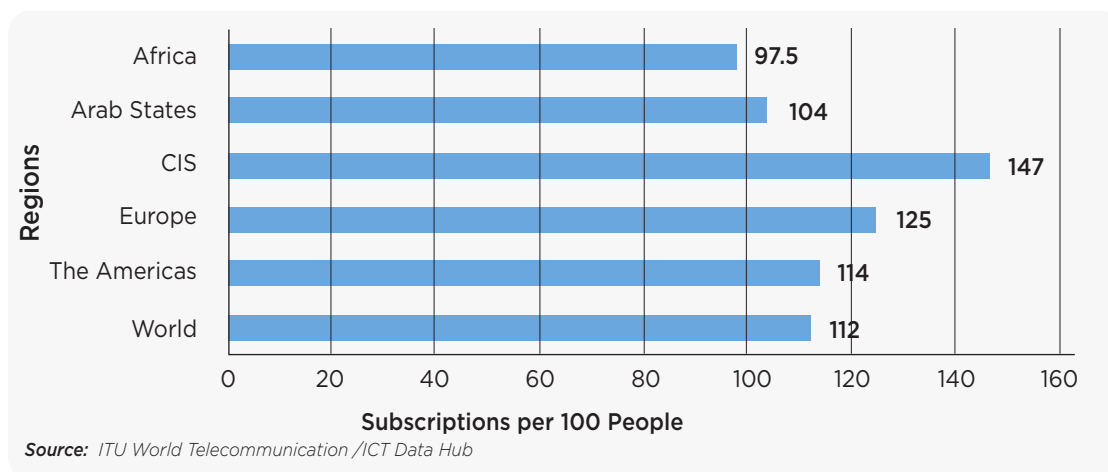


Figure 1.2 Mobile Cellular Subscriptions, 2024



cent, highlighting persistent connectivity gaps. The Arab States registered 85.2 per cent, below the global average but ahead of Africa. These variations underscore digital divide in broadband adoption, with developed regions approaching saturation while developing regions, particularly Africa, continue to face challenges in expanding access. Figure 1.3 illustrates the trends in the Global Active Broadband Subscriptions per 100 people.

1.2.1.3. Global Cybersecurity Index

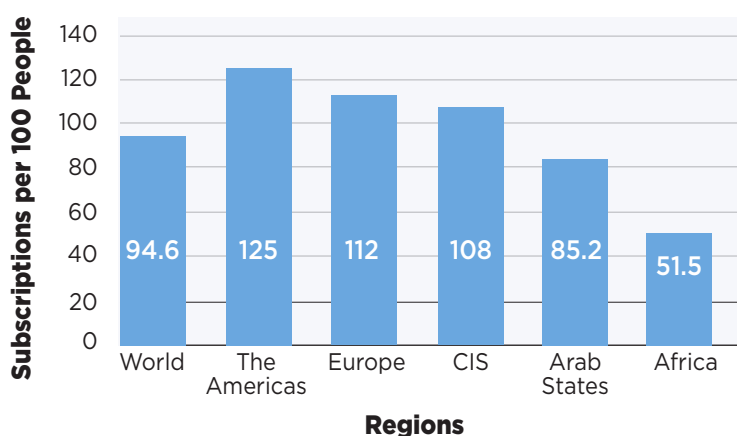
A country’s ranking at the ITU’s Global Cybersecurity Index (GCI), which is based on a survey, is determined using the tiered performance system, where Tier 1 represents role-modelling with a score range of 95-100. Globally, Kenya attained Tier 1 status. Within Africa, Kenya was ranked in the same tier alongside Ghana,

Mauritius, Rwanda and Tanzania. The GCI survey looks at a variety of cybersecurity indicators based on the five pillars of ITU’s Global Cybersecurity Agenda (GCA), which include putting in place legal measures, technical measures, organisational measures, capacity building and cooperation. The detailed GCI 2024 report can be accessed using the following link: https://www.itu.int/dms_pub/itu-d/opb/hdb/d-hdb-gci.01-2024-pdf-e.pdf

1.2.2. ICT Developments in East Africa

Penetration of ICT in the EAC region shows a notable disparity, with mobile subscriptions averaging 93 per cent and Internet penetration at 57 per cent. This data indicates that while access to mobile services is relatively widespread, Internet usage still lags, highlighting a gap in digital inclusivity. This is shown in Figure 1.4

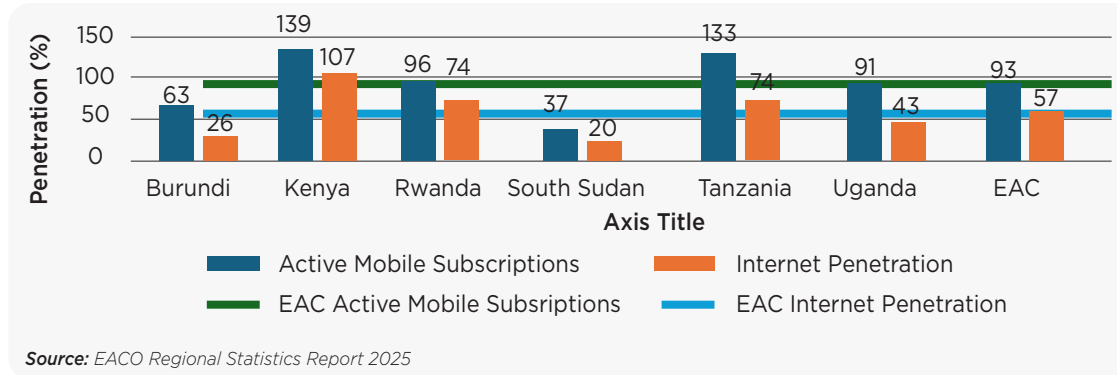
Figure 1.3 Global Active Broadband Subscriptions by Regions, 2024



1.2.3. Local ICTs

Kenya’s ICT sector is a key driver of economic growth and an enabler of other sectors of the economy under the Digital Superhighway pillar of BETA. Despite a slowdown in the growth of the ICT sector from 10.3 per cent in 2023 to 7.0 per cent in 2024, the sector’s output value rose by 8.3 per cent, reaching KShs. 701.3 billion in 2024, compared to the previous year. This pushed the sector’s value-added contribution to GDP to KShs. 364.5 billion in 2024 from Kshs. 339.5 billion in 2023. This growth was driven by rapid expansion in mobile and broadband connectivity with mobile money remaining central to financial inclusion as well as increased international bandwidth, owing to new undersea and satellite capacity. The ICT’s contribution to GDP and the growth of the sector is shown in Figure 1.5.

Figure 1.4 ICT Indicators in East Africa, 2024



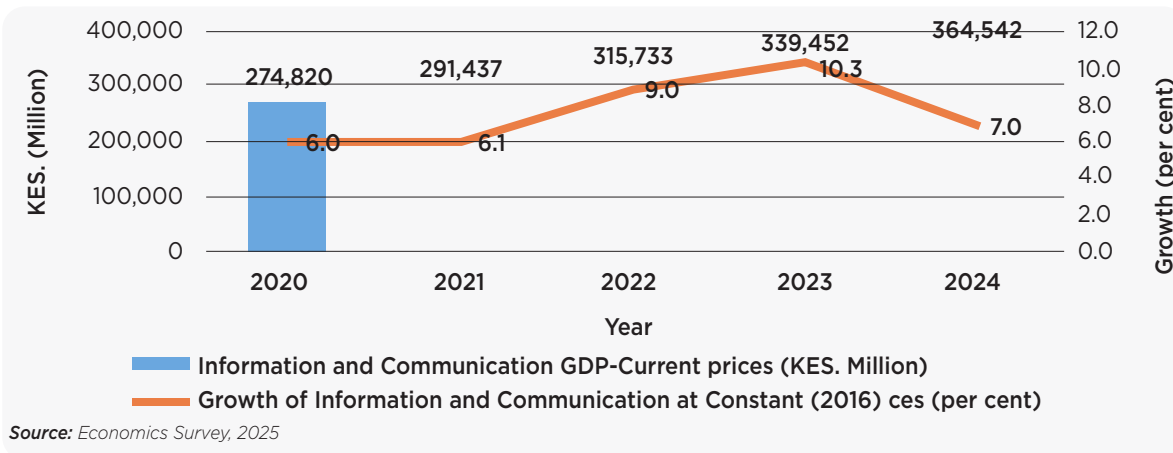
1.3. Outlook

The economic outlook in 2025 remains positive, with global growth supported by easing inflation and resilient investment flows. The ICT sector continues to drive transformation, led by global digital innovation, rapid Internet adoption in Africa and Kenya’s expanding digital economy through initiatives such as the rollout of the Mobile Cellular Network Infrastructure and Services, Digital Superhighway and Standard Digital Hubs (SDHs) and Centres of Excellence (CoEs).

1.3.1. Economic Outlook

According to the IMF’s July 2025 World Economic Outlook, global growth will remain uneven across regions, reflecting divergent economic dynamics and recovery speeds. Advanced economies are projected to expand modestly, with a growth of 1.5 per cent in 2025 and 1.6 per cent in 2026, constrained by tighter monetary conditions, high debt levels and aging populations. By contrast, EMDEs will continue to drive global momentum, growing by 4.1 per cent in 2025 before easing to 4.0 per cent in 2026. Within EMDEs, the Middle East and Central Asia are expected to grow by 3.4 per

Figure 1.5 Trend in contribution of ICT against GDP in Kenya



cent in 2025 and 3.5 per cent in 2026, while Sub-Saharan Africa is forecasted to expand by 4.0 per cent in 2025 and strengthen further to 4.3 per cent in 2026, supported by growth in agriculture, infrastructure investment and services.

The Economic Survey 2025 projects Kenya's economy as resilient and stable, underpinned by sound structural and policy measures. The macroeconomic environment is expected to remain broadly stable, with inflation contained within the government's target band of 2.5 per cent to 7.5 per cent, aided by lower food and energy prices, subdued non-food-non-fuel inflation and a stable exchange rate. Overall, the outlook reflects a balanced mix of sectoral strength, supportive macroeconomic conditions and policy interventions aimed at sustaining growth while safeguarding economic stability.

1.3.2. Outlook of the ICT Sector

The IMF's July 2025 World Economic Outlook highlights the ICT sector as a central driver of global economic growth, with spending projected to reach USD 5.43 trillion, a 7.9 per cent increase from 2024. This growth is expected to be fuelled by

accelerated adoption of Artificial Intelligence (AI), with data centre investments expected to rise by over 40 per cent; and software by more than 10 per cent. In Africa, the ICT outlook is equally strong, with SSA projected to add 167 million new Internet users by 2025, pushing connectivity beyond 600 million people. The surge in digital access is expected to boost mobile-driven services, fintech and e-commerce, while regulators in the region are expected to focus on AI governance, data protection, digital infrastructure and competition frameworks to support inclusive growth.

In Kenya, the ICT sector continues to be a key growth frontier, and is projected to contribute 9.24 per cent of GDP with an estimated market value of USD 11.19 billion in 2025. This growth will be supported by rising broadband and mobile subscriptions, expansion of digital financial services and investments in next-generation infrastructure. Flagship initiatives such as the Digital Superhighway, which expands fibre optic connectivity nationwide are expected to reinforce ICT's role in entrepreneurship, job creation, innovation and competitiveness, positioning the sector as a catalyst for national economic transformation.



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CHAPTER TWO

MANAGEMENT OF ICT RESOURCES

The provision of ICT services requires efficient and optimal management of finite radio frequency spectrum, numbering and Internet domain name resources.

1.4. Radio Frequency Spectrum Management

The Authority is mandated to ensure efficient and effective utilisation of the scarce frequency spectrum by undertaking planning, coordination, allocation, assignment and monitoring of radiocommunication frequencies. These initiatives provide the backbone in the delivery of services such as mobile cellular networks, fixed wireless access, terrestrial links, digital terrestrial television broadcasting, FM sound broadcasting, private radio networks and other radiocommunication services.

Frequency Assignment is the process of authorising specific

radio frequencies within the allocated spectrum to licensed users for designated services and applications. It involves assigning precise frequency channels to operators in accordance with national spectrum allocation plans, international regulations, and coordination agreements.

1.4.1. Mobile Cellular Services

The Authority continued to facilitate the rollout of 3G, 4G and 5G services which led to increased deployment of transceivers nationwide by the Mobile Network Operators (MNOs) to meet the growing demand for voice, Internet and broadband services. Airtel Networks Kenya Limited and Safaricom PLC accelerated the rollout of 5G sites, raising the total number of transceivers to 6,518 in the FY 2024/25 from 3,556 in the previous year. The trend in the number of mobile cellular transceivers over the last five (5) years is shown in Table 2.1.

Table 2.1 Mobile Cellular Transceivers

Operators	Transceivers by Technologies					
	Tech.	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Airtel Networks Kenya Limited	2G	38,008	46,859	51,227	57,153	61,008
	3G	19,564	25,848	29,182	33,782	25,346
	4G	8,134	16,497	26,855	33,779	38,405
	5G	-	-	857	1,245	1404
Jamii Telecommunications Limited	4G	-	990	1,032	1,215	1,347
Safaricom PLC	2G	105,425	114,648	75,527	113,426	130,631
	3G	76,407	71,132	75,527	80,023	86,593
	4G	31,249	37,680	63,489	71,597	86,827
	5G	-	102	1,939	2,311	5,114
Telkom Kenya Limited	2G	10,930	10,289	10,562	5,095	5,095*
	3G	7,851	7,804	7,875	3,577	3,577*
	4G	1,901	2,329	2,552	1,244	1,244*
Total	2G	154,363	171,796	137,316	175,674	196,734
	3G	103,822	104,784	112,584	117,382	115,516
	4G	41,284	57,496	93,928	107,835	127,823
	5G	-	102	2,796	3,556	6,518

Source: Communications Authority of Kenya

* Provisional data

The Authority also assigned additional frequencies in the 700 MHz and 2600 MHz frequency bands to Safaricom PLC to enable the expansion of its networks to address high uptake of mobile services in 4G and 5G networks.

1.4.2. Fixed Links

Fixed links are telecommunications systems that use wireless radiocommunication channels to connect two or more fixed locations for data transmission. These links can be established using various technologies, including microwave, broadcast studio links and non-protected fixed links, each serving distinct

purposes within the telecommunications ecosystem.

1.4.2.1. Microwave Links

The Authority assigns operators with spot frequencies for microwave links, which play a critical role in high-capacity transmission and network backhaul. The total number of microwave links grew by 8.1 percent, rising to 5,526 in the FY 2024/25. The increase was attributed to increased deployment of transceivers in rural areas. Table 2.2 provides a breakdown of assignments by frequency band.

Table 2.2 Assignments by Frequency Band

Freq. Band	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
6 GHz	81	79	79	70*	81
7/8 GHz	1,604	1,768	1,810	1,752	1,862
11 GHz	6	2	5	5	6
13 GHz	325	322	278	272	306
15 GHz	2,304	2,252	2,330	2,413	2,525
18 GHz	72	117	274	315	416
23 GHz	299	318	247	222	239
38 GHz	85	58	66	64	91
Total	4,776	4,916	5,089	5,113*	5,526

Source: Communications Authority of Kenya
*Revised Data

1.4.2.2. Non-Protected Fixed Links

Non-protected fixed links are communication channels that enable flexible deployment of fixed wireless services such as Wi-Fi. The total number of assignments for these links increased

by 8.9 percent to 4,679. This growth is attributed to improved compliance by operators coupled with rising consumer demand for data services. Table 2.3 provides the distribution of frequency assignments for non-protected fixed links.

Table 2.3 Frequency Assignments for Non-Protected Fixed Links

Band	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
5 GHz	2,121	2,124	2,421	3,692	3,980
70/80 GHz	352	356	453	606	699
Total	2,473	2,480	2,874	4,298	4,679

Source: Communications Authority of Kenya

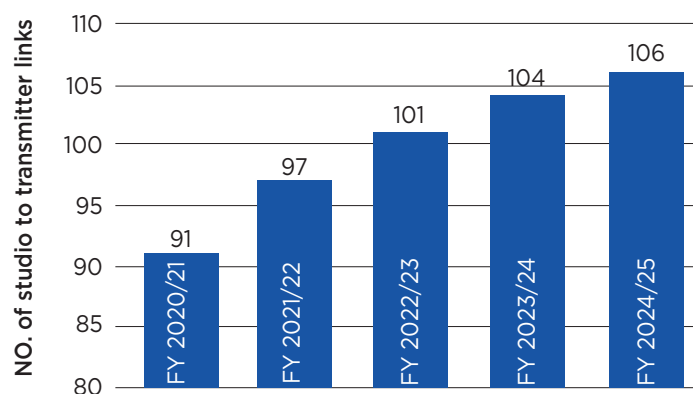
1.4.2.3. Broadcast Studio-To-Transmitter Links

Broadcast studio-to-transmitter links (STLs) are specialised fixed links used to transmit audio and video signals from a broadcast studio to a transmission tower. As indicated in Figure 2.1, the STL assignment has continued to increase marginally due to the shift in technological preferences by the operators from STLs to fibre, satellite and unprotected links.

1.4.3. Digital Terrestrial Television Broadcasting Frequencies

In its effort to ensure that broadcasters deliver enhanced picture quality and more range of channels for digital television broadcasting, the number of frequency assignments to Broadcast Signal Distributors (BSDs) for Digital Terrestrial Television (DTT) remained unchanged during the year, as shown in Table 2.4.

Figure 2.1 Frequency Assignments for Broadcast Studio to Transmitter Links (STLs) - (360-380 MHz Band)



Source: Communications Authority of Kenya
*Revised Data

Table 2.4 No. of Frequency Assignments to BSDs for DTT

Signal Distributors	Category	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Self-Provisioning Broadcast Signal Distributors	Africa Digital Network (ADN)	38	38	38	38	38
	GoTV Kenya	61	61	61	61	61
	Lancia Digital Broadcasting (Bamba TV)	14	14	14	0	0
Common Carrier Broadcast Signal Distributors	Pan Africa Network Group (PANG)	125	125	129	135	135
	SIGNET Signal Distributors	104	120	120	105	105
Total		342	358	362	339	339

Source: Communications Authority of Kenya

1.4.4. Frequency Modulation (FM) Sound Broadcasting Frequencies

The Authority continued to facilitate the growth of FM sound broadcasting by assigning frequency spectrum within the 87.5 - 108 MHz band and licensing new broadcasters. This band is utilised by both community and commercial FM broadcasters.

During the FY 2024/25, the frequency spectrum assigned to community broadcasters increased by 1.7 per cent, while that assigned to commercial broadcasters decreased by 2.8 percent compared to the previous year, as illustrated in Table 2.5.

Table 2.5 No. of Frequency Assignments to BSDs for DTT

FM Broadcasters	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Community	77	95	110	118	120
Commercial	763	835	884	915	890
Total	840	930	994	1,033	1,010

Source: Communications Authority of Kenya

1.4.5. Private Radio Networks

The private radio network service facilitates one or two-way radio communication across key services such as public safety, transportation and utilities. It encompasses both analogue and digital technologies operating within HF (3 kHz-30 MHz), VHF (136-174 MHz), and UHF (410-440 MHz) bands. Table 2.6 provides a five-year summary of frequency assignments within various station types and within the land mobile service.

Table 2.6 No. of Land Mobile Frequency Assignments by Station Types

Frequency Band	Station Type	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
VHF	Alarm (Stations)	29,295	30,803	28,484	23,197	23,179
VHF/UHF	Trunk Network (Stations)	48	48	76	76	111
VHF	PMR Fixed (Stations)	1,329	1,466	1,563	1,784	1,963
	PMR Mobile/Portable (Stations)	8,482	9,687	10,584	12,213	14,012
HF	PMR Fixed	186	191	195	223	230
	PMR Mobile	376	383	428	432	475

Source: Communications Authority of Kenya

1.4.6. Satellite Services

Satellite networks are critical in providing communication services during emergency situations and to complement terrestrial networks where there is limited or no coverage. The Authority facilitates provision of satellite services by assigning frequency spectrum bands to satellite earth station operators, including those operating Very Small Aperture Terminals (VSAT) within Kenya, as indicated in Figure 2.2.

1.4.7. Authorisations

The Authority, in collaboration with relevant regulatory bodies, continued to issue certificates of operation for systems and equipment within the Aeronautical, Maritime and Amateur services . Table 2.7 provides a summary of the licences issued over the past five (5) years.

Figure 2.2 No. of Satellite Earth Stations

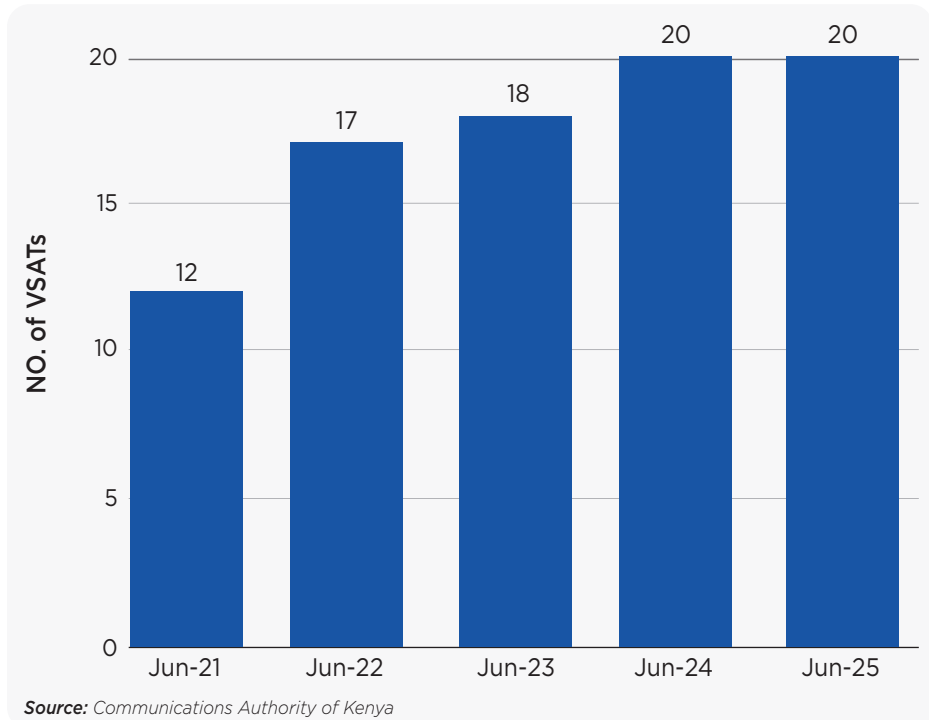


Table 2.7 Frequency Spectrum Authorizations

License Category	Purpose	Authorization	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Aeronautical Radio Service	Provision of ground-to-ground and air-to-ground communication services to aviation operators	Aircraft Station licenses	817	657	723	753	781
Maritime Radio Service	Enables radio communication between ship stations and ship to land communication	Ship Station*	12	12	17	19	20
		MMSI Number*	53	65	68	69	73
		Beacon Identification	DNA	DNA	DNA	85*	113
Amateur Radio Service	Used for non-commercial exchange of messages, wireless experimentation, private recreation and emergency communication	Amateur Radio Licensees	24	37	47	33	33

Source: Communications Authority of Kenya

**Revised data*

1.5. Management of Numbering Resources

The Authority manages telecommunication numbering resources, which are the backbone of communication networks. This is done to ensure efficient operations, fair access and quality service delivery to consumers. The numbering resources make it possible to identify network elements responsible for seamless routing and delivery of voice, data and other services. Furthermore, the Authority continued to spearhead migration from IPv4 to IPv6 by working with ICT sector stakeholders, to enhance readiness and adoption, ensuring sustainable growth of Internet services in the country.

