

THE LICENCE TERMS AND CONDITIONS

The Communications Authority of Kenya (hereinafter referred to as the “**Authority**”), in accordance with the Kenya Information & Communications Act, Cap 411A (hereinafter referred to as the “**Act**”), hereby authorises “**the Licensee**” to provide both back-office and front-office business support services from locations within the country to other entities/businesses, within or outside Kenya, hereinafter referred to as the “**Licensed Services**” in the Republic of Kenya in accordance with the Terms and Conditions set out in this license.

1. The Licensee shall:

- 1.1 provide the Licensed Services by utilising telecommunication facilities of licensed network facilities providers or where necessary first obtain the relevant licence/s before installing and operating private telecommunication systems to facilitate the provision of the Licensed Services;
- 1.2 ensure that all equipment or devices used to provide the Licensed Services are type approved by the Authority;
- 1.3 ensure that its equipment, facilities, systems or operations do not interfere or harm third party property or installations due to licensee’s operations and the licensee shall render harmless services or compensate those third parties that may suffer damage;
- 1.4 ensure that all information that it may obtain while providing the Licensed Services is treated in confidence and shall not be divulged or disclosed to any third party without the client’s or the Authority’s written consent;
- 1.5 provide information to the Authority in respect of the Licensed Services at intervals as may be required by the Authority from time to time; and
- 1.6 not enter contracts with third parties that will prejudice the interests of the Authority and/or other Licensees.

2. The Authority:

- 2.1 may terminate this Licence in accordance with the Act.
- 2.2 reserves the right to amend the terms and conditions of this Licence.