1.5.1. Assignment of Numbering Resources

The numbering resources under the Authority's management include Mobile National Destination Codes (MNDCs), short

codes, fixed-line numbers and premium rate numbers. Table 2.8 provides a five-year overview of the allocation and utilisation of key numbering resources, highlighting both available capacity and actual usage across different categories. **(Table 2.8)**

1.5.2. Migration from IPv4 to IPv6

The migration from IPv4 to IPv6 provides a significantly larger address space, making it essential for supporting the continued growth and usage of telecommunications devices. To ensure the migration, during the FY 2024/25, the Authority prohibited type-approval of any telecommunication equipment that is not IPv6-capable and restricted clearance of any importation of telecommunications equipment that does not support IPv6, through the National Single Window System (TradeNet System).

Table 2.8 Cumulative Numbering Resources Assigned Per Year

Resource Type	Capacity	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Mobile National Destination Codes (MNDC)	200,000,000	118,000,000	118,000,000	118,000,000	124,000,000	124,000,000
International Signalling Point Codes (ISPC)	16	10	10	10	10	13
5-Digit Short Codes (SC-5)	80,000	52,404	52,404	52,404	52,404	52,404
4-Digit Short Codes (SC-4)	400	60	60	66	70	71
3-Digit Short Codes (SC-3)	20	12	13	13	14	12
Fixed Numbers (FN)	182,000,000	7,501,000	7,501,000	7,503,000	7,720,000	7,720,000
Network Colour Codes (NCC)	8	3	3	3	3	5
Premium Rate Numbers (PRN)	1,000,000	139,000	139,000	139,000	139,000	148,001
Toll Free Numbers (TFN)	1,000,000	113,000	113,000	113,000	113,000	125,201
National Signalling Point Codes (NSPC)	16,384	532	532	532	532	532
Number Portability Routing Codes (NPRC)	100	9	9	9	9	9
Machine to Machine	100,000,000,000	10,000,000	10,000,000	12,000,000	12,000,000	13,000,000

Source: Communications Authority of Kenya

1.6. Management of Dot KE Domain

The adoption and use of the .KE ccTLD continues to boost the development of electronic services and transactions, while also strengthening data privacy and intellectual property protection within Kenya's legal and regulatory framework. In line with its mandate of managing the Dot ke. Domain names, the Authority, licensed Kenya Network Information Centre (KeNIC) to manage and administer the dot ke country code top-level domain (.ke ccTLD). As the sole domain name registry, KeNIC oversees registration, allocation and maintenance of Kenya's Domain Name System (DNS), which represents a unique national digital identity.

As at 30th June 2025, the total number of registered domain names stood at 111,313 compared to 106,800 in the previous year, representing a 4.23 per cent increase. It was observed that the .CO.KE domain continues to dominate the Kenyan namespace, accounting for 89 per cent of total registrations. This dominance is largely attributed to its strong commercial appeal and widespread

market preference for company branding. As the default choice for Small and Medium Enterprises (SMEs), corporates and startups seeking to establish an online presence, .CO.KE remains the most popular domain extension. The .KE second-level domain has experienced consistent growth and now represents 6 per cent of all domain registrations. Its simplicity and flexibility make it attractive to users looking for shorter, more brandable names, particularly for premium and personal domains.

Subdomains including .NE.KE, .ME.KE, .MOBI.KE and .INFO.KE remain underutilised due to low awareness, limited user appeal and functional overlap with the more preferred .CO.KE and .KE extensions. Notably, .NE.KE and ME.KE, originally intended for personal branding, have been largely superseded by social media platforms and email services. The decline of feature phone-era mobile content ecosystems has impacted .MOBI.KE, with mobile-first experiences now typically hosted directly on .CO.KE or .KE domains. Table 2.9 shows the registered .KE domains.

Table 2.9 Registered .KE Domains

Sub-Domain	Use	Number of Domains				
		FY 2020/ 21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
.co.ke	Companies	88,352	86,983	90,868	90,165	98,808
.or.ke	Non-Profit-Making Organisations	1,908	1,891	1,975	1,979	2,061
.ac.ke	Institutions of Higher Education	971	1,052	1,111	1,162	1,386
.sc.ke	Lower and Middle Level Institutions	891	1,111	1,019	918	1,061
.ne.ke	Personal Websites and Email	51	46	47	46	65
.me.ke	Personal Websites and Email	168	1,247	2,697	5,806	210
.mobi.ke	Mobile Content	42	33	31	27	27
.info.ke	Information	146	136	137	206	129
.go.ke	Government Entities	601	624	696	770	857
.ke	Second-Level Domain	2,945	4,473	4,717	5,721	6,709
Total		96,075	97,596	103,298	106,800	111,313

Source: Communications Authority of Kenya

Table 2.10 shows the registered .KE domain registration statistics as at 30th June 2025.

Subdomain	Use	No. of Domains	Percentage (%)
CO.KE	Companies	98,808	89
OR.KE	Non-Profit Making Organizations	2,061	2
AC.KE	Institutions of Higher Education	1,386	1
SC.KE	Lower and Middle Level Institutions	1,061	1
NE.KE	Personal Websites and E-mail	65	0
ME.KE	Personal Websites and E-mail	210	0
MOBI.KE	Mobile Content	27	0
INFO.KE	Information	129	0
GO.KE	Government Institutions	857	1
.KE	Second Level	6,709	6
Total		111,313	100



A large white play button icon followed by a large white number 3, set against a solid blue background.

CHAPTER THREE

PROMOTING COMPETITION, INNOVATION AND REGULATORY REFORMS

The Authority is mandated to manage competition in different economic markets within the ICT sector. Towards this end, the Authority continued to implement various strategic initiatives such as licensing new entrants, ensuring availability of quality and affordable products and services, enhancing licensees' compliance with KICA and licence conditions as well as promoting research and innovation and regulatory reforms.

1.7. Licensing and Type Approval

The Authority licenses a wide range of services across the ICT sector—including broadcasting, postal and courier services, telecommunications and type-approval of ICT equipment—to promote accessibility, diversity and innovation. In executing this mandate, the Authority ensures that licensed entities operate within a structured regulatory framework that upholds quality standards, fosters fair competition and safeguards consumer interests. To guarantee compliance with licence conditions and ICT installation standards, the Authority carries out inspections, monitoring and enforcement activities that promote responsible service provision, protect the public interest and support the growth and sustainability of the sector.

1.7.1. Broadcasting Sub-sector

The broadcasting sub-sector remains a vital platform for delivering television and radio content to audiences across Kenya, enabling access to news, current affairs, entertainment, children's programming and sports regardless of geographic location. Advances in broadcasting technologies have expanded both the scope and quality of services; enriched the consumer experience and ensured that audiences remain well-informed and engaged. To support this growth, the Authority has established a robust regulatory framework that promotes diversity, safeguards plurality of opinions and fosters healthy competition.

1.7.1.1. Broadcasting Licensing

The Authority continues to license broadcasters across multiple categories to ensure availability of diverse broadcasting services. During the year, the number of licensed broadcasters grew to 724 from 647 in the previous year, representing an 11.9 per cent increase. Table 3.1 highlights the five-year trend in cumulative broadcasting licences across different categories.

Table 3.1. Cumulative Broadcasting Licensees

License Category	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Commercial FTA TV	229	286	328	310	359
Community FTA TV	8	9	9	6	8
Public FTA TV	0	0	0	0	3
Commercial FM Radio	106	160	197	216	229
Public FTA Commercial FM	0	0	0	0	11
Community FM Radio	21	53	75	82	88
Public FTA FM	0	0	0	0	4
Common-Carrier Broadcasting Signal Distributor (BSD)	2	2	2	2	2
Self-Provision Broadcasting Signal Distributor (BSD)	3	3	3	3	3
Subscription Broadcasting Services	17	18	18	17	19
Subscription Management Services	4	4	4	5	4
Landing Rights	4	5	5	6	5
Total	394	540	641	647	724

Source: Communications Authority of Kenya

The Authority revoked 19 licenses in the FY 2024/25 compared to 56 licenses in the previous year, as shown in Table 3.2.

Table 3.2. Revoked Broadcasting licenses

License Category	FY 2023/24	FY 2024/25
Commercial FTA TV	56	6
Community FTA TV	0	0
Public FTA TV	0	0
Commercial FM Radio	0	8
Public FTA Commercial FM	0	0
Community FM Radio	3	2
Public FTA FM	0	0
Common-Carrier Broad-casting Signal Distributor (BSD)	0	0
Self-Provision Broad-casting Signal Distributor (BSD)	0	1
Subscription Broadcasting Services	0	0
Subscription Management Services	0	1
Landing Rights	0	1
Total	56	19

Source: Communications Authority of Kenya

The Authority also reinstated the licences for eight (8) broadcasters upon successfully appealing their cases and meeting the set licence conditions. This is shown in Table 3.3.

Table 3.3. Reinstated Broadcast Licences

License Category	FY 2024/2025
Commercial FTA TV	2
Commercial FM Radio	6
Total	8

Source: Communications Authority of Kenya

1.7.1.2. Digital Sound Broadcasting

Digital Sound Broadcasting (DSB) is a modern radio technology that delivers audio and data services with clearer sound, reduced

interference and more efficient spectrum use than analogue systems. During the review period, the Authority developed seven (7) DSB licence templates to provide a standardised framework for licensing, deployment and operation in Kenya. This development is also expected to enhance competition, spur innovation, expand consumer choice, and align the broadcasting sub-sector with global digital trends.

1.7.1.3. Digital Video Broadcasting and Local Channel Numbering

Digital Video Broadcasting Second Generation Terrestrial (DVB-T2) is the global standard for digital terrestrial television, providing more channels, higher quality and efficient spectrum use while Logical Channel Numbering (LCN) ensures a uniform and user-friendly channel arrangement. During the review period, the Authority updated DVB-T2 receiver specifications and developed an LCN/DVB identifier framework to modernise Kenya's regulatory environment. These measures will enhance service quality, broaden viewer choice, foster fair competition and promote technological advancements in the broadcasting sub-sector in future.

1.7.1.4. Renewal of Pan Africa Group (PANG) Broadcast Distribution License

In the FY 2024/2025, the Authority renewed the Broadcast Signal Distribution (BSD) licence for Pan Africa Network Group (PANG) Kenya Limited to enable the company to secure its role as one of the national broadcast signal distributors. This licence renewal ensures uninterrupted Free-to-Air TV access, reinforces regulatory oversight and upholds performance to compliance standards. It also provides broadcasters with a reliable platform to reach audiences while promoting growth, resilience and sustainability in Kenya's digital broadcasting ecosystem.

1.7.1.5. Digital Terrestrial Television (DTT) Population Coverage

Digital Terrestrial Television (DTT) signals in Kenya are provided by four (4) licensed Broadcast Signal Distributors (BSDs). The key requirement of the BSD licensees is to ensure a stable and sustained signal quality. This is because FTA broadcasters rely on the BSDs to deliver their services nationwide.

The year experienced an increase in the DTT population coverage from 91.91 per cent in the previous year to 92.01 per cent in the FY 2024/25 because of upgrading transmitters in Marsabit County. Furthermore, BSDs enhanced their infrastructures to improve the quality of service in Bungoma, Kisumu and Nyeri Counties. Figure 3.1 and 3.2 shows the trend in DTT population coverage over the past five (5) years.

Figure 3.1 Trend in DTT Population Coverage

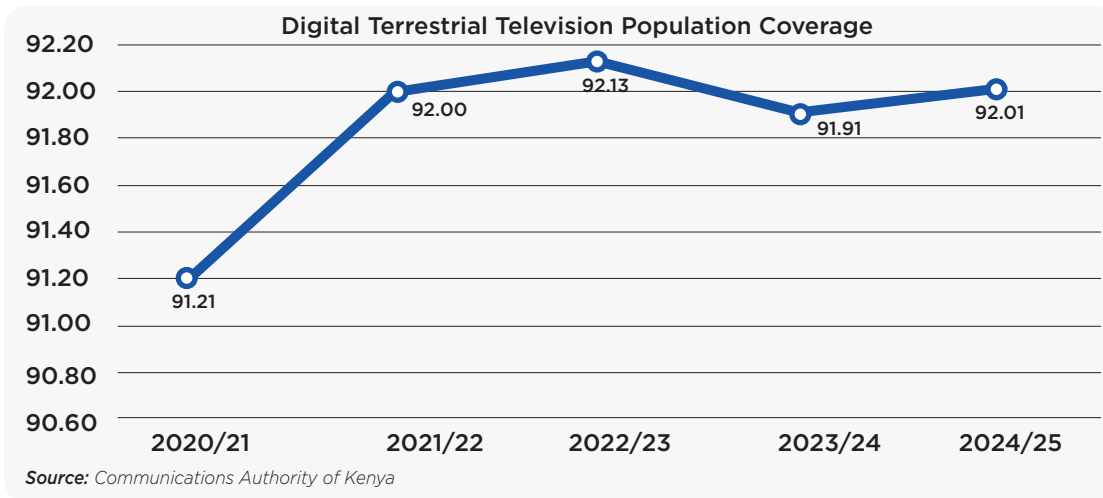
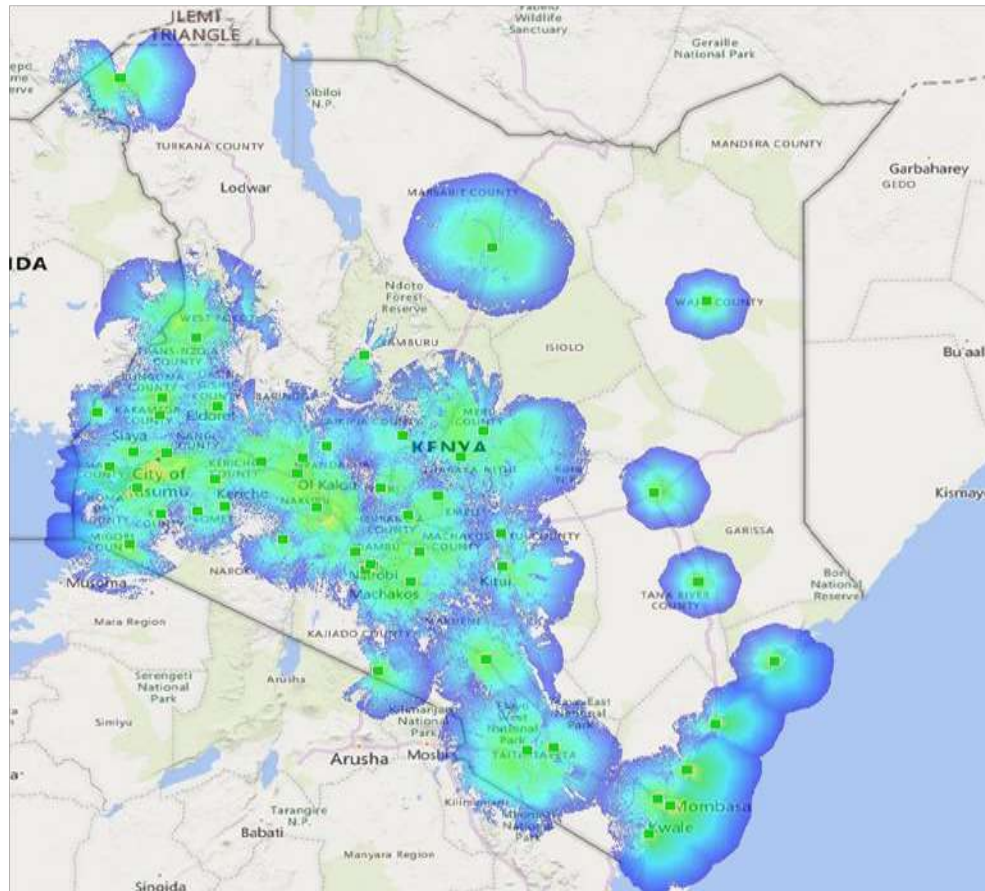


Figure 3.2 Map of the DTT Population Coverage



Source: Communications Authority of Kenya

1.7.1.6. Broadcasting Studio Inspections

During the FY 2024/25, the Authority inspected 235 FM Studios and 85 TV Studios compared to 221 FM studios and 107 TV studios in the FY 2023/24. The inspections were undertaken to verify licensees' compliance to broadcast licence conditions. The

average compliance level in the FY 2024/25 was 69.95 per cent for the FM studios and 69.06 per cent for the TV studios. This is an improvement over 69.80 per cent for the FM studios and 60.93 per cent for TV studios, recorded in the previous year. This is shown in Table 3.4.

Table 3.4. Inspected Studios by category

Category	FM Compliance 2023/24 (%)	FM Compliance 2024/25 (%)	TV Compliance 2023/24 (%)	TV Compliance 2024/25 (%)
Electronic Programming Guide Submission	N/A	N/A	44.86%	65.88
Complaints Handling Procedures	86.88	98.30	91.59	96.47
Complaints Phone Number	90.50	86.38	91.59	90.59
Log of Complaints	57.01	73.19	58.88	74.12
CHP Publicized	91.40	94.89	87.85	89.41
Editorial Policy	83.71	90.64	71.03	85.88
Recordings Stored (≥ 1 year)	61.99	71.91	39.25	51.76
Time-Stamped Recordings	35.75	44.26	29.91	45.88
Profanity Delay Mechanism	51.13	DNA	42.06	49.41
PWDS Accessibility	N/A	N/A	52.34	41.18
Average Compliance	69.80	69.95	60.93	69.06

Source: Communications Authority of Kenya

1.7.1.7. Broadcast Content Monitoring

The Authority monitors compliance with the Programming Code for Broadcasting Services in Kenya, in line with its mandate on ensuring that consumers are protected from inappropriate broadcast content. However, on 7th November 2024, the High Court declared Section 46A (i) and (j) and 46H(i) of KICA and the Programming Code prescribed by the Authority unconstitutional. This notwithstanding, the High Court granted a six-month stay

of execution to enable the Media Council of Kenya (MCK) to develop an alternative Code. Although the Authority appealed, a verdict had not been given as at 30th June 2025.

The compliance levels for 111 TV stations and 64 FM radio stations on various categories of broadcast content standards monitored up to 6th May 2025, following the expiry of the six-month stay order, are shown in Table 3.5.

Table 3.5 Compliance Level with Broadcast Content Standards

Categories	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Minimum 40% local content quota	92	92	93.8	90.0	90.5
Provision of broadcast accessibility for PWDs - sign language inserts for current affairs, emergency announcements, and events of national importance	100	96	91.7	87.7	94.4
Limits on advertisement (i.e., airing no more than 10 minutes of advertisement in any 30 minutes programme segment)	100	100	100	100	100
Standards of good taste and decency by airing only appropriate content during the watershed period	98	96.7	95.6	96.4	98.4

Source: Communications Authority of Kenya

1.7.1.8. Broadcast Compliance

The Authority monitors the performance of licensees in the broadcasting sub-sector to confirm their compliance with statutory and regulatory requirements outlined in their licences. The average compliance level based on active licensees was 51.2 per cent compared to 57.0 per cent in the previous year. To address the decline and the low compliance level, the Authority issued 233 notices to non-compliant licensees, requiring them to remedy their areas of non-compliance. Furthermore, the Authority revoked 26 broadcast licences due to persistent non-compliance.

1.7.1.9. Broadcast Enforcement

The Authority continuously carries out surveillance to identify and curb illegal broadcast operations to ensure fair play and licensed access to spectrum resource. During the reference period, the Authority identified and issued Notice to Cease Operation to 13 FM radio stations operating illegally in Bomet, Homa Bay, Kisumu, Meru, Nakuru, Nyeri, Migori and Turkana counties. Five (5) out of the 13 stations ceased operation while enforcement proceedings were instituted against the remaining eight (8) stations that failed to comply with the notice.

1.7.2. Postal and Courier Sub-sector

The postal and courier sub-sector provides critical infrastructure for e-commerce, secure logistics and efficient delivery of postal articles locally and across borders. By ensuring safe, swift and accessible movement of goods and information, this sub-sector powers global trade and personal connections alike. The Authority licenses postal and courier service providers in line with international standards and public needs. The Authority also ensures that service providers follow established industry standards, and maintain a check on compliance in the postal subsector. This ensures fair competition within the subsector, protecting customer interests and maintaining service quality as the objectives.

1.7.2.1. Postal and Courier Licensing

During the year, 47 service providers were licensed, including 46 national and one (1) international courier operators, strengthening the postal and courier sub-sector's capacity to serve diverse markets. However, the cumulative number of licensees declined from 351 to 348 due to revocation of licences and expiry of 47 and 3 licences, respectively. Table 3.6 shows the statistics for postal and courier licensees.

Table 3.6 Postal and Courier Licensees

License Category	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Designated Postal Operator - Postal Corporation of Kenya (PCK)	1	1	1	1	1
Private Postal and Courier Operators					
National Courier Operators	238	254	270	289	293
International Courier Operators	49	50	56	61	54
Total	288	305	327	351	348

Source: Communications Authority of Kenya

1.7.2.2. Postal and Courier Networks

During the year, the total number of postal and courier outlets decreased by 31 to 1,676, due to the revocation of non-compliant licensees, resulting in outlet closures. Table 3.7 provides postal and courier indicators.

Table 3.7 Postal and Courier Network Indicators

Indicator		FY 2020/21*	FY 2021/22*	FY 2022/23	FY 2023/24	FY 2024/25
Designated Postal Operator		1	1	1	1	1
Total Post Offices		600	600	549	549	546
Departmental Offices		519	519	467	467	467
Sub-Post Offices		81	81	81	81	79
Private Letter Boxes	Installed	430,469	430,469	450,000	450,000	450,000
	Rented	354,954	354,954	368,284	384,401	381,463
	Un-let	90,977	90,977	81,716	65,599	68,537
Letter Posting Boxes		632	632	632	600	600
Public Counter Positions		720	720	720	720	700
Automated Public Counters		579	579	579	579	570
Non-Automated Public Counters		124	124	124	120	120
Stamp Vending Licensees		270	270	270	270	270
Stamp Vending Machines		75	75	75	75	75
Private Courier Outlets		901	1,030	1,045	1,158	1,130
Total Outlets (Post Offices + Private Courier Outlets)		1,501	1,630	1,594	1,707	1,676

Source: Communications Authority of Kenya

1.7.2.3. Postal and Courier Inspections

The Authority inspects postal and courier outlets to ensure compliance with operational requirements on safety, security, delivery timelines and tariffs in the licence conditions. During the year, the Authority inspected a total of 947 outlets comprising 282 PCK and 665 private courier outlets. The operational compliance level for PCK and private courier outlets was 82.52 per cent and 73.25 per cent, respectively, bringing the overall compliance level

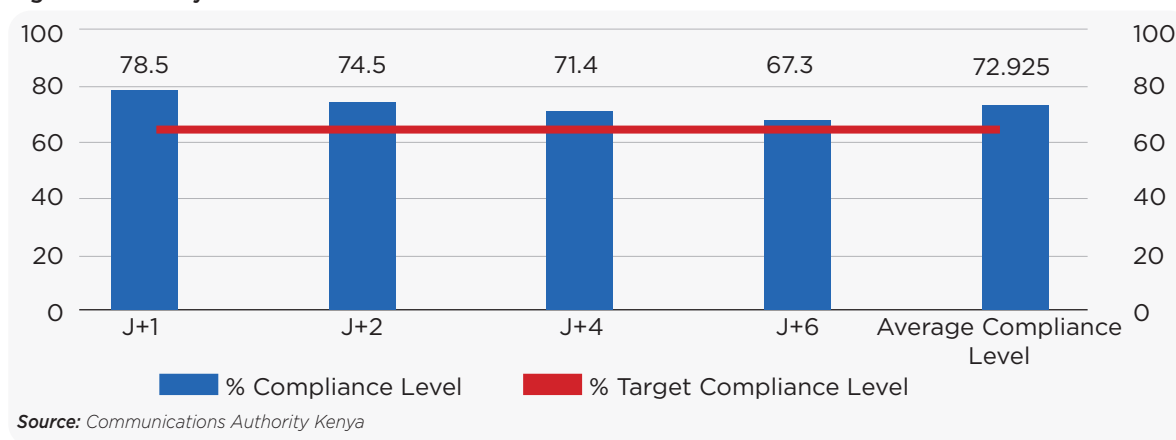
to 77.89 per cent.

1.7.2.4. Quality of Service (QoS) for Postal and Courier Services

The Authority conducted Quality of Service (QoS) assessment focusing on the mail delivery standards across 20 post offices nationwide to ensure that at least 65 per cent of the mails sent complies with the delivery standards. PCK achieved a 72.9 percent compliance rate as shown in Table 3.8 and Figure 3.3.

Table 3.8. Quality of Service for Postal Services

Quality of Service (QoS) Standard	% Compliance Level	% Target Compliance Level
J+1	78.5	65
J+2	74.5	65
J+4	71.4	65
J+6	67.3	65
Average Compliance Level	72.9	65

Figure 3.3 Quality of Service for Postal Services

1.7.2.5. Postal and Courier Compliance

The Authority evaluates postal and courier service providers to ensure they comply with statutory and regulatory requirements as outlined in their licence conditions. The compliance rate for 330 active licensees was 48.9 per cent at the end of the FY 2024/25 compared to 40.8 per cent in the previous year. For the licensees that were not compliant, the Authority issued a total of 84 notices comprising 31 Notices of Contravention of Licence Conditions and 53 Notices of Intent to Revoke Postal Licence.

1.7.2.6. Postal and Courier Enforcement

The Authority under its mandate to foster competition and protect consumers, conducts surveillance activities to identify and curb provision of unlicensed postal and courier services. Towards this end, the Authority carried out surveillance activities in 20 counties - Nairobi, Machakos, Makeni, Mombasa, Kitui, Taita Taveta, Kwale, Kilifi, Laikipia, Isiolo, Meru, Nyeri, Murang'a, Kirinyaga, Embu, Nakuru, Nyandarua, Bomet, Kericho and Nandi. Following this surveillance, the Authority identified 96 unlicensed entities and issued notices to cease operations to the 96 entities; and also carried out enforcement against three (3) entities that had failed to comply with Notice to Cease Operation that had been issued previously.

1.7.3. Telecommunications Sub-sector

Kenya's telecommunications sub-sector is the cornerstone of the

nation's digital transformation agenda, which in turn is fuelling economic growth, social inclusion and innovation. From enabling seamless communication to powering mobile money and cutting-edge digital solutions, this sub-sector is redefining how Kenyans connect, transact and share ideas within and across borders. The Authority plays a pivotal role in nurturing this vibrant ecosystem.

To ensure licensees' compliance in the telecommunications subsector, the Authority carries out monitoring and assessment to ascertain not only compliance but also maintain satisfactory general consumer experience while utilising the ICT services. Telecommunication licensing, quality of service monitoring for MNOs, telecommunication compliance and enforcement, inspections of radio communications and frequency interference resolution are shown below.

1.7.3.1. Telecommunications Services Licensing

The Authority continues to license new entities to deploy infrastructure and deliver diverse services to meet the growing demand. During the year, the Authority issued 453 new licences, renewed 18 licences, 34 licences expired and revoked 400 licences. This led to a net increase of 37 licensees bringing the total number of licences to 4,573 in the FY 2024/25 from 4,536 in the FY 2023/24, as detailed in Table 3.9.

Table 3.9 Cumulative Number of Telecommunications Licensees by Category

Licence Category	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Application Service Providers (ASP)	388	441	501	559	571
Business Process Outsourcing (BPO)	37	44	48	46	51
Community Network Service Provider (CNSP)*	-	-	0	8	12
Content Service Providers (CSP)	598	657	715	760	527
Dot KE Subdomain Registrars	138	153	161	172	184
Electronic Certification Service Providers (E-CSP)	5	10	12	12	12
Global Mobile Personal Communications by Satellite (GMPCS)	5	5	4	5	7
International Gateway Systems and Services (IGSS)	12	11	10	11	7
Network Facility Providers Tier 1 (NFP-T1)	3	4	4	4	4
Network Facility Providers Tier 2 (NFP-T2)	35	31	35	37	39
Network Facility Providers Tier 3 (NFP-T3)	58	79	106	122	149
Public Communication Access Centres	14	14	14	14	14
Submarine Cable Landing Rights (SCLR)	3	4	5	6	5
Technical Personnel (TP)	504	532	627	702	1,176
Telecommunications Contractors (TEC)	677	766	951	1095	801
Telecommunications Vendors (TEV)	691	866	943	983	1,014
Total	3,168	3,617	4,136	4,536	4,573

Source: Communications Authority of Kenya

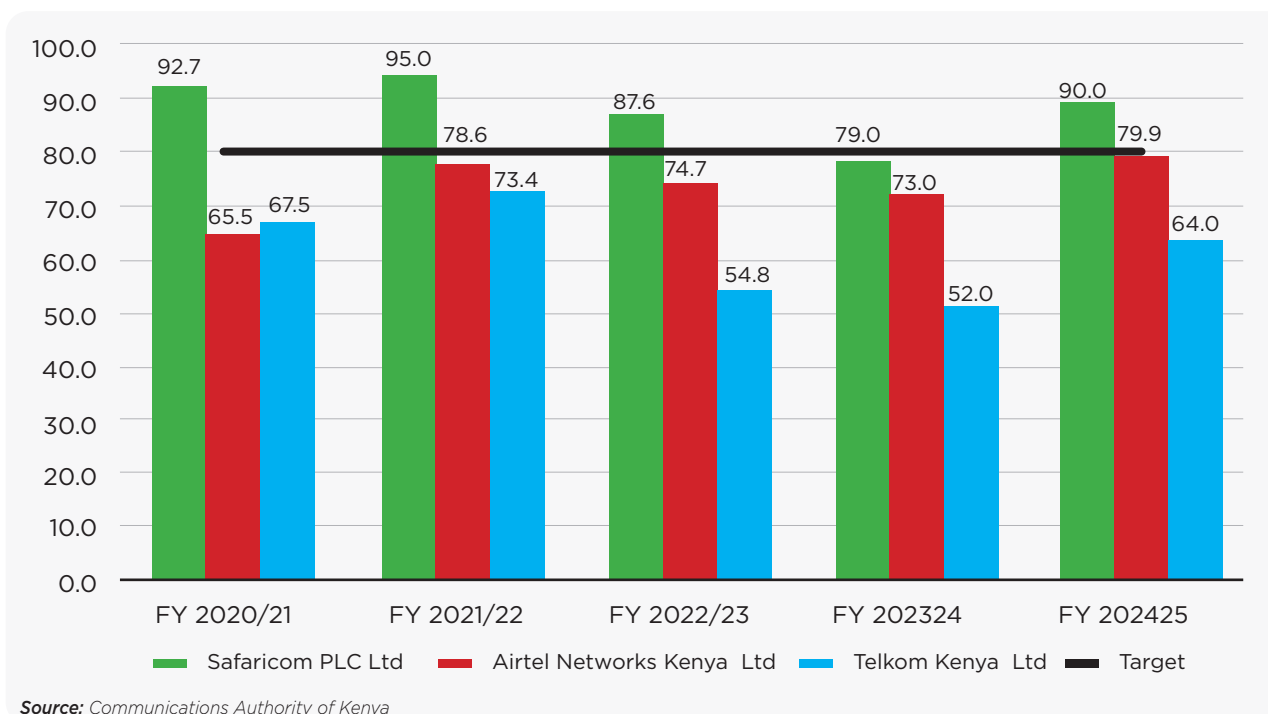
1.7.3.2. Quality of Service for Mobile Cellular Services

The Authority conducted quality of service (QoS) assessment on Airtel Networks Kenya Limited, Telkom Kenya Limited and Safaricom PLC in all the 47 counties based on the existing QoS Monitoring Framework. During the period, end-to-end drive test monitoring was carried out, where Safaricom PLC recorded 89 per cent followed by Airtel Networks Kenya Limited at 74 per cent and Telkom Kenya Limited at 49 per cent. This showed only Safaricom PLC had improved by 3.63 per cent points, while Airtel Networks Kenya Limited and Telkom Kenya Limited registered a drop of 5.74 per cent and 6.02 per cent, respectively.

The Authority also carried out Quality of Experience (QoE) assessment targeting consumers of mobile communications services to ascertain their satisfaction levels. The result revealed

that Safaricom PLC scored a satisfaction index of 77.6 per cent followed by Airtel Networks Kenya Limited and Telkom Kenya Limited 69.7 per cent and 64.2 per cent, respectively. With respect to Network Performance, which is self-reporting on MNOs network provisioning, each of three (3) MNOs scored 100 per cent.

In the FY 2024/2025, the overall QoS performance of MNOs was computed using the weighted matrix as indicated in the framework. From the analysis of the QoS, Safaricom PLC had an overall score of 90 per cent, which is above the threshold of 80 per cent while Airtel Networks Kenya Limited and Telkom Kenya Limited scored 79.9 per cent and 64.03 per cent, respectively, as shown in Figure 3.4.

Figure 3.4 Quality of Service per Mobile Network Operator

The Authority is in consultation with the Airtel Networks Kenya and Telkom Kenya Limited to address their non-performance, which was below the 80 per cent threshold.

1.7.3.3. Telecommunications Inspection

The Authority carries out inspections and surveillance to determine adherence to SIM registration regulatory framework as well as compliance with type Approval requirements, respectively. In the year under review, the Authority carried out 476 inspections comprising Type Approval (296), Telecommunication Contractors (22), Application Service Providers (79), Content Service Providers (18), Network Facility Providers (24) and SIM Card Surveillance (37). All the Telecommunications Contractors inspected were compliant. On the other hand, Type Approval posted a compliance level of 42.6 per cent while Application Service Provider, Content Service Providers, SIM Card Surveillance and Network Facility Providers had 31.6 per cent, 50.0 per cent, 35.1 and 79.2 per cent, respectively. The Authority informed the licensees to undertake corrective measures to address the various areas of operational noncompliance.

1.7.3.4. Telecommunications Compliance

The Authority evaluates the performance of telecommunications service providers to determine the extent to which they comply with statutory and regulatory requirements outlined in their licences. At the end of the FY 2024/25, the average compliance level for these licensees stood at 71.3 per cent compared to 64.9 per cent in the previous year. To address non-compliance, the Authority issued Notices of Contravention to 613 licensees in the year, while 400 licences were revoked due to persistent failure to comply with previously issued notices or following licensees' requests for licence termination.

1.7.3.5. Telecommunications Enforcement

The Authority carried out surveillance activities to identify unlicensed telecommunication service providers in the 16 counties of Nairobi, Kiambu, Kajiado, Machakos, Makueni, Taita Taveta, Mombasa, Kwale, Kilifi, Nyeri, Embu, Kirinyaga, Meru, Nakuru, Eldoret and Narok. During these exercises, 90 illegal telecommunications service providers were identified and issued with Notices to Cease Operation. Enforcement action that resulted in prosecution was undertaken against 42 entities that failed to comply with the issued notices.

1.7.4. Type Approval and Equipment Clearance

Type approval of telecommunications equipment ensures all devices meet the required regulatory standards before they are introduced into the market. The Authority reviews and verifies equipment intended for use in the country to confirm compliance with both national and international standards.

During the year, the Authority received and processed 928 applications for type approval of ICT equipment. A notable increase was recorded in the type-approval for short-range devices, which include Wireless Terminals, Systems, Telematics and RF Modules. Applications in this category surged from nine

(9) in the previous year to 175 this year. This growth is a direct result of the Authority's decision to cease issuing exemption letters for these devices, thereby standardising the approval process. A significant growth was also recorded in the Data Routers category, which increased from 69 to 184, which is mainly attributed to continued investment in national broadband infrastructure and network expansions. Table 3.10 provides a summary of type approval and acceptance applications across different categories of telecommunications equipment over the past five (5) years.

Table 3.10 Applications for Type Approval and Acceptance of Telecommunications Equipment

Type of Equipment	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Alarm Transmitter	0	0	2	0	0
Data Routers	40	133	102	69	184
Fax Machine Printers	9	7	88	14	54
Gateway/Switches/PABX	133	86	170	263	217
Global System for Mobile Communications (GSM) Interface and BTS	15	12	36	15	12
GSM Mobile Phones	188	258	275	225	197
LTE Terminals	8	38	7	18	8
Microwave Equipment/Access Points	2	5	24	31	9
Modem	5	0	2	3	0
Optical Network Terminal-Fiber terminals	-	-	20	25	12
PSTN/IP Server Equipment	45	2	14	13	21
Telephone Set	2	2	-	-	2
Transceiver-VHF/UHF/FM	6	4	4	21	12
Signal Repeater	0	0	0	3	2
VOIP Terminal/IP Phone/Multimedia Equipment	15	37	24	26	17
VSAT Equipment (Transceiver, Block Up Convertor (BUC), High Power Amplifier (HPA), etc)	5	3	4	1	6
Wireless Terminals/System/Telematics/Radio Frequency Modules	30	32	10	9	175
Total	503	619	782	736	928

Source: Communications Authority of Kenya

The Authority ensures that only type approved telecommunications equipment is permitted into the Kenyan market. This is achieved through the import permit clearance process, which is facilitated via the National Single Window System (TradeNet System). During the year, the Authority processed a total of 5,108 import permit applications.

1.7.5. Radio Spectrum Compliance

The Authority carries out regular inspections of radio facilities, resolves frequency interference cases and works with neighbouring countries to coordinate frequencies. These efforts ensure that the

scarce frequency spectrum is used legally, efficiently, free from interference, keeping services reliable, minimising disruptions and supporting seamless cross-border communication.

1.7.5.1. Radio-Communication Inspections

The Authority regularly inspects radiocommunication installations to ensure they follow rules on assigned frequencies, power limits, approved equipment and proper setup. During the year, the Authority carried out inspections on 1,743 installations compared to 2,315 in the previous year, as indicated in Table 3.11.

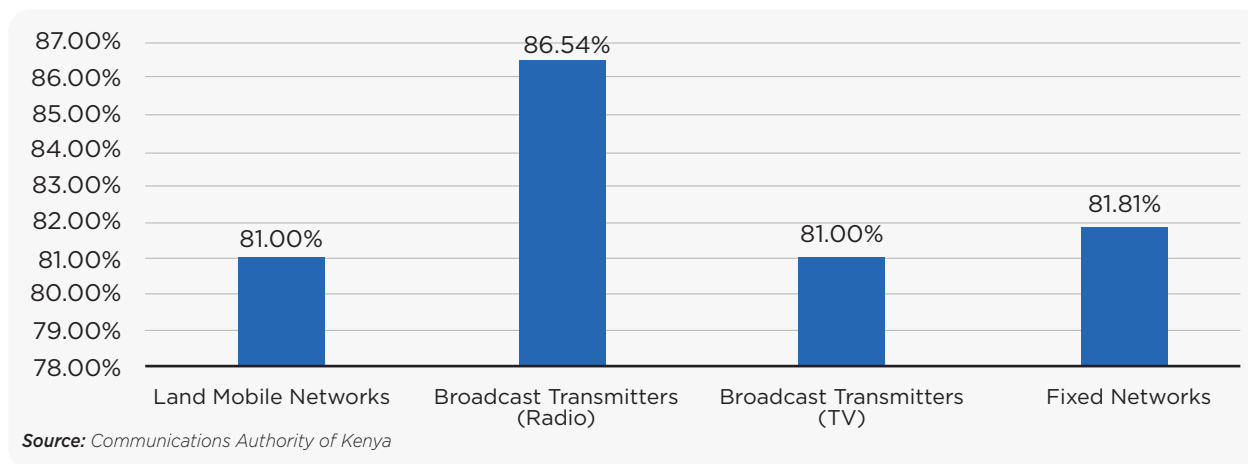
Table 3.11 Number of Radio Communication Installations Inspected

Service	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Land Mobile Networks	73	1	110	253	225
Broadcast Transmitters (Radio)	167	220	460	525	551
Broadcast Transmitters (TV)	40	70	90	121	140
Fixed Networks	0	466	892	1,416	827
Total	280	757	1,552	2,315	1,743

Source: Communications Authority of Kenya

The average compliance level resulting from the inspection stood at 82.6 per cent. Figure 3.5 shows the compliance levels of the four (4) categories.

Figure 3.3 Compliance Levels in Radiocommunication



Source: Communications Authority of Kenya

1.7.5.2. Radio Frequency Interference Resolution

The Authority monitors radio frequency utilisation to ensure compliance with assignment conditions and identify illegal operations. During the year, the Authority received 33 new interference cases, while six (6) cases were brought forward from the previous year, resulting in a total of 39. The Authority resolved 37 out of 39 cases, which represented a resolution rate of 94.9 per cent, compared to 86.4 per cent reported in the previous year.

1.7.5.3. Cross Border Frequency Coordination

The Authority coordinates frequencies with regulators from neighbouring countries to prevent cross-border interference. The Authority worked with Tanzania to harmonise mobile frequencies and align the FM broadcast frequency band. Kenya in collaboration with Tanzania also published TerRa Notices with the ITU Radiocommunication Bureau - International Frequency Information Circular (BR-IFIC) with the updated National Broadcasting Plans (GE84) of the assigned and planned FM broadcasting frequencies.

1.8. Trends in the Provision of ICT Services

The increasing integration of ICTs into daily life, ranging from use of mobile phones and Internet access to the adoption of smart technologies has profound implications on development, service delivery and quality of life. In this context, understanding the supply vis a vis demand of ICT products and services is critical in identifying digital gaps and informing the relevant interventions to close the gaps. This section highlights the trends in provision of and demand for broadcasting, postal and courier as well as telecommunication services.

1.8.1. Broadcasting Services

During the reference period, the Authority reviewed data collection tool for broadcasting services subscriptions to only capture active subscriptions instead of cumulative registered subscriptions collected in the previous periods. This review has resulted in a significant decline in Direct to Home (DTH) and DTT subscriptions as shown in Table 3.12.

Table 3.12 TV Subscriptions

Technology	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25*
Cable	85,232	78,063	57,004	59,576	66,865
Direct to Home (DTH)	1,533,745	1,627,498	1,740,913	1,784,354	602,706
Digital Terrestrial Television (DTT)	4,056,520	4,283,070	4,407,645	4,534,944	806,850
Total	5,675,497	5,988,631	6,205,562	6,378,874	1,476,421

Source: Communications Authority of Kenya

**The data for the FY2024/25 captures active subscriptions instead of cumulative registered subscriptions as reported in the previous periods.*

1.8.1.1. Free-to-Air Broadcasting Services

Free-to-Air (FTA) broadcasting continues to be a cornerstone of the sub-sector, offering television and radio services to Kenyans at no subscription cost. These platforms ensure wide access to diverse programming that meets the needs of audiences across the country. To support their expansion, the Authority licenses operators under the commercial, community and public

broadcasting categories.

During the year under review, the number of FTA television stations increased by 16.0 per cent to 370, whereas FM radio stations grew by 6.8 per cent to 332. Table 3.13 illustrates the trend in FTA television and FM radio stations across the different licence categories.

Table 3.13 FTA TV and FM Radio Stations

License Category	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Commercial FTA TV	229	286	328	310	359
Community FTA TV	8	9	9	6	8
Public FTA TV (KBC)	3	3	3	3	3
Total No. of TV Stations	240	298	340	319	370
Commercial FM Radio	106	160	197	216	229
Community FM Radio	21	53	75	82	88
Public FM Radio (KBC Radio Stations)	13	13	13	13	15
Total No. of Radio Stations	140	226	285	311	332

Source: Communications Authority of Kenya

1.8.2. Postal and Courier Services

The postal and courier sub-sector experienced mixed trends during the reference period. The designated public and private courier operator both reported growth in domestic letters and

courier items. However, for international incoming letters, the public operator reported an increase while the private courier operators reported a decline. These are shown in Tables 3.14 and 3.15.

Table 3.14 Private Courier Traffic

Indicator/Period	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Outgoing Domestic Letters	1,437,689	1,129,852	1,133,104	1,817,297	3,313,161
Outgoing Domestic Courier Item	3,344,632	4,288,617	4,878,548	7,843,900	13,193,999
International Outgoing Letters	1,095,620	1,576,419	1,686,818	1,893,745	214,042
International Incoming Letters	343,618	404,769	462,061	534,098	113,616

Source: Communications Authority of Kenya

Table 3.15 Postal Corporation of Kenya Traffic

Indicator/Period	FY 2020/21	FY 2021/22*	FY 2022/23	FY 2023/24	FY 2024/25
Outgoing Domestic Letters	54,897	-	1,099,460	1,418,847	1,940,804
Outgoing Domestic Courier Item	0	-	36,510	142,363	1,486,850
International Outgoing Letters	37,246	-	89,231	238,136	47,134
International Incoming Letters	14,932	-	68,463	167,725	974,930

Source: Communications Authority of Kenya

The variations in terms of the traffic reported is attributed to a low compliance level of 48.9 per cent in the postal and courier sub-sector, which the Authority is addressing through enforcement and regulatory action.

1.8.3. Telecommunications Services

Enhanced efforts from both the public and private sector have resulted in expansion of mobile and fibre-optic networks as well as satellite footprints across the country. This has contributed to increased uptake of cellular mobile, mobile financial, Internet/data services and emerging technologies such as Machine to Machine (M2M).

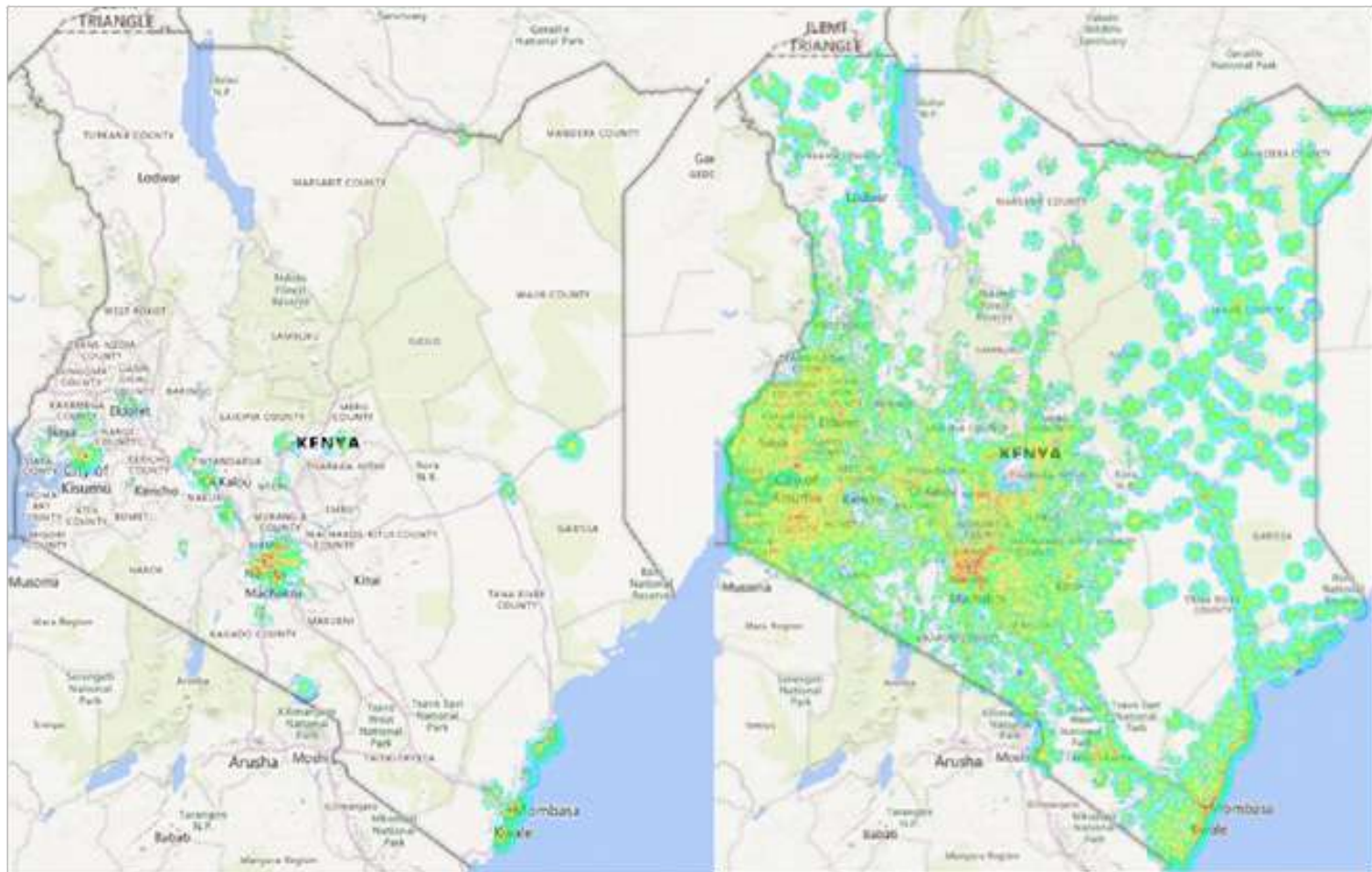
1.8.3.1. Mobile Network Coverage

There was a significant expansion in mobile cellular network infrastructure with 5G and 4G population coverage increasing from 14.0 per cent and 97.3 per cent in the FY 2023/24 to 30.0 per cent and 97.9 per cent in the FY 2024/25, respectively. The 2G and 3G population coverage stood at 98.7 per cent and 97.7 per cent, respectively. The distribution in 5G and 4G sites and the respective coverage is as shown in Figure 3.4.

1.8.3.2. Mobile Phone Devices

Mobile feature phones and smartphones are the most common and readily available devices in the country. The ownership of

Figure 3.4 Distribution of 5G and 4G Sites and Respective Coverage



Source: Communications Authority of Kenya

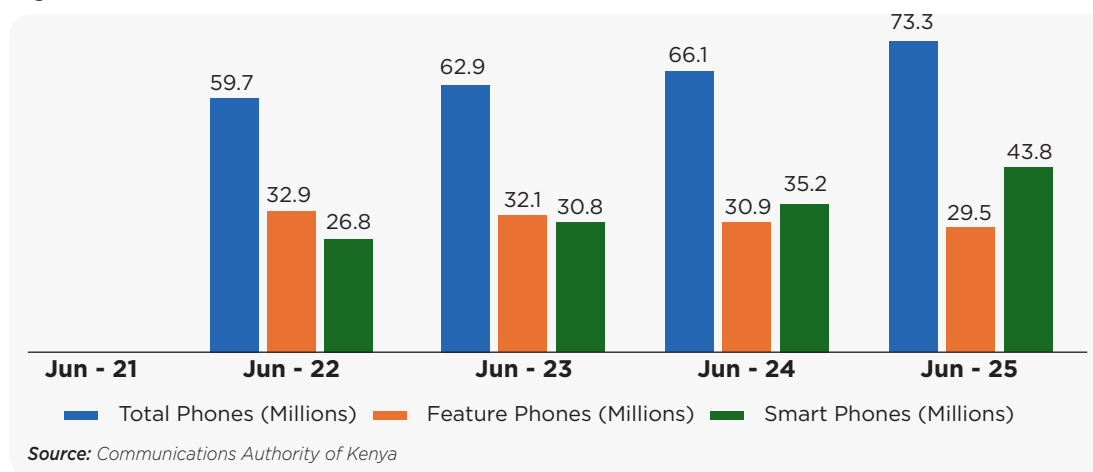
either device is greatly influenced by cost, socio-economic status, availability of relevant network, digital literacy and purpose of the device. Furthermore, the growing demand to access online services such as e-government, e-education and e-banking; increasing need for social inclusion; availability and affordability has led to consumer shift from feature phones to smartphones. During the year, the total number of mobile phones active on mobile networks increased by 10.7 per cent to 73.3 million.

Feature phones declined by 4.5 per cent to 29.5 million whereas smartphones increased by 29.5 per cent to 43.8 million as shown in Figure 3.5.

1.8.3.3. Subscriptions to Mobile Telephony Services

During the year, mobile subscriptions increased by 11.3 per cent to 76.6 million. Trends in mobile subscriptions over the past five (5) years by operator are detailed in Table 3.16.

Figure 3.5 Mobile Phone Devices Active on Mobile Data



1.8.3.4. Market Shares in Mobile Subscriptions

Airtel Networks Kenya Limited gained some market share to post 30.9 per cent whereas Jamii Telecommunications Limited market share remained unchanged at 0.9 per cent. On the other hand, Safaricom PLC, Telkom Kenya Limited and Finserve Limited lost market shares to

Table 3.16 Subscriptions in Mobile Telephony Services

Operator/Period	FY 2020/21	FY 2021/22*	FY 2022/23	FY 2023/24	FY 2024/25
Safaricom PLC	41,373,138	42,534,682	43,928,399	45,077,491	49,933,605
Airtel Networks Kenya Limited	17,327,290	17,046,982	18,074,576	20,293,643	23,659,770
Telkom Kenya Limited	4,009,758	3,422,345	2,522,887	1,478,668	868,788
Finserve Kenya Limited	1,495,535	1,397,416	1,501,749	1,452,867	1,500,327
Jamii Telecommunications Limited	196,301	272,392	411,549	590,108	728,228
Total	64,402,022	64,673,817	66,439,160	68,892,777	76,690,718

Source: Communications Authority of Kenya

*Revised data

post 65.1 per cent, 1.1 per cent and 2.0 per cent respectively. Table 3.17 shows the trend in market shares in mobile subscriptions by operator over the past five (5) years.

1.8.3.6. Mobile Money Services

Active mobile money subscriptions grew by 19.7 per cent to 47.6

million as of June 2025. Telkom Kenya Limited subscriptions declined by 96.8 per cent to record 569. This decline is attributed to reduction of active Telkom Kenya Limited transmission sites. The trend on mobile money subscriptions per operator for the past five (5) years is shown in Table 3.18. Machine to Machine subscriptions which comprise Subscriber

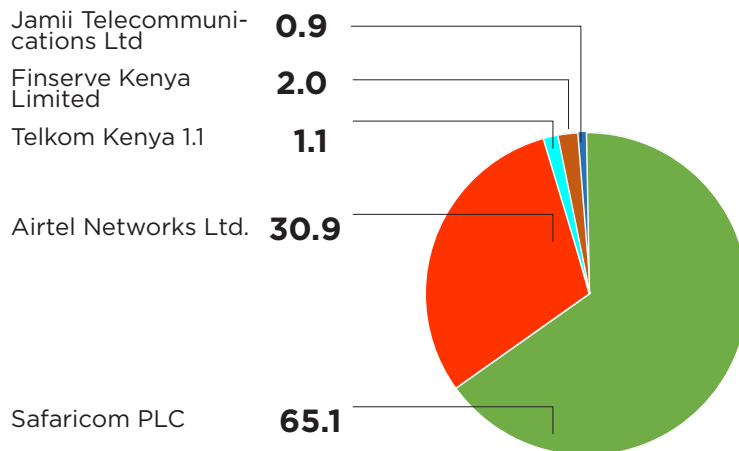
Table 3.17 Market Shares in Mobile Subscriptions by Operator

Operator	FY 2020/21	FY 2021/22*	FY 2022/23	FY 2023/24	FY 2024/25
Safaricom PLC	64.2	65.8	66.1	65.4	65.1
Airtel Networks Kenya Limited	26.9	26.4	27.2	29.5	30.9
Telkom Kenya Limited	6.2	5.3	3.8	2.1	1.1
Finserve Kenya Limited	2.3	2.2	2.3	2.1	2.0
Jamii Telecommunications Ltd	0.3	0.4	0.6	0.9	0.9

Source: Communications Authority of Kenya

The distribution in market shares of the five (5) operators is shown in Figure 3.6.

Figure 3.6 Market Share by Service Provider

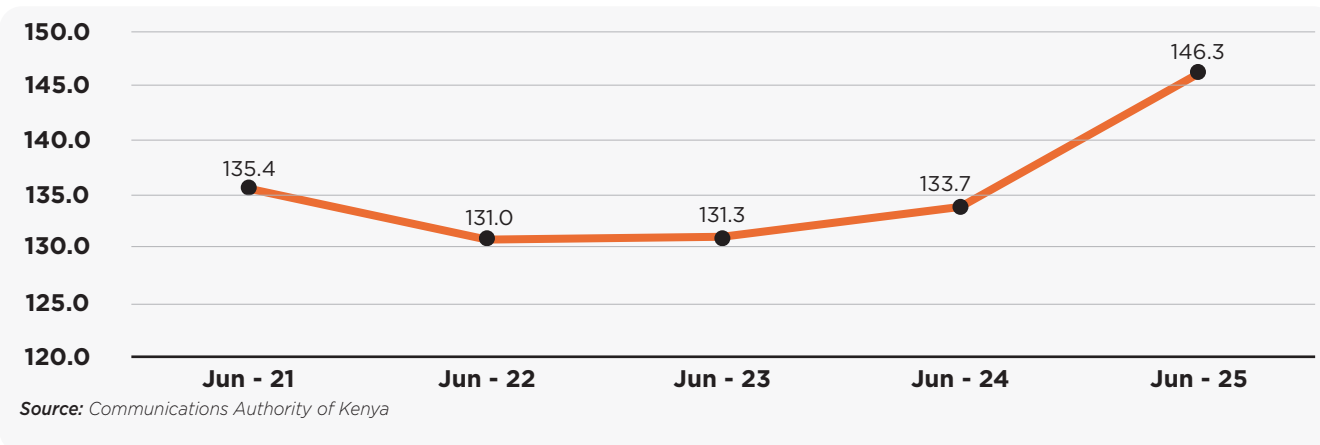


Source: Communications Authority of Kenya

1.8.3.5. Mobile Penetration

Mobile subscriptions per 100 inhabitants was 146.3 percent as of 30th June 2025. Figure 3.7 shows the evolution of mobile penetration for the past five (5) years.

Figure 3.7 Mobile Penetration (%)



Identity Module (SIM) cards are assigned to use in machines such as vehicle telemetry, smart meters, smart home appliances among others for the exchange of data between devices. The number of M2M subscriptions has nearly doubled over the last five (5) years with the reference year recording 1.78 million subscriptions as shown in Figure 3.8.

Table 3.18 Mobile Money Subscriptions

Brand Name (Operator)	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
M-Pesa (Safaricom PLC Ltd)	34,270,393	36,112,757	36,877,015	37,205,904	43,365,825
T- Kash (Telkom Kenya Limited)	121,744	39,487	29,389	17,665	569
Airtel Money (Airtel Networks Kenya Limited)	272,570	1,065,897	1,114,090	2,608,359	4,331,617
Total	34,664,707	37,218,141	38,020,494	39,831,928	47,698,011

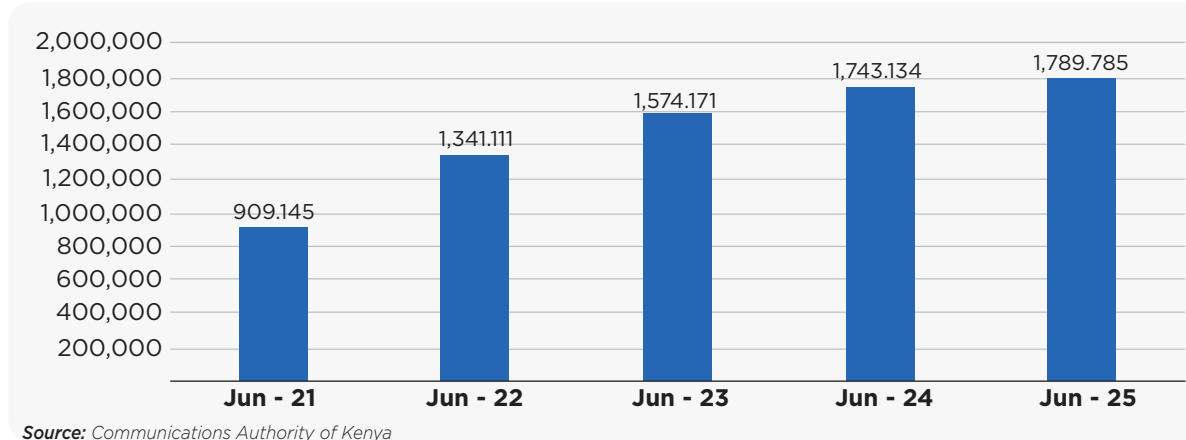
Source: Communications Authority of Kenya

1.8.3.7. Machine-to-Machine (M2M) Subscriptions

1.8.3.8. Mobile Traffic

The volumes in mobile voice traffic both domestic and international maintained a steady growth during the period under review. Domestic voice traffic increased from 95.8 billion in the FY 2023/24 to 111.7 billion in the FY 2024/25. Furthermore, domestic SMS grew by 7.7 per

Figure 3.8 Machine to Machine Subscriptions



cent to post 57.3 billion messages. International incoming and outgoing mobile minutes grew by 47.9 per cent and 0.9 per cent to record 607.2 million and 732.6 million, respectively. Table 3.19 illustrates the trends in domestic and international mobile traffic over the past five (5) years.

1.8.3.9. Fixed Voice Service

Fixed voice services, that are mainly used by organisations, experienced a decline in subscriptions from 70,975 in the FY 2023/24 to 57,994 in the FY 2024/25, as shown in Table 3.20.

Table 3.19 Mobile Traffic Trends

Indicator/Period	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
On-net Calls in Minutes	67,542,508,332	69,600,154,465	71,630,207,165	82,150,845,552	94,223,840,751
Off-net Calls in Minutes	9,208,734,031	9,749,654,524	10,990,559,215	13,647,808,853	17,447,219,141
Domestic Mobile to Fixed Calls in Minutes	65,885,730	64,728,975	64,141,003	61,990,232	40,532,522
Total No. of Calls in Minutes	76,817,128,093	79,414,537,964	82,684,904,383	95,860,644,637	111,711,592,414
International Incoming Calls in Minutes	471,588,569	454,524,150	343,504,788	410,418,140	607,217,130
International Outgoing Calls in minutes	507,456,055	617,736,898	680,720,706	726,197,015	732,637,265
SMS Traffic (No. of Messages)	54,510,222,940	44,306,303,570	52,441,434,503	53,238,866,579	57,336,387,982

1.8.3.10. Data/Internet Services

The Internet has played a vital role in social and economic development by enhancing access to information, education, healthcare and employment opportunities. Further, the Internet has become a powerful tool for bridging geographic and socio-economic divides, promoting e-commerce, enabling e-government services and empowering youth and marginalized communities.

Table 3.20 Fixed Voice Subscriptions

Operator/Period	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Wananchi Group Kenya Limited	41,551	49,997	47,732	60,429	47,283
Safaricom PLC	1,144	1,253	1,386	1,522	1,651
Telkom Kenya Limited	14,691	12,529	9,974	8,670	6,095
Mobile Telephony Network (MTN) Kenya Limited	450	302	245	135	137
Other Fixed Service Providers	161	1,562	227	219	2,828
Total Subscriptions	57,997	65,643	59,564	70,975	57,994

Source: Communications Authority of Kenya

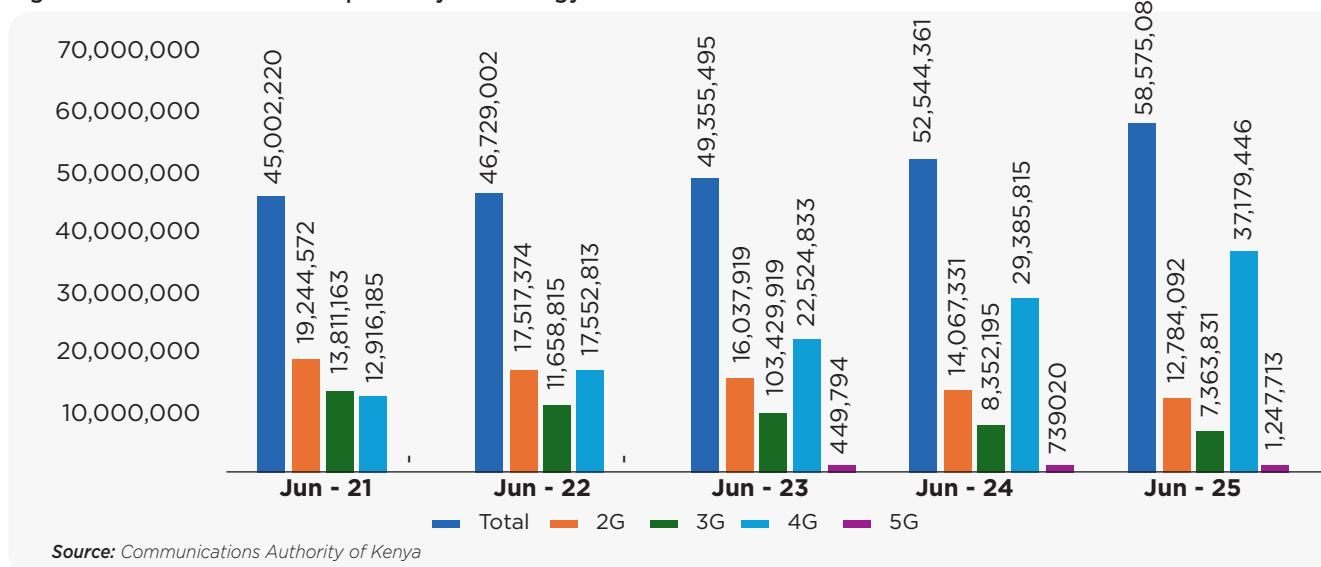
1.8.3.10.1. Mobile Data Subscriptions

Mobile data continued to drive the data/Internet market in Kenya with total subscriptions standing at 58.5 million as at 30th June 2025, of which 78.2 per cent were on mobile broadband. Subscriptions to 4G services constituted the highest broadband subscriptions at 81.2 per cent of the total. Figure 3.9 shows the uptake of mobile data/Internet services for the past five (5) years.

1.8.3.10.2. Fixed Data/Internet Subscriptions by Speed

The uptake of fixed Internet services increased by 42.9 per cent during the year to record 2.1 million subscriptions. Notably, subscriptions to Internet speeds above 100 Mbps increased by over a 1000-fold to 185,491. This growth is mainly attributed to the increased uptake of satellite services, especially those driven by the Space X satellite network, as shown in Table 3.21.

Figure 3.9 Mobile Data Subscriptions by Technology



Source: Communications Authority of Kenya

1.8.3.10.3. Data Services by Technology

During the year, satellite subscriptions more than doubled to 17,939 from 8,324 reported during the previous period. This growth is mainly attributed to the positive uptake of Low Earth Orbit (LEO) satellite services. Other fixed data subscriptions, that constitute use of other technologies, grew by 70.1 per cent. Table 3.22 highlights the trend in data/Internet subscriptions by different technologies over the past five (5) years.

Table 3.21 Fixed Data/Internet Subscriptions by Speed

Speeds/Period	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
<256Kbps	10,150	7,087	10,255	14,426	35,114
=>256Kbps<2Mbps	13,816	15,018	13,104	15,239	49,790
=>2Mbps<10Mbps	406,053	422,418	559,310	707,310	717,853
=>10Mbps<30Mbps	175,182	308,143	388,978	455,530	873,903
=>30Mbps<100Mbps	125,237	158,145	200,997	292,942	282,562
=>100Mbps	3,891	4,863	5,559	15,493	185,491
Totals	734,329	915,674	1,178,203	1,500,940	2,144,713

Source: Communications Authority of Kenya

1.8.3.10.4. International Internet Bandwidth

During the review period, the growth in the total available international Internet bandwidth stood at 5 per cent to post 22,311 Gbps. The total utilised international Internet bandwidth grew by 19.3 per cent to 14,250.34 Gbps from 11,940.38 Gbps as shown in Table 3.23.

Table 3.22 Data/Internet Subscriptions by Technology

Subscriptions	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Terrestrial Wireless	114,348	153,511	247,904	356,721	721,167
Satellite	1,240	594	405	8,324	17,939
Fixed Digital Subscriber (DSL)	449	812	709	137	31
Fixed Fibre Optic	439,002	547,851	733,071	939,553	1,207,583
Fixed Cable Modem (Dial up)	178,645	212,129	195,323	195,319	196,486
Other Fixed Data Subscriptions*	645	777	791	886	1,507
Total	734,329	915,674	1,178,203	1,500,940	2,144,713

*Other fixed broadband subscriptions refer to Internet subscriptions using other fixed broadband technologies.
Source: Communications Authority of Kenya

1.9. Tariffs

The Authority manages tariffs as well as promotions and special offers, ensuring their compliance with regulatory requirements to foster a robust competitive ICT market.

Table 3.23 Available/ Lit and Utilized International Internet Bandwidth (Gbps)

Indicator		FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Undersea Bandwidth Capacity (Gbps)	SEACOM	3,920.00	3,920.00	3,920.00	6,850.00	6,850.00
	TEAMS	1,618.00	1,618.00	4,063.00	4,063.00	4,063.00
	EASSY	4,120.00	4,750.00	5,250.00	6,290.00	6,170.00
	LION 2	554.13	553	750.5	707.5	810.00
	DARE 1	-	760	1,386.00	1,670.00	1,890.00
	PEACE	-	-	1,151.00	1,661.00	2,528.00
Total Undersea Bandwidth Capacity in Gbps		10,212.13	11,601.00	16,520.50	21,241.50	22,311.00
Satellite Bandwidth Capacity in Gbps		5.33	4.99	2.8	2.84	0.45
Total Available Bandwidth Capacity in Gbps		10,217.46	11,605.99	16,523.30	21,244.34	22,311.45
Utilized International Internet Bandwidth in Gbps						
Undersea Bandwidth		4,572.60	6,000.58	9,676.03	11,939.94	14,249.91
Satellite Bandwidth		2.56	2.59	0.41	0.44*	0.44
Total Utilized Bandwidth in Gbps		4,575.16	6,003.17	9,676.44	11,940.38	14,250.34

**Revised data based on ITU guidelines for reporting utilized LEO satellite capacity. Data exclude LEO is considered under domestic utilized data volumes*

Source: Communications Authority of Kenya

1.9.1. Fixed and Mobile Tariffs

The average on-net and off-net mobile Pay-As-You-Go (PAYG) rates per minute as well as the average fixed network rates per minute remained unchanged as shown in Table 3.24.

In line with its mandate on consumer protection, the Authority processed 25 applications for new tariffs, 42 applications for tariff revisions and one (1) application for tariff withdrawal during the year. Further, 41 applications for new promotions and special offers were approved, along with four (4) applications for revisions to existing promotions and special offers.

Table 3.24 Average Pay-As-You-Go Rates per Minute

Mobile Tariffs (in KShs.)	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Average On-net PAYG Rate per minute	3.03	3.22	3.22	3.92	3.92
Average Off-net PAYG Rate per minute	3.23	3.82	3.82	3.92	3.92
Average Price per SMS	1.10	1.18	1.18	1.19	1.19
Average Mobile Data Price per MB	2.26	2.60	2.60	4.59	4.59
Average fixed-fixed	6.00	3.14	3.14	3.14	3.14
Average fixed-mobile	12.00	4.72	4.72	4.72	4.72

**Based on TKL household non-bundle Rate*

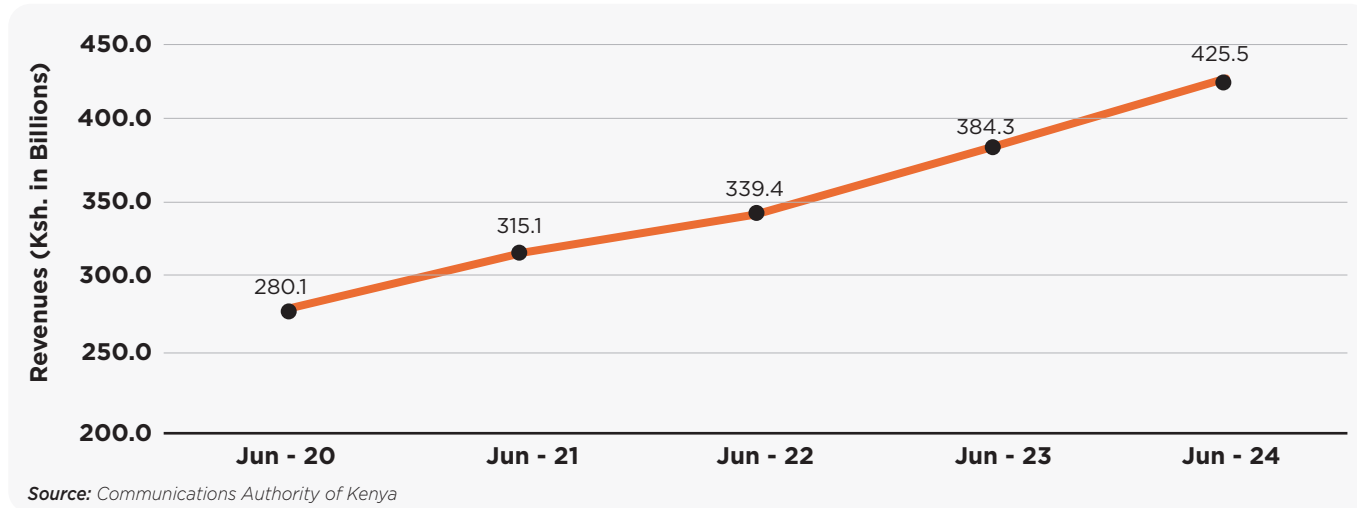
Source: Communications Authority of Kenya

1.9.2. Mobile Services Revenues

Mobile services generated revenues amounting to KShs. 425.5 billion in 2024, which was an increase of 10.7 per cent compared to KShs. 384.3 billion in 2023, as shown in Figure 3.10.

Other service revenue, which includes roaming, bulk SMS, airtime by credit and mobile money revenues, constituted the greatest share of 2024 mobile service revenues at 41.1 per cent. The revenue shares for the respective mobile services are shown in Figure 3.11.

Figure 3.10 Mobile Service Revenues

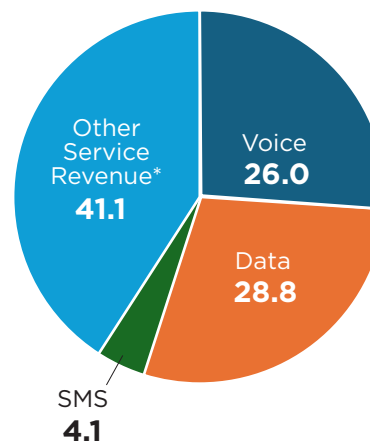


1.10. Market Interventions

In the broadcasting sub-sector, the Authority continued to implement Determination No. 3 of 2024 on Terrestrial Broadcasting Signal Distribution (BSD) tariffs, which was issued in the FY 2023/24. Effective July 2024, the Authority rolled out the new tariff framework across all licensed BSD providers. Under the revised regime, transmission charges per site per Mbps per month were adjusted from KShs. 93,411 to KShs. 127,030.12 in Nairobi; from KShs. 39,074 to KShs. 97,715.49 in other cities/towns; and from KShs. 34,352 to KShs. 68,400.84 in rural areas. The tariff for satellite uplink services was revised from KShs. 234,594 to KShs. 427,592 per channel. This review has enhanced transparency in the broadcasting value chain, improved cost predictability for content service providers and expanded access for smaller and community broadcasters. The review also encouraged diversity in programming and broadened consumer access to FTA broadcasting services nationwide.

The Authority laid the groundwork for broader reforms in the postal and courier sub-sector to enhance competition, efficiency and consumer protection through development of a concept

Figure 3.11 Mobile Service Revenues per Share
Other Mobile Services* includes roaming, bulk SMS, airtime by credit, revenues and mobile money revenues.



Source: Communications Authority of Kenya

note for undertaking a study in the postal and courier market. The study will provide a detailed assessment of market dynamics, regulatory gaps and opportunities for innovation and growth to guide interventions in areas such as universal postal service, integration of e-commerce, last-mile delivery as well as enhance competitiveness in the postal and courier sub-sector.

Regarding the telecommunications sub-sector, the Authority continued to implement cost-oriented Mobile Termination Rates (MTRs) and Fixed Termination Rates (FTRs) to promote efficiency and fair competition in the telecommunications market. This was done through monitoring the implementation of Determination No. 2 of 2023, which prescribed a reduction of MTRs and FTRs from Kshs. 0.58 per minute to KShs. 0.41 per minute, effective March 2024. The Determination provided that the Kshs. 0.41 rate would be maintained for a two-year period up to March 2026. To enhance compliance and safeguard consumer interests, the Authority monitored the implementation of these rates through regular reviews of filed interconnection agreements, collection and analysis market data of and review of filed tariff, special offers and promotions by operators.

1.11. Research and Emerging Technologies

The Authority carries out studies and research on new and emerging technologies as well as surveys to establish the trends to inform its regulatory action. The Authority has also put in place a regulatory sandbox framework to test innovations in ICTs and hosts the Global Innovation and Entrepreneurship Centre (GIEC) aimed at promoting innovation and entrepreneurship in the country.

1.11.1. Research, Studies and Surveys

In the FY 2024/2025, the Authority established the CA New and Emerging Technologies Programme, which is scheduled to be operationalised in the FY 2025/26. Among the issues the

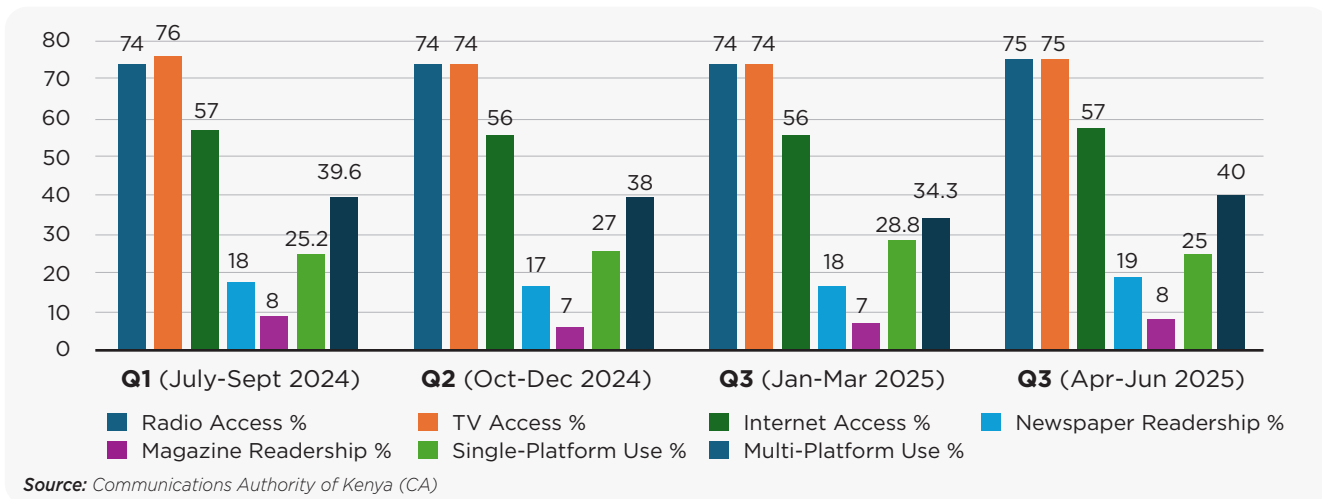
programme is concerned with is the place of new and emerging technologies within the Authority's policy and regulatory space. Once operationalised, the programme will contribute to championing Artificial Intelligence (AI) governance in alignment with the Authority's regulatory mandate.

In addition, as part of the Datasphere Initiative's Africa Sandboxes Forum, the Authority participated in a study entitled Africa Sandboxes Outlook: Thinking Outside the Box for Responsible Innovation in the Age of AI. The study focused on the research and analysis of current sandbox experiences in Africa, offering recommendations for supporting their use in tackling complex regulatory challenges.

Besides the foregoing, the Authority, in collaboration with the Kenya National Bureau of Statistics (KNBS), undertook a survey on the Uptake of ICT Services based on the 2022 Kenya Demographic and Health Survey (KDHS). This survey resulted in an analytical report that provided various ICT indicators relevant to bridging the digital divide.

The Authority also carried out Industry Trends and Audience Survey. The survey revealed that radio and TV reached about three-quarters of the population, though daily radio use slightly dipped from 77 per cent in the FY 2023/24 while TV retained strong appeal in urban and high-income segments. Internet usage, already on a steep rise in the FY 2023/2024—particularly in the North Eastern region—consolidated further in the FY 2024/2025, fuelled by mobile-driven access, reflecting the Authority's role in expanding digital inclusion and managing efficiently scarce frequency spectrum resources to support growth. Print media, which continued its long-term decline in the FY 2023/2024, recorded a modest rebound in the FY 2024/2025, while social media and online platforms entrenched themselves as primary sources for younger demographics. These are trends illustrated in Figure 3.12.

Figure 3.12 Quarterly Audience Measurement and Media Consumption Trends



Gender disparities persisted across both years, with men consuming more across all platforms, while older audiences leaned towards radio and younger groups preferred TV and online content. Advertising expenditure across both years confirmed the dominance of TV and radio, though the FY 2024/2025 registered stronger gains in digital advertising, signalling a maturing ecosystem that the Authority monitors to promote fair competition and innovation. Overall, the FY 2024/2025 reflected consolidation and selective consumption, reinforcing the Authority's mandate to safeguard consumer interests, ensure universal access and guide the ICT sector through digital transformation

1.11.2. Global Innovation and Entrepreneurship Centre

As part of its commitment to operationalising the Global Innovation and Entrepreneurship Centre (GIEC), which is a cutting-edge acceleration hub that fosters innovation by orchestrating a collaborative environment, the Authority in collaboration with the International Telecommunication Union (ITU) Telecommunication Development Bureau (BDT) through the Digital Transformation Lab (DTL), concluded the design process for the GIEC through co-creation in the FY 2024/25. This process led to the development of the Centre's Design Document, which laid the groundwork for GIEC. Following the completion of the Design Document, the Authority developed a Business Validation Tracker that will be applied during and after the launch of the centre. Equally, the Authority embarked on complying with the ITU BDT Pre-launch Checklist of Requirements as a prerequisite for launch.

1.11.3. Sandbox Framework

The Authority established a regulatory sandbox, which is a framework that allows individuals and businesses to test new, innovative ICT products and services or business models in a controlled real-world environment for a limited time and scope under its supervision. Towards this end, the Authority commenced piloting for admissions into the sandbox. During the year, the Authority admitted one (1) applicant into the sandbox, namely, Adili Corporate Limited. The admitted applicant is seeking to test an innovation, that is, the Offline-first Digital Venue (O1DV), which aims to improve access to digital educational content in unserved and underserved areas of Kenya. The innovation is presently in the testing phase within the sandbox environment. The Authority also received an additional application, which is still undergoing review within the applicable sandbox management framework.

The Authority also finalised the development of the sandbox platform, which is now accessible at <https://sandbox.ca.go.ke/>. To support its operationalisation, the Authority conducted a comprehensive public advertisement campaign in March 2025, inviting innovators and stakeholders to apply for participation in the Regulatory Sandbox. The call for applications was disseminated widely through all the Authority's official social media platforms, ensuring broad visibility and outreach to potential applicants.

1.12. REGULATORY REFORMS

During the year under review, the Authority played a pivotal role in advancing regulatory reforms to align the ICT sector with

evolving new and emerging technologies and trends.

The Authority, through the MICDE, led the development and enactment of the Kenya Information and Communications (Registration of Telecommunication Service Subscribers) Regulations, 2025. These Regulations introduced significant improvements, such as recognition of Refugee Cards as valid identification documents, alignment with the Data Protection

Act, 2019, incorporating principles of privacy, consent, data minimisation and purpose limitation, strengthened identity verification through integration with government databases as well as enhanced enforcement provisions to ensure compliance and deter misuse. Further, in line with the Statutory Instruments Act, Cap 2A, the Authority also coordinated the review of KICA and 15 other sets of Regulations, which are shown in Table 3.25.

Table 3.25 Summary of Review of KICA and Regulations

No.	Regulation
1.	Kenya Information and Communications (Broadcasting) Regulations, 2025
2.	Kenya Information and Communications (Access and Infrastructure Sharing) Regulations, 2025
3.	Kenya Information and Communications (Interconnection) Regulations, 2025
4.	Kenya Information and Communications (Compliance and Enforcement) Regulations, 2025
5.	Kenya Information and Communications (Consumer Protection) Regulations, 2025
6.	Kenya Information and Communications (Domain Name Administration) Regulations, 2025
7.	Kenya Information and Communications (Electronic Certification Administration) Regulations, 2025
8.	Kenya Information and Communications (Fair Competition and Equal Treatment) Regulations, 2025
9.	Kenya Information and Communications (Licensing) Regulations, 2025
10.	Kenya Information and Communications (Numbering) Regulations, 2025
11.	Kenya Information and Communications (Postal and Courier) Regulations, 2025
12.	Kenya Information and Communications (Radio Communications and Frequency Spectrum) Regulations, 2025
13.	Kenya Information and Communications (Tariff) Regulations, 2025
14.	Kenya Information and Communications (Type Approval) Regulations, 2025
15.	Kenya Information and Communications (Universal Access and Service) Regulations, 2025

The Kenya Information and Communications (Amendment) Bill, 2025, was submitted to MICDE while the 15 sets of Regulations were submitted for scrutiny by the National Assembly Committee on Delegated Legislation. Following the scrutiny, a comprehensive report was submitted to the Authority for further review and alignment, in collaboration with the Office of the Attorney General. The Authority also developed a Regulatory Impact Statement and Gazette Notices in readiness for publication of the Regulations.

The Authority developed and published Industry Guidelines for Child Online Protection and Safety in Kenya in line with the ITU Guidelines on Child Online Protection and the ICT Policy Guidelines 2020. These guidelines ensure children can safely access and use the internet as well as digital technologies. The guidelines which are anchored on KICA and Children Act (Cap. 141) also mandate

licensees to take appropriate technical and organisational measures to safeguard the security of their services. Further, the guidelines guarantee the protection of children from abuse, exploitation, and exposure to harmful material in all environments, including digital spaces. The Authority also published the Guidelines on the Applications and Usage of DVB Identifiers in DTT Networks in Kenya on 20th May 2025. These guidelines allow for the standardised assignment and management of Network IDs and Logical Channel Numbers across all licensed DTT platforms, ensuring interoperability between broadcasters and signal distributors, safeguarding efficient frequency spectrum utilisation, enhancing accuracy of Electronic Program Guides and promoting a seamless and consistent viewing experience for consumers across the country.



▶ 4

CHAPTER FOUR

MANAGEMENT OF CYBER SECURITY

The Authority recognises the rapidly evolving ICT landscape characterised by enhanced connectivity, digitalisation of services, increased uptake of ICTs and proliferation of innovation, which in turn has led to a complex digital ecosystem, increased data volumes and more connected systems. These developments have created avenues for cyber threat actors to employ increasingly advanced tactics to exploit weaknesses across critical systems. In view of the foregoing, the Authority carries out cyber security monitoring and management; enhances the country’s capability in cyber security readiness and resilience as well as capacity building.

1.13. Capability Development in the Industry

The Authority through the National Kenya Computer Incident Response Team – Coordination Centre (National KE-CIRT/CC), has strengthened Kenya’s cybersecurity readiness and resilience. This has been achieved through layered vigilance; timely, trusted information-sharing; sustained collaboration with domestic and international partners across the cybersecurity value chain; targeted research into emerging threats; and nationwide awareness and education to raise cyber-hygiene standards.

During the year, the Authority enhanced the capability of the National KE-CIRT/CC by acquiring the Identity, Access and Digital Certificate Management System as well as the Cyber Threat Resilience Rating System. The Authority also enhanced the

capabilities of the National KE-CIRT/CC with new technologies to detect and analyse cyber-attacks.

1.14. Cyber Security Monitoring and Management

Cybercriminals continue to adopt sophisticated cyber-attack techniques and methodologies to counter existing cyber defence mechanisms resulting in an ever-increasing frequency of attacks. To address this, the Authority undertakes round-the-clock monitoring, detection and analysis of cyber threats as well as issues advisories and alerts to relevant stakeholders.

During the year, the Authority through the National KE-CIRT/CC detected 8,623,731,788 cyber threats compared to 3,449,333,823 in the previous year. This surge was attributed to the significant increase in targeted attacks at Information Technology/Operational Technology (IT/OP) enterprise and industrial operations; increased activity by organized cybercrime groups; adoption of more sophisticated tools by ransomware gangs as well as increased targeted attacks at critical systems and services. Furthermore, the surge was attributed to the adoption of sophisticated phishing and malware kits by threat actors; increased targeted attacks at cloud-based supported services and unsecured infrastructure as well as increased adoption of botnet and Distributed Denial of Service (DDoS) attack techniques by cybercriminals. A summary of cyber threats detected is shown in Table 4.1.

Table 4.1 Summary of Cyber Threats Detected by the National KE-CIRT/CC

Cyber Threats Detected	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Malware	122,524,531	218,639,597	121,250,616	85,860,852	139,761,641
DDOS/Botnet	17,668,736	120,064,763	55,841,666	45,980,517	34,535,392
Web Application Attacks	16,236,587	1,231,271	677,781	525,477	22,540,899
System Vulnerabilities	1,974,698	104,120,175	677,784,925	3,316,966,977	8,298,719,478
Brute Force	-	-	-	-	127,661,475
Total	158,404,552	444,055,806	855,554,988	3,449,333,823	8,623,731,788

Source: Communications Authority of Kenya (CA)

In response to the detected cyber threat attempts, the Authority issues technical advisories and supports Critical Information Infrastructure Providers (CIIPs) and organizations to mitigate these cyber threats and enhance the collective cyber resilience.

During the reference period, the Authority issued 51,664,678 cyber threat advisories as compared to 27,522,657 in the previous year. This is shown in Table 4.2.

Table 4.2 Summary of Cyber Threat Advisories Issued by the National KE-CIRT/CC

Cyber Threat Advisories	FY 2020/21	FY 2021/22	FY 2022/23	FY 2023/24	FY 2024/25
Malware	5,531	193,595	326,011	2,764,169	1,675,379
DDOS/Botnet	1,258	84,087	101,270	145,700	2,593,824
Web Application Attacks	1,420	80,035	152,126	9,519,927	19,247,176
System Vulnerabilities	85,487	7,615,412	22,614,914	15,092,861	22,614,348
Brute Force	-	-	-	-	5,478,683
Total	93,696	7,973,129	23,194,321	27,522,657	51,664,678

Source: Communications Authority of Kenya (CA)

The 187.7 per cent increase in the number of advisories issued was as a result of the adoption of enhanced cyber threat analysis and response capabilities.

1.15. Capacity Development in the Industry

Cyber threats continue to evolve, necessitating a proactive approach to cybersecurity. To address this, the Authority carried out various training and capacity building initiatives targeting

members of the National KE-CIRT/CC Cybersecurity Committee (NKCC) including sectoral CIRTs, ICT sector stakeholders and regional partners as well as other sector regulators and players. The focus was on enhancing technical competencies, governance frameworks, incident response and cross-sector collaboration in safeguarding critical information infrastructure. Table 4.3 summarises the capacity building initiatives conducted during the year.

Table 4.3 Capacity Building Initiatives

	Training/Workshop	Participants	Focus Areas	Output	Outcome
1.	Cloud Computing Security Training (August 2024, Nairobi)	NKCC members from e-government, telecoms, health, finance, energy, law enforcement, civil society, standards bodies	Cloud risks, governance frameworks, emerging trends	70 Participants sensitised on cloud security	Improved capacity to manage risks and ensure compliance in cloud environments
2.	Africa Cyber Sector Collaboration Symposium Pre-Conference Trainings (October 2024, Nairobi)	CEOs, CISOs, regulators, technical experts from Kenya & 9 African countries	Technical skills for CII operations, managerial decision-making	80+ Multistakeholder training conducted	Enhanced technical and managerial capacity; strengthened regional collaboration
3.	Cyber Security Governance Training (December 2024, Nairobi)	Stakeholders from ICT, telecoms, finance, academia, Government	Data governance, encryption, access control, compliance with Data Protection Act, 2019	40+ Participants trained on governance practices	Strengthened institutional compliance and governance capacity
4.	Cyber Resilience Workshop (February 2025, Nairobi)	NKCC sector CIRTs (e-government, telecoms, banking, health, academia)	Threats (fraud, ransomware), forensics, incident response, workforce development	94 Participants trained on threat detection and response	Improved incident response readiness and resilience across CIRTs
5.	Actions on Cybercrime and Electronic Evidence Workshop (March 2025, Nairobi)	Stakeholders from Government Institutions,	Assessing capacity-building needs for cybercrime legislation in Kenya - cybercrime policy, legislation and training for the judiciary, prosecution and law enforcement agencies.	30+ Participants identified specific areas where capacity building is required and gaps in the existing frameworks on cybersecurity.	Enhanced inter-agency collaboration and expanded role of the National KE-CIRT/CC as the Cyber Security Operations Centre (CSOC) for the ICT and Telecoms Sector. Invitation to accede to African Union Convention on Cybersecurity and Personal Data Protection (Malabo Convention)

Source: Communications Authority of Kenya (CA)



Participants pose for a group photo during the closing ceremony of the 2025 Cybersecurity Bootcamp competition on 26th March 2025, at Mövenpick Hotel and Residences. Looking on is Mr. David Mugonyi, EBS, Director General/CEO of the Communications Authority of Kenya (front row, 5th from right) and Mr. Steven Zhang, Deputy CEO, Huawei Technologies Kenya (front row, 6th from right).

The Authority enhances national cybersecurity readiness and resilience through various activities aimed at empowering tertiary, college and university students, industry professionals and leaders, technical officers, government officials and consumers. During the year, the Authority in collaboration with Huawei Technologies Kenya hosted the 2025 Cybersecurity Bootcamp Competition, which attracted 3,377 applicants from eight (8) universities among others across the country. The students were trained on various aspects of network security, firewall security, encryption, Public Key Infrastructure (PKI) certification systems and cyber security emergency response. The final stage of the competition brought together five (5) teams comprising three (3) students per team. The top three (3) teams were feted for their outstanding performance.

Participants pose for a group photo during the closing ceremony of the 2025 Cybersecurity Bootcamp competition on 26th March

2025, at Mövenpick Hotel and Residences. Looking on is Mr. David Mugonyi, EBS, Director General/CEO of the Communications Authority of Kenya (front row, 5th from right) and Mr. Steven Zhang, Deputy CEO, Huawei Technologies Kenya (front row, 6th from right).

The finalists of the 2025 Cybersecurity Bootcamp Competition were mentored through engagement at the Authority's National KE-CIRT/CC, Kenya Network Information Sector (KeNIC), Safaricom PLC, Airtel Networks Kenya Limited, Technology Service Providers of Kenya (TESPOK) and Konza Technopolis Development Authority (KoTDA). During this mentorship, the students were exposed to regulatory, operational and technological frameworks influencing Kenya's digital landscape, alongside valuable networking opportunities with the ICT sector experts and gained insights into cutting-edge technologies and practical skills.



Visit to KeNIC



Visit to Safaricom PLC



Konza Technopolis Development Authority (KoTDA)



Airtel Networks Kenya Limited



Visit to the
National KE-
CIRT/CC



Visit to Technology Service Providers of Kenya (TESPOK)



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CHAPTER FIVE

CONSUMER EMPOWERMENT AND PROTECTION

The Authority adopts a consumer centric approach that emphasizes listening, learning and understanding the behaviour of consumers to empower, protect and safeguard their rights and welfare. These include protecting their rights to reliable, secure, quality and affordable ICT products and services, while ensuring freedom of choice.

1.16. Understanding the Consumer

In an effort to understand consumer behaviour and preferences, the Authority carried out the customer satisfaction, access to efficient and quality public service, stakeholder perception and dip stick surveys, as well as consumer sentiment analysis.

1.16.1. Customer Satisfaction Survey

The Authority undertook a Customer Satisfaction Survey to assess the level of satisfaction of its services. The overall customer satisfaction index for the FY 2023/2024 stood at 71.3 per cent. Increased outreach activities, creation of awareness, reduced delays in service delivery and enhanced complaint resolution will go a long way in improving the index.

1.16.2. Access to Efficient and Quality Public Service Survey

The Authority also carried out a survey on Access to Efficient and Quality Public Service and determined that 72.5 per cent of Kenya's population is currently accessing efficient and quality public service. This indicates the need for sustained efforts by the Authority to ensure more Kenyans access quality ICT services.

1.17. Empowering the Consumer

The Authority's Consumer Education and Empowerment Programmes aims at empowering consumers by equipping them with skills and knowledge to enable them to make better decisions in the purchase and use of ICT services and products. Towards this end, the Authority disseminated consumer information, carried out capacity building on the child online protection and safety and outreach activities.

1.17.1. Dissemination of Consumer Information

To enhance consumer awareness, the Authority disseminated advisory information on the rights and responsibilities in the use of mobile phones, Internet services, postal and courier services during 18 outreach activities and five (5) licensees fora. The Authority also distributed child online safety posters during music and drama festivals and two (2) headteachers' conferences. During the year, the Authority published on its website and social media platforms 11 Kiswahili versions of advisory materials on mobile phones and Internet, postal and courier, e-waste, electromagnetic energy and human health.

1.17.2. Capacity Building on Child Online Protection and Safety

The Authority in partnership with the African Advanced Level Telecommunications Institute (AFRALTI) carried out capacity building on child online protection and safety. The training targeted government agencies, law enforcement agencies, non-state actors, religious institutions, parents, teachers and individuals. The course, which attracted 321 participants, focused on types of online crimes, Internet addiction, child online safety as well as technical solutions available for protecting children online.

The Authority also sensitized 1,200 educators during the Kenya National Drama and Film Festivals Adjudicators Forum 2024, and the Kenya National Music Festivals Adjudicators 2024 as well as 100 parents from Diamond Junior Schools on the Authority's mandate, child online protection and safety, and consumer complaints handling mechanisms.

1.17.3. Consumer Outreach Activities

The Authority implemented consumer outreach initiatives targeting different groups to promote awareness, safeguard consumer rights and encourage safe and responsible use of ICTs as shown in Table 5.1.

Table 5.1 Consumer Outreach activities

Activity	Target Audience	Focus Areas/Issues	Output	Outcome
Kenya National Music Festival, Kenya National Drama & Film Festivals	Children (5-17 yrs), Youth (18-24 yrs)	<ul style="list-style-type: none"> • Safe and productive Internet use and stakeholder's role in COP • Appropriate online behaviour & avoiding vices • Protecting digital identity & reputation • AI for Good & gaming for social impact • Identifying genuine devices • Misinformation & disinformation • Child Safety and Digital Platforms • Consumer protection & complaints handling 	1,115 children sensitized in classroom sessions	Enhanced knowledge and awareness of safe and responsible Internet use among children and youth
Kenyatta University Cultural Festival (Public Talk)	Youth (University Students)	<ul style="list-style-type: none"> • Emerging technologies & cultural impact • Digital economy opportunities & challenges • Ethical online engagement & responsible digital citizenship • Cybersecurity, data protection & online safety • CA's consumer education & outreach programme 	250 students sensitized	Improved capacity of students to responsibly navigate, influence and contribute to the digital ecosystem
International Day for Persons with Disabilities (Webinar)	Persons with Disabilities, ICT consumers	<ul style="list-style-type: none"> • CA mandate & consumer protection • Regulatory frameworks & empowerment • ICT accessibility standards, tools & technologies • Universal Service Fund projects for PWDs • Complaints handling 	79 participants sensitized; 695 staff trained on accessibility tools of MS Team	Increased awareness of ICT accessibility standards and strengthened understanding of consumer rights and responsibilities among PWDs
KEPSHA & KESSHA Conferences	Primary & Secondary School Head Teachers, KEP-SHA/KESSHA officials	<ul style="list-style-type: none"> • CA mandate & policy frameworks • Consumer protection issues • Child online safety • Complaints handling 	15,000 head teachers and principals sensitized	Improved awareness of CA's mandate and enhanced capacity of school leaders to promote child online safety
Lamu Cultural Festivals	ICT Consumers (General Public)	<ul style="list-style-type: none"> • CA mandate & regulatory frameworks • Consumer protection issues • Online safety • Complaints handling 	3,000 consumers sensitized	Improved public awareness of CA's mandate, consumer rights and online safety practices

Source: Communications Authority of Kenya

1.18. Consumer Protection

The Authority protects consumers by ensuring service providers comply with licence conditions and address consumer complaints promptly. Where service providers fail to resolve complaints, the matters are escalated to the Authority for action. The Authority also facilitates access to information by responding to enquiries and requests for information in line with the Access to Information Act, 2016.

1.18.1. Consumer Complaints

In the reference period, the Authority received 914 complaints and resolved 797. This represents a resolution rate of 87.2 per cent compared to 78.3 per cent in the previous year. The number of complaints received by category and the status of resolution is shown in Table 5.2.

The Authority continued to monitor the extent to which the ICT service providers adhere to the consumer protection

Table 5.2 Complaints Handled

No.	Category	Total		Resolved		Pending	
		FY 2023/24	FY 2024/25	FY 2023/24	FY 2024/25	FY 2023/24	FY 2024/25
1	Broadcasting Service	50	192	42	184	8	8
2	Cyber security	157	159	134	137	23	22
3	Postal/courier Services	21	32	13	21	8	11
4	Telecommunications Service	321	341	228	271	93	70
5	Frequency	14	25	5	20	9	5
6	General Complaints	154	165	152	164	2	1
Total		717	914	574	797	143	117

Source: Communications Authority of Kenya

requirements through inspection and compliance checks as well as sensitization programmes to its licensees. The checks also enforce the implementation of the Consumer Protection Guidelines and Customer Care Standards to ensure that service providers maintain minimum standards of service and also avail critical and clear information about their services to consumers, including rates, terms and conditions.

1.18.2. Inquiries and Request for Information

The Authority continued to facilitate access to information and enquiries. The numbers of enquiries received and responded to, grouped by category, are shown in Table 5.3.

Table 5.3 Summary of the Enquiries Handled

	Category	Total Received	Resolved	Pending
1.	Request for Information	39	39	0
2.	Cyber Security	19	19	0
3.	Type Approval	43	38	5
4.	Chukua Hatua	27	27	0
5.	Postal Courier	9	8	1
6.	Broadcasting	12	12	0
7.	E-Commerce	3	3	0
8.	Telecommunications Licensing	7	7	0
9.	Electromagnetic/Health/Environmental Hazard	0	0	0
10.	Procurement	24	24	0
11.	Competition	0	0	0
12.	Legal Matters	6	6	0
13.	Compliance and Enforcement	6	6	0
14.	Human Resource Administration	5	5	0
15.	Finance and Accounts	7	7	0
16.	Internships	127	127	0



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CHAPTER SIX

UNIVERSAL ACCESS INITIATIVES

The Authority is responsible for administration and management of the Universal Service Fund (USF) to ensure widespread access to ICTs, support capacity building and promote innovation as well as encourage efficient access to and use of ICTs. In addition, the Authority is also responsible for ensuring availability and affordability of ICTs to PwDs; support introduction and expansion of ICTs to organizations serving public needs, as well as facilitate development and access to a wide range of local and relevant content.

1.19. Widespread Access to ICT Services/Universal Access

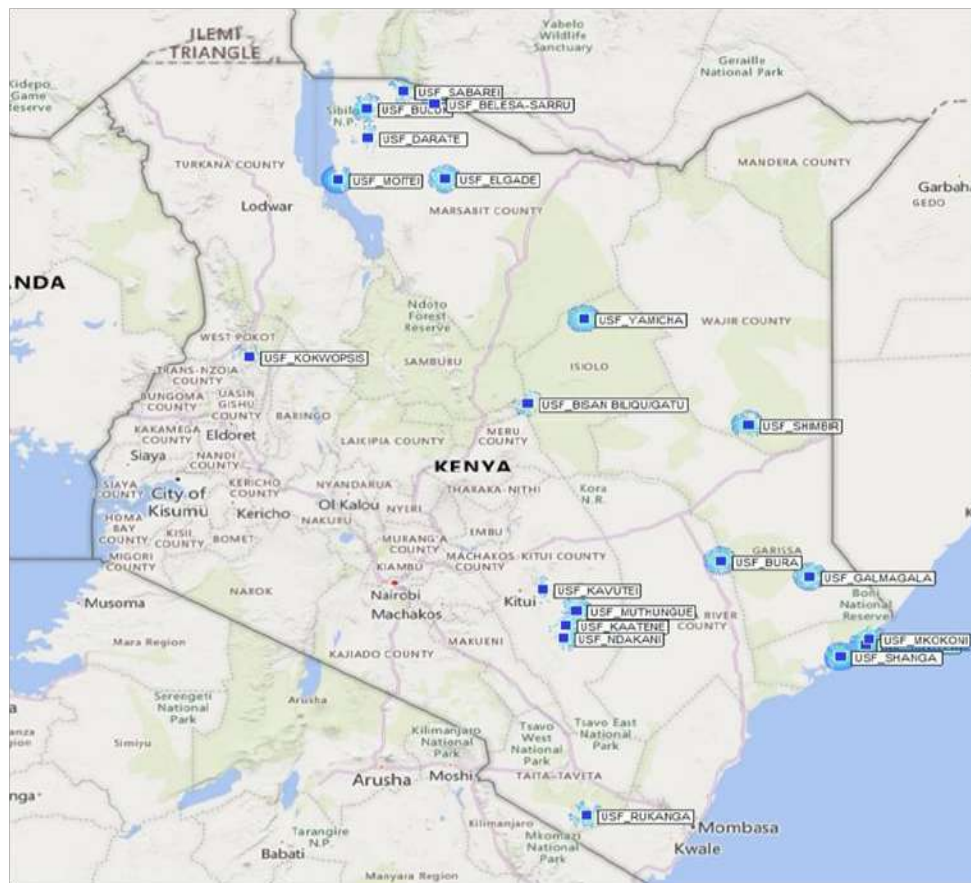
To ensure widespread access to ICT services, the Authority implemented the Cellular Mobile Network Infrastructure and Services and supported Information Communication Technology Authority (ICTA) to roll out fibre optic infrastructure and services under the Digital Superhighway Project. The Authority also funded Konza Technopolis Authority (KoTDA) to roll out 47 CoEs and 53 SDHs.

1.19.1. Cellular Mobile Network Infrastructure and Services Project

The project was initiated in the FY 2017/18 to address connectivity gaps identified in underserved and unserved areas across the country that are considered commercially unviable. The project is implemented through a multi-year and phased approach.

Towards this end, the Authority continued to rollout mobile network infrastructure and services under this project to connect the unserved and underserved communities in 20 additional sub-locations, in eight (8) counties - Kitui (4), Marsabit (6), Lamu (3), Taita Taveta (1), West Pokot (1), Wajir (1), Garissa (2) and Isiolo (2), covering a population of approximately 43,077 persons. Cumulatively, the Authority has rolled out mobile network infrastructure and services in 155 sub-locations covering a total population of approximately 508,012 persons. This is shown in Figure 6.1.

Figure 6.1 Sub-locations Covered with Mobile Network Infrastructure and Services



Source: Communications Authority of Kenya

The results from a monitoring and evaluation exercise carried out during the year, indicate that the implementation of this project has contributed to improved ICT infrastructure and services which has led to improved security and facilitated access to other services including mobile money, e-commerce, e-government and healthcare information.

1.19.2. National Digital Superhighway Project

In support of the Government's Digital Transformation Agenda (GoDTA), the Authority collaborates with Information Communication Technology Authority (ICTA) to rollout approximately 2,500 km of last mile optical fibre network infrastructure and connect 3,868 last mile sites, which is approximately 9,757.8 km under Phase I and Phase II of the Digital Superhighway Project (DSHP), respectively.

During the period, the Authority facilitated deployment of an additional 984 Km of fibre optic infrastructure under the Phase I of the Digital Superhighway Project, bringing the total of fibre deployed to 2,193 km. Under Phase II of the project, 1,173 last mile sites (3,604.08 km fibre) were connected out of which 33 were activated.

1.19.3. Standard Digital Hubs and Centres of Excellence

Towards the government initiative to bridge the digital divide, the Authority in collaboration with Konza Technopolis Development Authority (KoTDA) targets to develop 47 Centres of Excellence (CoE), one (1) in each county and a Standard Digital Hub (SDH) in 53 Wards. The CoEs and SDHs are physical and virtual spaces that provide access to high-speed Internet, ICT equipment and training on digital skills to foster entrepreneurship, employment and innovation. In the referenced period, 41 CoEs construction sites were identified, out of which construction commenced in 32 sites.

1.20. Digitalisation of Basic Public Services

During the year, the Authority supported the judiciary automation project; digitalisation of agricultural and education content as well as provision of devices for learners with print disability in collaboration with the Judiciary, Kenya Agricultural and Livestock Research Organization (KALRO), Kenya Institute of Curriculum Development (KICD) and Kenya Institute of the Blind (KIB), respectively.



Hon. Lady Justice Martha Koome, Chief Justice and President of the Supreme Court of Kenya (centre), alongside Hon. William Kabogo, Cabinet Secretary for Information, Communications and the Digital Economy (left), during the launch of the Judiciary LAN project funded by the Authority through the Universal Service Fund.

1.20.1. The Judiciary Automation Project

The Authority, in partnership with the Judiciary, deployed Local Area Networks (LAN) in 42 select court stations across the country. The project's aim was facilitating automation, improving access to justice and enhancing the transparency, efficiency and effectiveness of court processes. Further, following the successful deployment of the LAN, the Hon. Chief Justice and President of the Supreme Court, Martha Koome, presided over the launch of the project on 13th June 2025 at the Msambweni Law Courts in Kwale County.

Hon. Lady Justice Martha Koome, Chief Justice and President of the Supreme Court of Kenya (centre), alongside Hon. William Kabogo, Cabinet Secretary for Information, Communications and the Digital Economy (left), during the launch of the Judiciary LAN project funded by the Authority through the Universal Service Fund.

1.20.2. Digitisation and Dissemination of Agricultural Content Project

In collaboration with the Kenya Agricultural and Livestock Research Organization (KALRO), the Authority continued to implement this project, which aims to facilitate access to agricultural content. During the year, the Authority disseminated content to 2,590,160 farmers, facilitated the installation of LAN, supply and delivery of All-in-one Desktop Computers, Headphones and Screen Reader Magnifier software in seven (7) Agricultural Information Centres (AICs). The centres are in Migori, Kakamega, Trans Nzoia, Kericho, Busia, Machakos and Taita Taveta counties. Further, capacity building and training of trainers on the dissemination of digital agricultural content was done for Machakos county.

1.20.3. The Open Education Resources Project

The Authority in collaboration with the Kenya Institute of Curriculum Development (KICD) continued with the implementation of the Open Education Resources Portal (OER) project whose aim is to provide universal access to quality open curriculum materials to support the delivery of curriculum for both primary and secondary school levels, including learners with visual and hearing impairments.

During the year under review, the Authority facilitated the development of the OER portal and uploading of the digital content for Grades One (1), Grade Two (2) and Grade Six (6) including content for learners with visual and hearing impairments. The learning content is available both on the KICD website, and Mobile Apps on the Appstore and the Play Store.

1.20.4. Content Development and Provision of Devices for Learners with Print Disabilities

The Authority in partnership with Kenya Institute for the Blind (KIB) continued to enhance access to quality and inclusive digital education content for learners with print disabilities in Kenya. The scope of this project encompasses assessment of learners with print disabilities, conversion of educational content to a format accessible by learners with print disabilities and provision of assistive ICT equipment. During the review period, the Authority facilitated acquisition of 20 supplementary learning materials and 24 curriculum books for conversion into a format that is accessible by learners with print disabilities.

1.21. Digital Terrestrial Television - Broadcasting Project

The Authority undertook a Broadcasting Baseline Survey in 2021, which identified DTT signal coverage gaps in 1,137 sub-locations. To address broadcast signal coverage gaps and assure universal broadcasting services to all citizens, the Authority initiated DTT rollout pilot project during the period under review. This is expected to provide DTT coverage in 165 sub-locations in Turkana, an additional 136 in Marsabit and 166 sub-locations in Mandera counties, respectively. The project targets to cover a population of 2,254,218.

1.22. Modernization and Revamping of Postal Offices Project

In recognition of the critical role that postal and courier systems play in the development of e-commerce and the digital economy, the Authority, in collaboration with PCK initiated a Pilot Project on Modernisation and Revamping of Postal Offices. This project aims to enhance the capacity of PCK to facilitate the provision of government services in unserved and underserved areas. The project involves, renovation of 19 postal offices located in 19 Counties of Wajir, Mandera, Narok, Kajiado, Marsabit, Samburu, Kilifi, Turkana, West Pokot, Elgeyo Marakwet, Tana River, Baringo, Lamu, Laikipia, Kwale, Kitui, Makueni, Isiolo and Garissa. The project also involves an upgrade of the ICT infrastructure system and applications for tracking postal and courier items.

1.23. Post4Health Initiative

Kenya is a beneficiary of the Post4Health initiative by the Universal Postal Union (UPU), which seeks to strengthen the capacity of public postal operators to diversify their services in the logistics and last mile delivery of medical products. During the period under review, Kenya and the UPU signed an intention to collaborate on the project which will see PCK receive five (5) refrigerated trucks for the distribution of Health Products and Technologies (HPTs).



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CHAPTER SEVEN

INSTITUTIONAL CAPACITY

The Authority takes cognizance of the fact that to strengthen its institutional capacity, it must adopt a comprehensive strategy that promotes continuous innovation, prioritizes the development of human capital, leverages modern technology, and ensures alignment of all initiatives with its overarching strategic direction. This integrated approach accelerates transformative outcomes that significantly boosts overall performance and impactful service delivery.

Central to strengthening this institutional foundation is the Authority's unwavering focus on attracting, developing and retaining highly talented and motivated staff. Through structured training programmes, personalised mentorship and professional growth initiatives, the Authority provides an environment where talent thrives, and institutional capacity is continuously expanded.

1.24. Human Resource Establishment

The Authority reviewed its human resource instruments to align with the Public Service Commission guidelines. These instruments are Human Resource Policies and Procedures Manual, Career Guidelines, Organisations Structure, Grading and Staff Establishment. The instruments provide principles in the management and development of human resource capacity geared towards achievement of national and Authority's strategic goals, objectives and initiatives. Further, the instruments provide a framework to ensure that the Authority can attract, maintain and retain highly competent, skilled and motivated staff to efficiently

and effectively deliver on its mandate.

To better meet the regulatory demands of the evolving ICT sector, the staff establishment was increased from 396 to 490. During this period, 13 employees exited the Authority and 33 were recruited, thereby bringing the staff complement to 378, including 22 staff on secondment. The male-to-female ratio in the staff complement stood at 52:48 as at 30th June 2025.

1.25. Capacity Building

Continuous updating of skills and knowledge among staff and the sector is required in the dynamic ICT environment. The Authority carries out capacity building for its staff and the sector players, encourages transfer of knowledge between the sector and the academia as well as supports knowledge management initiatives.

1.25.1. Organisational Learning

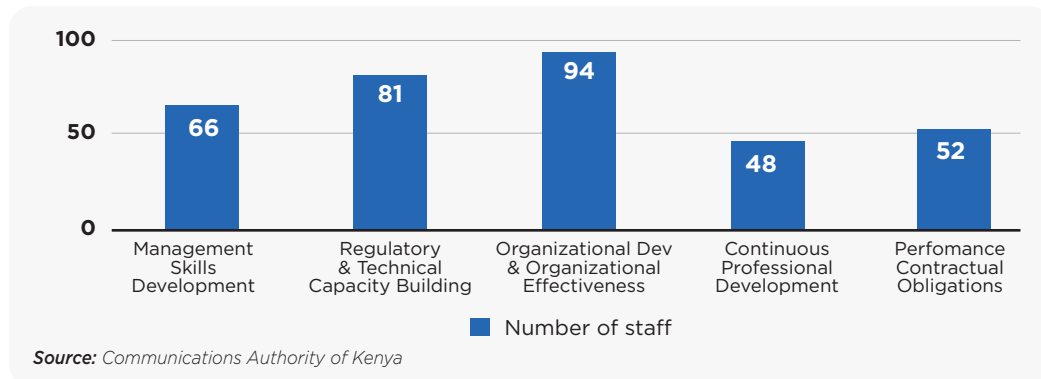
The Authority undertook Training Needs Assessment (TNA) to inform staff training and development programmes. These programmes aimed at strengthening staff competencies, enhancing service delivery, effective management as well as promoting personal development, career and professional growth. During the year, the Authority trained staff in five (5) broad areas: management skills development; regulatory and technical skills development, organisational effectiveness as well as career and professional development. A total of 310 staff were trained. Table 7.1 outlines the training programmes carried out during the FY 2024/25.

Table 7.1 Staff Training and Development Programmes

No.	Training Programme	Courses	Staff Trained
1	Management Skills Development	<ul style="list-style-type: none"> • Strategic Leadership Development program • Corporate Governance • Coaching & Mentoring • Supervisory Development Management Course • Project Planning and Implementation of Public Procurement Framework • Pre-retirement Training 	66
2	Regulatory & Technical Capacity Building	<ul style="list-style-type: none"> • Telecommunication Regulatory Master Class • Data Protection and Privacy • Critical Information Infrastructure • Digital Economy Regulation • Blockchain Technologies • Data Governance • ICT Regulation 	81
3	Organizational Development & Effectiveness	<ul style="list-style-type: none"> • Artificial Intelligence (AI for Executive Office Administrators) • Customer Care (Relations & Stakeholder Engagement) • Office Operations • Cyber Security • Professional Etiquette & Office Protocol • Personal & Financial Planning • Report & Minute Writing • Transport & Logistics • Defensive Driving 	94
4	Career/Professional Development	<ul style="list-style-type: none"> • Continuous Professional Development (CPD) Programs • Postgraduate & Diplomas • Master's Degree • Certification Programs 	48
5	Performance Contracting Obligations Programs	<ul style="list-style-type: none"> • Committees & Staff Sensitization • Productivity Mainstreaming • National Cohesion and Values • Integrity, Ethics, and Corruption Prevention 	52

Source: Communications Authority of Kenya (CA)

Figure 7.1 shows the number of staff trained in various categories.



1.25.2. Knowledge Transfer

The Authority encourages knowledge transfer with academia and ICT sector players as well as harnesses knowledge management.

1.25.2.1. Internships and Industrial Attachments

The Authority engages students on industrial attachment and internship programmes. This is part of its efforts to equip the youth with practical skills, professional insights and institutional knowledge for their career advancement. This also helps to empower the youth by creating a link between academic pursuit and work exposure. During the year, the Authority provided internship and industrial attachment opportunities to 199 students comprising 116 male and 83 female from various institutions across the country.

1.25.2.2. Knowledge Management

The Authority enhances its knowledge management initiatives by strengthening systems for capturing, storing and sharing institutional knowledge, thereby ensuring succession planning, continuity, improved capacity development and decision making.

During the year, the Authority enhanced and sustained the use of its knowledge management platforms to improve access, preservation and dissemination of institutional resources. This included the Koha Library Management System, the MyLoft platform which provides access to subscribed e-resources across multiple devices and the DSpace Digital Repository, a centralised hub for preserving critical institutional documents and publications. These initiatives ensured that both historical and current resources remained readily available, thereby strengthening organisational memory and safeguarding institutional continuity. Furthermore, the Authority developed the Library Policy Guidelines and Digital Repository Policy Guidelines

to enhance governance and sustainability of institutional knowledge assets.

1.26. Work Environment

To create a conducive work environment that promotes productivity, efficiency and improved service delivery, the Authority complied with various statutory requirements, spanning across health and safety, employee wellness, environmental sustainability and other mainstreaming activities.

1.26.1. Occupational and Health Safety

During the review period, the Authority carried out a Fire, Health and Safety Audit at the Headquarter and the four (4) Regional Offices situated in Eldoret, Kisumu, Mombasa and Nyeri, which were found to be compliant. In compliance with the Occupational Safety and Health Act, (OSHA), 2007, the dry riser mains were tested by the Nairobi City County Emergency and Fire Department and was found to be serviceable. Further, the Authority sensitised staff on crisis management and emergency preparedness.

1.26.2. Employee Wellness and Welfare

The Authority continued to provide a lactation room to support nursing mothers returning from maternity leave, thereby promoting their well-being, productivity and long-term retention in the workplace. The Authority also sensitised staff on wellness, mental health and provided advisory information on access to counselling services.

Furthermore, to foster a healthy work-life balance and encourage employee wellness, the Authority maintained its sports facilities, including football, volleyball and basketball pitches. The Authority sponsored staff to participate in various sporting activities and tournaments. Further, the Authority also implemented staff

wellness and fitness instructor services which include gymnasium, aerobics, pilates and outdoor activities as well as nutritional advice, yoga and meditation.

1.26.3. Mainstreaming Activities and Environmental Sustainability

The Authority continues to ensure accessibility and inclusivity of persons living with disability (PwDs). During the year, staff were provided with assistive devices and sensitised on the implementation of the ICT Accessibility Standard - KS2952. Furthermore, the Authority supported PwDs by availing information through audio braille and video with sign language interpretation.

During the year, the Authority formulated the Workplace Gender Based Violence Policy aimed at providing a safe and productive work environment free from any form of gender-based violence. At the same time, the Authority adhered to the 1/3 gender rule representation with the male to female ratio of 52:48.

Towards prevention of drugs and substance abuse, the Authority created awareness to staff and availed Employee Assistance Programmes in partnership with various medical facilities that offer psychological, counselling and rehabilitative services. Staff were also sensitised on improving their mental health and its relation to substance abuse as well as creating a work-life balance. The Authority also sensitised staff on prevention of HIV and AIDS and non-communicable diseases, voluntary counselling and testing of HIV and AIDS.

To promote ethical practices within the organisation, the Authority enforced declaration of conflict of interest during meetings, implemented the Corporate Gifts Policy and the Whistleblowing Policy as well as filed quarterly reports to the Ethics and Anti-Corruption Commission (EACC). The Authority also sensitised staff on the Leadership and Integrity Act, 2012 and the Public Officers Ethics Act, 2003.

To promote and encourage road safety amongst staff and the local community, the Authority sensitised staff and members of the Kangemi Boda Boda Association on road safety and observation of traffic rules. Furthermore, the Authority distributed reflective jackets to members of the association.

1.26.4. Environmental Sustainability

The Authority recognises the importance of environmental sustainability in fostering long-term value creation and in mitigating the risks posed by climate change and resource depletion. Towards this end, the Authority developed a Framework for Reduction of

Carbon Emissions in the ICT Sector and Environmental and Social Impact Assessment (ESIA) Guidelines for ICT Projects. While the framework seeks to align the ICT sector with national and global climate change mitigation strategies, the ESIA Guidelines provide a structured approach for evaluating potential environmental and social impacts of ICT projects.

In recognition of the growing interest in the emerging e-waste phenomenon, the Authority continued to implement mechanisms to ensure sound e-waste management and compliance with green ICT best practices. Towards this end, the Authority developed the Green ICT Framework for implementation. The Authority also participated in the National E-Waste Management Steering Committee, EACO E-Waste Technical Working Group and ATU/ITU international fora on e-Waste management to align its practices with best international practices.

In collaboration with the Kenya Forest Service (KFS) and the National Environment Management Authority (NEMA), the Authority planted 102,000 trees in various parts of the country as shown in Table 7.2.

Table 7.2 Trees Planted

Venue	Number of Trees Planted
Kisii County	2,000
Nairobi County	35,000
Nandi County	15,000
Bomet County	10,000
Tharaka Nithi County	8,000
Taita Taveta County	10,000
Homa Bay County	22,000
Total	102,000

CA staff engage with Homabay County Women Representative Hon. Bensuda during a tree planting exercise held in the region by the Authority

1.27. Digitalisation of Government Services

The Authority continues to make strides in modernising its operations through a suite of digital transformation initiatives that collectively enhance efficiency, accountability and service delivery. Anchored on globally recognised standards and aligned with national digital strategies, these initiatives span the implementation of next-generation infrastructure, automation of



CA staff engage with Homabay County Women Representative Hon. Bensuda during a tree planting exercise held in the region by the Authority

legal and administrative processes, expansion of digital public services and deployment of intelligent workflow solutions. Together, they underscore the Authority's commitment to operational excellence, digital governance and the creation of a trusted, citizen-centric ecosystem that advances Kenya's vision of a globally competitive digital economy.

1.27.1. Data Centre

The Authority implemented a modular Data Centre to provide a secure and scalable platform for hosting critical ICT systems that underpin its regulatory mandate. Engineered to meet Tier II capability as well as the ISO 27001 and ISO 9001, the facility guarantees an uptime target of 99.99 per cent, which strengthens reliability and trustworthiness of public digital services. The Data Centre is a strategic asset that anchors the digitalization of the Authority's services, driving operational excellence and enhancing service delivery.

1.27.2. Integrated Legal Case Management System

The Authority rolled out the Integrated Legal Case Management System (ILCMS), which is a comprehensive digital platform

that modernises the management of legal matters. The system consolidates workflow automation, case tracking and document management into a single streamlined framework, as well as reduces manual inefficiencies and eliminates process bottlenecks. By digitising end-to-end legal processes, the ILCMS ensures greater efficiency, strengthened compliance and enhanced transparency in service delivery.

1.27.3. Digitalisation of Services

In line with the Government's target of digitalising 80 per cent of public services, the Authority continued to develop the Licensing Management System (LMS), which aims to digitalise the licensing, competition management, compliance and enforcement as well as complaints handling. To complement LMS, the Authority maintained CA Invoice Generator System (CAIGS) which enabled onboarding of payment services onto the eCitizen Portal under Paybill 222222, thereby enhancing accessibility and convenience for citizens. Furthermore, leveraging on CAIGS, the Authority maintained 87 services comprising 72 paid and 15 free services. These services are accessible through <https://ca.ecitizen.go.ke>.

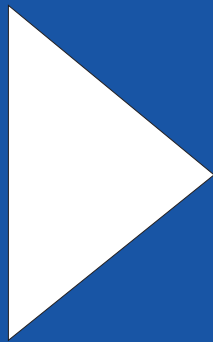
1.27.4. Staff Scheduler Management System

The system streamlines planning of staff events, travel, schedules and replaces manual processes. In addition to operational efficiency, the system delivers comprehensive reporting and analytics, including cost breakdowns, time utilisation, staff participation levels, venue usage and travel data.

1.28. Enhancement of Internal Control Systems

In compliance with ISO 9001 (Quality Management System) and ISO 27001 (Information Security Management System Standard),

the Kenya Bureau of Standards (KEBS) carried out surveillance audits. The Authority also reviewed its policies and procedures in preparation for ISO 27001 re-certification and transition to the 2022 Standard. These ISO standards, related internal and external audits form part of the Authority's internal control framework. These provide structured measures for risk assessment, process discipline and information security. It will also strengthen the management's internal controls by embedding compliance, monitoring and continuous improvement into daily operations and processes.



8

CHAPTER EIGHT

COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT

In line with its Communication and Stakeholder Engagement Strategy, the Authority undertakes strategic communication and stakeholder engagement initiatives to enhance brand visibility and deepen public understanding of its mandate. By implementing targeted programmes, the Authority seeks to cultivate a compelling brand narrative that effectively resonates with both ICT sector stakeholders and the public. Key initiatives executed under the strategy include corporate communication, stakeholder engagement, public consultations, Corporate Social Responsibility (CSR) and international liaison. These concerted efforts have been instrumental in shaping public perception, ensuring adherence to regulatory frameworks and advancing the Authority's commitment to consumer empowerment and digital transformation.

1.28.1. Brand Equity

The Authority uses a variety of strategies to reach different audiences, build public trust and strengthen its brand reputation. In the reference period, the Authority shared information and actively engaged the public on policy, legal and regulatory issues within the ICT sector. The Authority also published quarterly ICT sector statistics, Annual Report for the FY 2023/24, 23 public notices, 12 press releases, tenders and audience measurement reports. Furthermore, the Authority carried out seven (7) public consultations and regularly updated its website and social media platforms.

During the year, the Authority created awareness on various thematic areas on social media platforms which included the International Mobile Equipment Identification (IMEI) verification service, a tool that helps consumers to verify the authenticity of mobile devices. Other thematic areas included cyber security and child online safety, Universal Service Fund Strategy as well as the Regulatory Sandbox, which is a mechanism that fosters innovation in the ICT sector.

As part of reputational management, the Authority conducted regular media monitoring to track brand visibility and reputational risks in line with its Crisis Communications Plan. This approach is aimed at ensuring that the Authority remains transparent, trustworthy and responsive to its audiences as well as its stakeholders.

1.28.2. Stakeholders' Perception Survey

During the year, the Authority undertook a Stakeholders' Perception Survey to assess the level of awareness of its mandate,

stakeholders' opinions and attitudes toward its brand. The overall perception index for FY 2024/2025 was 87.6 per cent compared to 82.1 per cent in the previous year.

1.29. Stakeholder Engagement

The Authority has put in place a Communication and Stakeholder Engagement Strategy as well as Corporate Communication Policy and the Events and Hospitality Policy. These policies guide on how the Authority engages its stakeholders including employees, media, the public as well as local, regional and international organizations. The policies ensure that all corporate communication is well-coordinated, properly managed, meets diverse needs of the stakeholders and that as a public institution, the Authority remains visible, accessible and accountable to the public.

1.29.1. Stakeholder Engagement Activities

To proactively address stakeholder needs and enhance collaboration, the Authority implemented the following strategic and community-focused initiatives. During the year, the Authority carried out six (6) stakeholder engagement activities.

The Authority launched the Universal Service Fund (USF) Strategy 2023-2027, which sets out key projects and initiatives to expand ICT connectivity, enhance digital literacy and support the Government's Digital Transformation Agenda.

To build the capacity of judicial officers on emerging ICT issues, the Authority participated in the Magistrates and Kadhis Colloquium, themed "Digital Transformation, Technology and the Law - Tech Justice," which was held in March 2025 and April 2025. The Authority provided capacity building to more than 300 participants in this event organised by the Kenya Judiciary Academy. The capacity building focused on emerging issues and technologies such as AI, blockchain applications, cybersecurity, digital evidence, data protection and ethical considerations in adopting new technologies and their legal implications as well as decision making.

In its effort to ensure compliance with license conditions and postal security guidelines, the Authority conducted sensitization activities for 74 postal and courier operators in Nairobi and Mombasa counties. The sensitisations also aimed at ensuring safer and more reliable postal services through enhancing consumer confidence in the postal and courier sub-sector. Furthermore, the Authority sensitised 123 broadcasters and 1,220 media



USAC Chairperson Hon. James Ongwae, CA Chairperson Ms. Mary Mungai, Director General David Mugonyi and a Chief Executive Officer of Technology Service Providers Association of Kenya Ms. Fiona Asonga pose with a copy of the USF Strategy 2023-2027 during the launch.

practitioners in 24 counties. The sensitisation activities aimed at boosting compliance with KICA, licence conditions, programming standards and responsible content dissemination.

Community engagement forums aim to enhance ownership and understanding of the benefits of the projects implemented through USF in the unserved and underserved areas. These

activities promote the security of the infrastructure and goodwill from the local communities. During the referenced period, the Authority executed community activities in West Pokot, Turkana, Narok, Kajiado, Kitui, Taita Taveta, Tana River and Kilifi Counties. The Authority worked closely with the National Government Administration Officers (NGAOs) during these engagements.



USAC members and Kajiado county administration team pose for a photo at a site in Kajiado County during the engagement exercise



Members of the Universal Service Advisory Council pose for a photo with Kajiado County Governor Hon. Joseph Ole Lenku when they paid him a courtesy call as part of stakeholder engagement with the county on the mandate of the Council.



CA staff engage the media during a sensitization exercise held in Kilifi county



CA staff pose with media practitioners during a sensitization exercise held in Mombasa on the mandate of the Authority.



Principal Secretary for Broadcasting and Telecommunications Mr. Stephen Isaboke poses for a photo with staff from the Uganda Communications Commission and CA during a courtesy call by the Uganda delegation at the Authority and MICDE offices.

Benchmarks and study visits enhance stakeholders' understanding of the Authority's mandate, enables exchange of best practices, fosters institutional partnerships, mentorship and regulatory excellence. In the period under review, there were courtesy calls and benchmarks delegations from the Uganda Communications Commission board and study visits by Uganda Communications Commission, Malawi Communications Regulatory Authority and the Ethiopia Communications Commission.

Principal Secretary for Broadcasting and Telecommunications Mr. Stephen Isaboke poses for a photo with staff from the Uganda Communications Commission and CA during a courtesy call by the Uganda delegation at the Authority and MICDE offices.

1.29.2. Media Engagements

To foster media relations and in recognition of the role of editors and journalists in raising awareness on its mandate and brand,

the Authority conducted two (2) capacity-building workshops in Mombasa and Kisumu. These workshops brought together journalists from media organisations. Further, the Authority sponsored the Kenya Editors' Guild (KEG) Annual convention that brings together media practitioners, to engage editors on emerging ICT issues impacting the journalistic work. The convention facilitated the advancement of media freedom.

1.30. Public Consultations

Section 5A(2) of KICA mandates the Authority to carry out stakeholder involvement and public participation in the decision making process to enhance transparency and accountability. Towards this end, in the reference period, the Authority undertook seven (7) public consultation initiatives on emerging regulatory issues in the ICT sector. The status of these consultations is shown in Table 8.1.

Table 8.1 Public Consultations Undertaken in the FY 2024/25

No.	Consultation	Objective	Duration	Status
1.	Guidelines on the Applications and Usage of DVB identifiers in DTT Networks in Kenya	To allow stakeholders, including members of the public, equipment vendors, and broadcasting licensees to submit specific inputs for improvement of the proposed framework.	20th January to 28th February 2025	Published on 20th May 2025
2.	Environmental Impact Assessment Guidelines for ICT Projects.	To give members of the public and stakeholders to review and provide comments on the proposed EIA guidelines	17th September to 17th November 2025	Awaiting publication.
3.	Framework for Reduction of Carbon Dioxide in the ICT Sector	To give members of the public and stakeholders to review and provide comments on the proposed framework for carbon reduction.	17th September to 17th November 2025	Awaiting publication.
4.	Review of the Telecommunication Market Structure	To allow stakeholders and members of the public to submit comments on the proposed market structure.	23rd December 2024 to 23rd January 2025	Awaiting validation by stakeholders
5.	Proposed Digital Sound Broadcasting Templates	To give interested parties, including members of the public, agencies dealing with media, licensees and incorporated bodies, to submit their input and views on the proposed DSB Licence templates.	29th October 2024 to 17th January 2025	Published on 28th February 2025
6.	RF-EMF Exposure Assessment Framework	To allow stakeholders and members of the public to submit comments on the proposed RF-EMF framework.	19th November to 31st December 2024	Awaiting publication.
7.	Technical Minimum Requirements for DVB-T2 Receivers for the Kenya Market	To allow stakeholders, including members of the public, agencies dealing with media and broadcast issues, equipment vendors, licensees and incorporated bodies to review and submit their specific inputs and views on the proposed updated minimum technical specifications and requirements for DVB-T2 receivers.	20th January to 28th February 2025	Published on 20th May 2025

Source: Communications Authority of Kenya



Fairmile School charity walk which was sponsored by the Authority to a tune of Kshs. 300,000.



CA staff present a cheque to Kathieno B Self Help Group in Nyanza worth Kshs. 500,000 as part of CSR donation to support the group.



Participants during the Nyeri County Digital Skills and Youth Conversation sponsored by the Authority

1.31. Corporate Social Responsibility

The Authority is committed to being a responsible corporate citizen by creating positive social impact, through its Corporate Social Responsibility and Investment (CSRI) Policy. CSRI outlines strategic investments in initiatives and communities, addressing a wide spectrum of social concerns. Towards this end, the Authority supports social responsibility initiatives designed to enhance stakeholder engagement, promote environmental sustainability and foster active participation among employees.

1.31.1. Community Initiatives

The Authority is committed to supporting community initiatives and diverse social needs, spanning elderly care and community empowerment, providing vital services for vulnerable populations, enhancing both individual lives and community development.

In the period under review, the Authority supported Little Sisters of the Poor, an organization devoted to caring for senior citizens. Other beneficiaries include Fairmile School in Nairobi, the

Kathieno B Self Help Group in Siaya County, the Karai Children's Vocational Centre in Kiambu County and the Kizingitini Orphans and Vocational Centre in Lamu County.

1.31.2. Support to Public Schools

The Authority provided ICT equipment to St. Raphael's Burangusi and Fr. Kemper Sisokhe Secondary Schools in Kakamega County, St. Peter's Rambusi Secondary School in Homa Bay County and Gitunduti Primary and Junior School in Nyeri County. This initiative is designed to strengthen the adoption of digital tools within the teaching and learning environment, thereby empowering both students and educators.

1.31.3. Youth Empowerment Activities

The Authority sponsored the Garissa Youth Hub and Nyeri County Youth Digital Skills and Conversation programme that equipped young people with essential digital literacy and entrepreneurship skills, which enabled them to engage effectively in the digital economy.



Cabinet Secretary, Ministry of Information Communication and the Digital Economy, H.E Hon. William Kabogo in action during the Connected Summit Golf Tournament sponsored by CA at Muthaiga Golf Club.



CA Chairperson Ms. Mary Mungai participates in a Golf tournament sponsored by the Authority at the Railways Golf Club.



Mr. Alvin Amuyunzu, CA staff in the Central and Eastern Regional Office, speaks during the Nyeri County Digital Skills and Youth Conversation event sponsored by the Authority.

1.31.4. Sporting and Recreational Activities

In its effort to support sporting and recreational activities, the Authority sponsored FC Talanta and Eldoret International Volleyball Tournament which nurtured talent among the youth. Further, the Authority supported eight (8) golf tournaments across Kenya, which provided an avenue to engage with stakeholders and raise funds for charitable causes.

1.32. International Liaison

In line with Section 5(4)(b) of the KICA, the Authority is the designated representative of the Republic of Kenya with regards to its obligations in regional and international treaties and agreements relating to provisions of radio, telecommunications, postal and courier services. Towards this end, the Authority coordinates strategic representation of the country in ICT fora through formulation of national positions on issues of national interest and also facilitates campaigns for leadership positions in regional and international ICT bodies. The Authority also meets financial obligations related to Kenya's membership and engages in these platforms to ensure the country's interests are well articulated, safeguarded and sustained, thereby shaping regional and global ICT agenda.

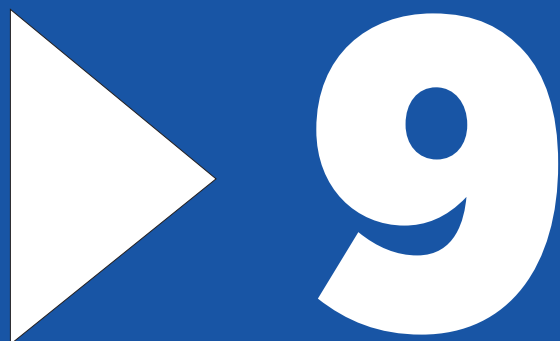
1.32.1. Membership to Regional and International Organisations

The Authority actively engaged in key meetings and conferences organised by ICT affiliated organisations. These organisations

include the International Telecommunication Union (ITU), African Telecommunications Union (ATU), Universal Postal Union (UPU), Pan African Postal Union (PAPU), Commonwealth Telecommunications Organization (CTO), East African Communications Organisation (EACO), African Advanced Level Telecommunications Institute (AFRALTI) and the Smart Africa Alliance. Through participation in these meetings, the Authority secured two (2) and four (4) leadership positions within EACO and ITU-T study groups, respectively.

1.32.2. Hosting of International Events

As part of fulfilling Kenya's international obligations, the Authority hosted ITU Regional Development Forum for Africa, 2nd African Preparatory Meeting for the 2025 World Telecommunication Development Conference (WTDC) and the inaugural African Preparatory Meeting for the 2026 ITU Plenipotentiary Conference. Other meetings hosted were UPU African Postal Leaders Forum, 68th AFRALTI Governing Council, 7th EACO Regional Awareness Conference on Sustainable E-waste Management in Eastern Africa as well as the African Regional Cyber Sector Symposium. Hosting these forums underscore Kenya's leadership role in advancing digital transformation, sustainable ICT development and regional cooperation across Africa and globally.



CHAPTER NINE

PROCUREMENT

The Authority adheres to the principles of economy, accountability, prudence, efficiency, effectiveness, equal opportunity and transparency in its procurement processes and financial management. This is in line with the Public Procurement and Asset Disposal Act (PPADA) 2015, Public Finance Management (PFM) Act, 2012, the Public Audit Act, 2015 and International Public Sector Accounting Standards (IPSAS).

1.33. Procurement

The Authority's corporate procurement plan for the year was valued at Kshs. 1,911,217,067.88, covering a total of 134 planned procurement activities. By the end of the financial year, 126 of these activities had been successfully awarded. The top ten tenders awarded and contracted during the year are presented in Table 9.1.

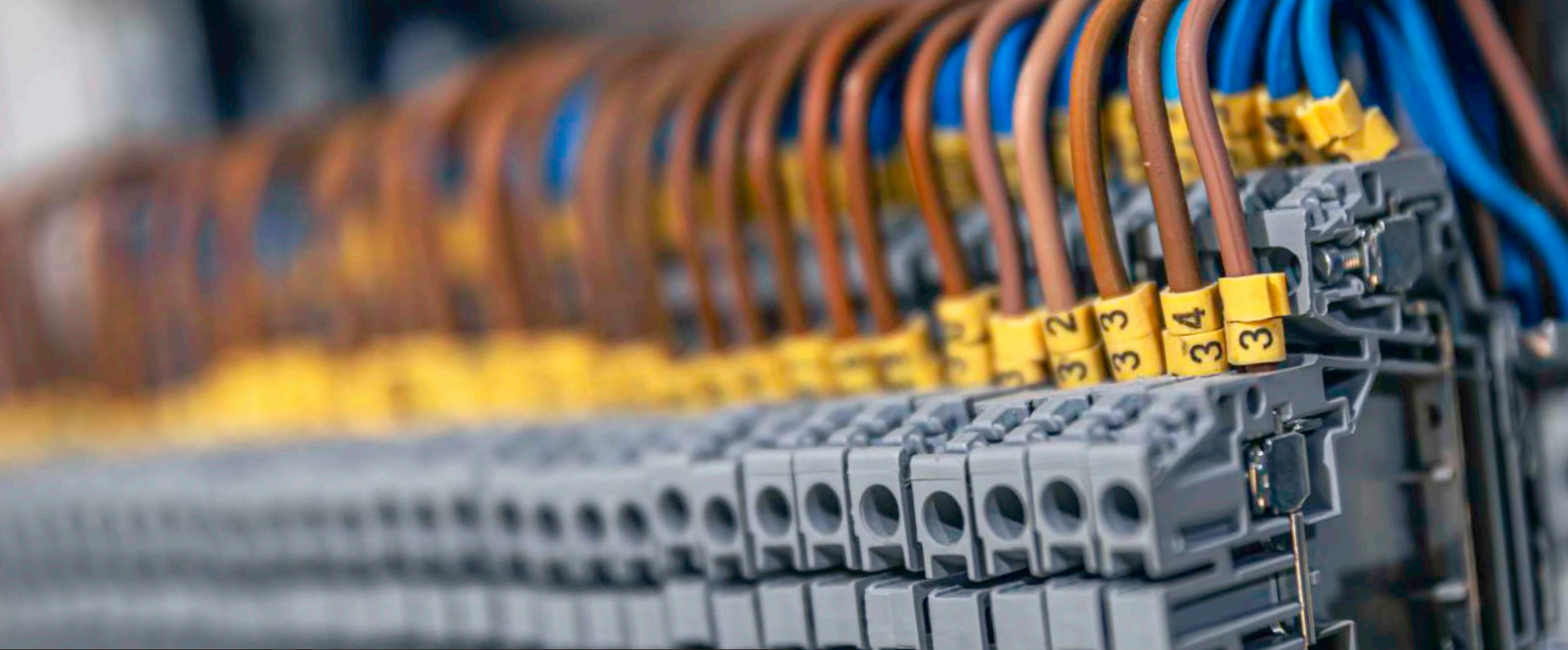
Table 9.1 Top Ten Contracts Awarded During the FY 2024/25

No.	Description	Contract Number	Supplier Name	Contract Price
1.	Tender for provision of Telecommunications Cellular Mobile Network Infrastructure and Services in Unserved and Underserved areas of Kenya Phase 4	CA/SCM/070/132/08/2025	Safaricom PLC	KShs. 2,330,513,539.29
2.	Tender for maintenance and support of Cyber-security System	CA/SCM/070/050/04/2025	Transverse Africa Ltd	KShs. 309,289,568.00
3.	Provision for Spectrum Management and Monitoring System Maintenance	CA/SCM/070/133/08/2025	Rohde & Schwarz GmbH & Co.KG	EUR 1,602,886.00 Equivalent to KShs 245, 241,558
4.	Tender for provision of Cyber Threat Resilience Rating System (CTRRS)	CA/SCM/070/129/07/2025	Atlancis Technologies Limited	KShs. 268,894,670
5.	Tender for Roll out of Digital Terrestrial Television (DTT) Pilot project in Unserved and Underserved areas in Kenya	CA/SCM/070/127/07/2025	PAN-Africa Network Group (Kenya) Company Limited)	KShs. 166,969,171.00
6.	Tender for provision of Identity, Access and Digital Certificate Management System	CA/SCM/070/128/07/2025	Digify Solutions Limited	KShs. 153,999,065.86
7.	Provision of Upgrades and Maintenance of Spectrum Management System	CA/SCM/070/068/06/2025	Advanced Topographic Development and Images (ATDI) SA	EUR 784,687.34 Equivalent of Kshs 120, 551,060
8.	Tender for Proposed Fit out and Partitioning works for the Communications Authority - Western Regional Office (WRO), at Daima Towers-Eldoret	CA/SCM/070/131/07/2025	Innovative Citadel Limited	KShs. 97,041,875.00
9.	Tender for Supply, Delivery, Installation, Commissioning and maintenance of High-Speed Data Dump System	CA/SCM/070/050/04/2025	Platinate Solutions Limited	KShs. 88,690,242.96
10.	Tender for Supply, Delivery, Installation and Maintenance of Digital Forensic Lab Tools	CA/SCM/070/01/01/2025	Chenaniah Solutions Limited	KShs. 44,394,109.85

By the end of the financial year, AGPO awards totalled KShs. 210,858,979.10 out of a reservation of KShs. 151,880,860.50. Tenders worth KShs. 6,985,402.28 were awarded to PWDs against a target of Kshs. 3,037,617.21. Under the Buy Kenya Build Kenya initiative, aimed at promoting local content in procurement,

tenders worth KShs. 300,666,995.26 were awarded, exceeding the reserved target of Kshs. 265,940,423.70.

As at 30th June 2025, there were no procurement legal challenges to the implementation of the procurement plan.



▶ 10

CHAPTER TEN

FINANCIAL STATEMENTS

1.34. Financial Statements

In compliance with statutory requirements, the Authority finalised and submitted its financial reports for audit. During the financial year 2024/2025, the financial statements for the Communications Authority of Kenya, Universal Service Fund and CA Staff Loan Scheme (CSS) were prepared and submitted to the Office of the Auditor-General on 28th August 2025. Summary extracts of these financial statements are presented below.

1.34.1. Communications Authority of Kenya Financial Statements for the FY 2024/25

1.34.1.1. Statement of Compliance and basis of preparation

The financial statements have been prepared on a historical cost basis except for the measurement at re-valued amounts of certain items of property, plant and equipment; marketable securities and financial instruments at fair value; impaired assets at their estimated recoverable amounts and actuarially determined liabilities at their present value. The financial statements have been prepared in conformity with IPSAS, which allows the use of estimates and assumptions as well as requires management to exercise judgement in the process of applying accounting policies. The areas involving a higher degree of judgement or complexity, or where assumptions and estimates are significant to the financial statements, are disclosed in Note 5 of the financial statements.

The financial statements have been prepared and presented in Kenya Shillings, which is the functional and reporting currency of the Authority. The accounting policies adopted have been consistently applied to all the years presented.

1.34.1.2. Statement of Director's Responsibilities

Section 81 of the Public Finance Management Act, 2012 and Section 14 of the State Corporations Act, Kenya Information and Communications Act of 1998 (CAP 411A) require the Directors to prepare financial statements in respect of the Authority, which give a true and fair view of the state of affairs of the Authority at the end of the financial year/period. The Directors are also required to ensure that the Authority keeps proper accounting records which disclose with reasonable accuracy the financial position of the Authority. The Directors are also responsible for safeguarding the assets of the Authority.

The Directors are responsible for the preparation and presentation of the Authority's financial statements, which give a true and fair view of the state of affairs of the Authority for and as at the end of the financial year (period) ended on June 30, 2025.

This responsibility includes: (i) Maintaining adequate financial management arrangements and ensuring that these continue to be effective throughout the reporting period; (ii) Maintaining proper accounting records, which disclose with reasonable accuracy at any time the financial position of the Entity; (iii) Designing, implementing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements, and ensuring that they are free from material misstatements, whether due to error or fraud; (iv) Safeguarding the assets of the Authority; (v) Selecting and applying appropriate accounting policies; and (vi) Making accounting estimates that are reasonable in the circumstances.

The Directors accept responsibility for the Authority's financial statements, which have been prepared using appropriate accounting policies supported by reasonable and prudent judgements and estimates, in conformity with International Public Sector Accounting Standards (IPSAS), and in the manner required by the KICA Act, PFM Act, 2012 and Public Audit Act. The Directors are of the opinion that the Authority's financial statements give a true and fair view of the state of Authority's transactions during the financial year ended June 30, 2025, and of the Authority's financial position as at that date. The Directors further confirm the completeness of the accounting records maintained for the Authority, which have been relied upon in the preparation of the Authority's financial statements as well as the adequacy of the systems of internal financial control.

In preparing the financial statements, nothing has come to the attention of the Directors to indicate that the Authority will not remain a going concern for at least the next twelve months from the date of this statement.

Communications Authority of Kenya – Universal Service Fund (USF)
Annual Report and Financial Statements
for the year ended June 30, 2025.

15. Statement of Financial Performance for the year ended 30 June 2025

	NOTE	FY 2024/25 KShs ('000)	FY 2023/24 KShs ('000)
Revenue from non-exchange transactions			
USF Levy	6	2,343,539	2,087,763
Revenue from Exchange transactions			
Interest Income	7	2,364,802	2,436,395
Total Revenue		4,708,341	4,524,158
Expenses			
Project Costs	8	5,501,878	1,371,416
Administrative Expenses	9	11,162	8,205
Audit fees provision	10	464	464
Bad & Doubtful Debts	11	40,943	68,575
Total Expenses		5,554,447	1,448,659
Surplus for the Period		(846,106)	3,075,498

The notes set out on pages 6 to 29 form an integral part of these Financial Statements. The Financial Statements set out on pages 1 to 5 were signed on behalf of the Board of Directors by



Chairperson of the Board
Mr. Charles Karondo



Director General
Mr. David Mugonyi, EBS



Ag. Director/Finance & Accounts
CPA. Dominic Ooko
ICPAK M/No: 6250

Date: August 28th, 2025

Date: August 28th, 2025

Date: August 28th, 2025

Communications Authority of Kenya – Universal Service Fund (USF)
Annual Report and Financial Statements
for the year ended June 30, 2025.

16. Statement of Financial Position as at 30 June 2025

	NOTE	FY 2024/25 KShs ('000)	FY 2023/24 KShs ('000)
Assets			
Current Assets			
Cash & Cash Equivalents	12	22,088,655	21,986,971
Receivables from non-Exchange transactions	13	115,575	142,789
Total Current Assets		22,204,230	22,129,760
Non-Current Assets			
Property, Plant & Equipment	14(a)	0	1,844
Intangible Assets	14(b)	12,959	19,118
Total Non-Current Assets		12,960	20,962
Total Assets		22,217,189	22,150,722
Liabilities			
Current Liabilities			
Trade & Other Payables	15	1,771,868	863,751
Advance Income	16	6,756	2,378
Total Liabilities		1,778,624	866,129
Net Assets		20,438,565	21,284,593
Accumulated Fund	17	20,438,565	21,284,593

The financial statements set out on pages 1 to 5 were signed on behalf of the Board of Directors by:



Chairperson of the Board
Mr. Charles Karondo



Director General
Mr. David Mugonyi, EBS



Ag. Director/Finance & Accounts
CPA. Dominic Ooko
ICPAK M/No: 6250

Date: August 28th, 2025

Date: August 28th, 2025

Date: August 28th, 2025

Communications Authority of Kenya – Universal Service Fund (USF)
Annual Report and Financial Statements
for the year ended June 30, 2025.

17. Statement of Changes in Net Assets for the year ended 30 June 2025

	Retained Earnings	Total
	KShs ('000)	KShs ('000)
As at July 1, 2023	18,209,095	18,209,095
Surplus/(Deficit) for the year	3,075,498	3,075,498
As at June 30, 2024	21,284,593	21,284,593
As at July 1, 2024	21,284,593	21,284,593
Surplus/(Deficit) for the year	(846,106)	(846,106)
Prior Year adjustments	78	78
As at June 30, 2025	20,438,565	20,438,565

Communications Authority of Kenya – Universal Service Fund (USF)
Annual Report and Financial Statements
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18. Statement of Cash Flows for the year ended 30 June 2025

	Notes	FY 2024/25 KShs ('000)	FY 2023/24 KShs ('000)
Cash flows from operating activities			
Receipts			
USF Levy		2,303,093	1,931,011
Interest income		2,364,802	2,436,395
Total receipts		4,667,895	4,367,406
Payments			
Project Costs		4,492,264	499,693
Administrative Expenses		983	456
Related Party Transfers		72,966	0
Total payments		4,566,213	500,149
Net cash flows from/(used in) operating activities	18	101,682	3,867,257
Net increase/(decrease) in cash & cash equivalents			
Cash and cash equivalents at 1 July	12	21,986,972	18,119,715
Cash and cash equivalents at 30 June	12	22,088,655	21,986,972

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14. Statement of Financial Performance for the year ended 30 June 2025

	NOTE	Un-Audited FY 2024/25 Kshs ('000)	Audited FY 2023/24 Kshs ('000)
Revenue from non-exchange transactions			
License Fees	6	12,275,932	11,554,879
Revenue from exchange transactions			
Finance income	7	1,464,335	1,468,370
Rental Revenue from facilities	8	4,019	3,900
Other Income	9	8,527	51,251
Sub-Total		1,476,880	1,523,521
Total revenue		13,752,813	13,078,399
Expenses			
Employee costs	10	1,895,527	1,583,392
Remuneration of Directors & Advisory Council	11	66,485	51,052
Depreciation and Amortization Expense	12	560,911	493,348
Repairs and maintenance	13	348,804	364,926
Use of Goods and Contracted services	14	6,266,502	2,405,654
Total Expenses		9,138,230	4,898,372
Surplus/(Deficit) from Operations		4,614,583	8,180,027
Other gains/(losses)			
General Bad Debts Provision Allowance	15	(5,013)	(498,256)
Specific Bad Debts Provision Allowance	15	(525,528)	(919,837)
Gain/(Loss) on sale of assets	16	7,353	388
Gain/(Loss) on foreign exchange transactions	17	75,075	10,841
Total Other Gains/(Losses)		(448,113)	(1,406,864)
Surplus / (Deficit) for the Period		4,166,470	6,773,164
Remittance to The National Treasury	23	(3,219,282)	(6,085,006)
Net Surplus for the year		947,188	688,157

The notes set out on pages 8 to 38 form an integral part of these Financial Statements. The Financial Statements set out on pages 1 to 7 were signed on behalf of the Board of Directors by



Director General
Mr. David Mugonyi, EBS



Ag. Director/Finance & Accounts
CPA. Dominic Ooko
ICPAK M/No: 6250



Chairperson of the Board
Mr. Charles Karondo

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15. Statement of Financial Position as at 30 June 2025

	NOTE	Un-Audited FY 2024/25 Kshs ('000)	Audited FY 2023/24 Kshs ('000)
ASSETS			
Current Assets			
Cash and cash equivalents	18	14,403,401	12,003,901
Receivables from non-exchange transactions	19	290,113	287,423
Receivables from exchange transactions	20(a)	52,041	124,897
Total Current Assets		14,745,555	12,416,221
Non-Current Assets			
Receivables from exchange transactions	20(c)	628,886	702,850
Property, plant and equipment	21	20,523,442	20,293,092
Intangible Assets	22	615,332	620,925
Total Non-Current Assets		21,776,660	21,616,867
TOTAL ASSETS		36,513,215	34,033,088
LIABILITIES			
Current Liabilities			
Provisional Dividend/Remittance Surplus	23	1,219,282	3,085,006
Trade and other Payables from exchange transactions	24	4,490,151	3,822,614
Payments received in advance	25	52,215	57,501
Total Current Liabilities		5,761,648	6,965,121
TOTAL LIABILITIES		5,761,648	6,965,121
Net Assets		30,751,561	27,067,969
Owners Equity	26(a)	741,965	741,965
Accumulated Surplus	26(b)	13,993,274	10,309,682
Revaluation Reserve	27	16,016,322	16,016,322
Total Net assets and Liabilities		30,751,561	27,067,969

The financial statements set out on pages 1 to 7 were signed on behalf of the Board of Directors by:



Director General
Mr. David Mugonyi, EBS



Ag. Director/Finance & Accounts
CPA. Dominic Ooko
ICPAK M/No: 6250



Chairperson of the Board
Mr. Charles Karondo

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16. Statement of Changes in Net Assets for the year ended 30 June 2025

	Note	Owners Equity Kshs'000	Revaluation Reserve Kshs'000	Accumulated Surplus Kshs'000	Total Reserves Kshs'000
At July 1, 2023		741,965	16,016,322	7,299,558	24,057,845
Surplus for the year		0	0	6,773,164	6,773,164
Advance Remittance to Treasury- Paid	23	0	0	(3,000,000)	(3,000,000)
90% Remittance Due to Treasury for the Year	23	0	0	(3,085,006)	(3,085,006)
Prior year adjustments	26			2,321,967	2,321,967
At 30 June 2024		741,965	16,016,322	10,309,682	27,067,969
At July 1, 2024		741,965	16,016,322	10,309,682	27,067,969
Surplus for the year	23	0	0	4,166,470	4,166,470
Reversal of General Provision of bad debts	26(b)			597,073	597,073
Capital Reserve	26(b)			2,439,331	2,439,331
90% Remittance to The National Treasury for the Year	23	0	0	(3,219,282)	(3,219,282)
CA Staff Loan Scheme	26(b)			(300,000)	(300,000)
At 30 June 2025		741,965	16,016,322	13,993,274	30,751,561

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17. Statement of Cash Flows for the year ended 30 June 2025

	Notes	Un-Audited FY 2024/25 KShs ('000)	Audited FY 2023/24 KShs ('000)
Cash flows from operating activities			
Receipts			
License Fees		14,831,648	12,382,993
Interest income		1,464,335	1,468,370
Rental Revenue		4,019	3,900
Other Income		8,527	51,251
Total receipts		16,308,529	13,906,514
Payments			
Employee costs		1,852,466	1,564,296
Remuneration of Directors & Advisory Council		66,485	51,052
Repairs and maintenance		338,453	349,428
Use of Goods and Contracted services		6,280,292	2,438,630
Remittance to The National Treasury		4,330,700	9,037,147
Related Party Transfers		1,649,351	0
Total payments		14,517,747	13,440,553
Net cash flows from/(used in) operating activities	28	1,790,781	465,961
Cash flows from investing activities			
Purchase of Property, Plant & Equipment (PPE) and Intangible assets		(788,888)	(1,513,782)
Proceeds from sale of PPE		7,353	419
Net cash flows from/(used in) investing activities		(781,535)	(1,513,363)
Cash flows from financing activities			
Related Party collections		1,690,254	2,344,702
Transfers to Communications Authority of Kenya Staff Loan Scheme (CSS)		(300,000)	0
Net cash flows from/(used in) financing activities		1,390,254	2,344,702
Net increase/(decrease) in cash & Cash equivalents			
Cash and cash equivalents at 1 July	18	12,003,901	10,706,601
Cash and cash equivalents at 30 June	18	14,403,401	12,003,901

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18. Statement of Comparison of Budget and Actual amounts for the year ended 30 June 2025

Description	Original Budget FY2024/25 Kshs (000)	Adjustments FY2024/25 Kshs (000)	Final Budget FY2024/25 Kshs (000)	Actual on Comparable Basis FY 2024/25 Kshs (000)	Utilization FY 2024/25 (%)
Revenue					
License Fees	12,377,648	0	12,377,648	12,275,932	99%
Finance Income	610,360	0	610,360	1,464,335	240%
Other Income	4,200	0	4,200	12,546	299%
Total Revenue	12,992,209	0	12,992,209	13,752,813	106%
Operating Expenses					
Personnel emoluments	1,652,035	384,399	2,036,434	1,895,527	93%
Remuneration of Directors & Advisory Council	51,960	20,040	72,000	66,485	92%
Operating/Administrative expenses	1,652,469	5,312,899	6,965,368	6,266,502	90%
Repairs & maintenance	330,999	209,600	540,599	348,804	65%
Depreciation & Amortization Expenses	702,000	(12,000)	690,000	560,911	81%
Total Operating Expenses	4,389,463	5,914,938	10,304,401	9,138,229	89%
Surplus/(Deficit) from Operations	8,602,745	(5,914,938)	2,687,807	4,614,584	17%
Other gain/losses					
Total Other gains/losses	100,200	429,800	530,000	(448,113)	-85%
Surplus / (Deficit) for the Period	8,502,545	(6,344,738)	2,157,808	5,062,697	235%
Remittance to The National Treasury	5,411,758	(6,350,173)	(938,415)	(3,219,282)	343%
Net Surplus	3,090,787	5,435	3,096,222	8,281,979	267%
Capital Expenditure					
Total Capital Cost/Budget	2,489,481	411,009	2,900,490	788,888	27%
Mortgage Fund		300,000	300,000	300,000	100%
Overall Expenditure Budget Realization	2,489,481	711,009	3,200,490	1,088,888	34%
SURPLUS	601,306		601,306		0%



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