



COMPLIANCE RETURN FORM

DOT KE SUBDOMAIN NAME REGISTRAR SERVICE PROVIDER

PURSUANT TO THE PROVISIONS OF THE KENYA INFORMATION AND COMMUNICATIONS ACT OF 1998, AND THE LICENSE CONDITIONS

Please note that the latest version of this form must be downloaded from the Authority's website at the end of each quarter in order to capture any official amendments

Instructions

- 1. This form has provision for both quarterly and annual returns.*
- 2. Please provide information in the space provided, you may insert additional rows and pages as required.*
- 3. Where Nil returns are provided an explanation MUST be provided under the Comments/Suggestions section of this form.*

1 GENERAL INFORMATION

1.1 Licence Details

Name of Licensee: _____

License No: _____

Other Licenses held: _____

1.2 Period under review (Tick against appropriate quarter)

FINANCIAL YEAR _____ (based on Government of Kenya Financial year e.g. 2024/2025)

Quarter 1 (1 st July– 30 th Sep)	Quarter 2 (1 st Oct– 31 st Dec)	Quarter 3 (1 st Jan– 31 st Mar)	Quarter 4 (1 st Apr– 30 th Jun)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1.3 Address

1. Physical Address:

Town: _____ Street/Road: _____

LR No. _____ Floor No. _____ Room No. _____

Name of Building _____

CA/F/L&C/CRF/13.3

2. Postal Address:

P. O. Box _____ Postal Code _____
Post Office Town _____

3. Telephone Contact:

Tel. No. _____ Fixed. No. _____
Mobile No. _____ Other Tel. Nos. _____

4. Email and Web Address:

Email address: _____

Web Address: _____

Did any of the address information change during the quarter? (Tick as appropriate) Yes No

1.4 Contact details

Name of Chief Executive Officer (CEO): _____

Title of CEO: _____

Name of contact person: _____

Designation: _____

Telephone: (a) Landline _____ (b) Mobile: _____ Fax: _____

Email: _____ Web address: _____

Signature of submitting contact person: _____ Date _____

PART A: QUARTERLY REPORTING SECTION

(Information to be submitted at the end of every Quarter)

2 DOMAIN NAME REGISTRATION SERVICE

2.1 New Dot KE Domain Name Registrations

Indicator	1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter
.AC.KE			
.CO.KE			
.GO.KE			
.INFO.KE			
.ME.KE			
.MOBI.KE			
.NE.KE			
.OR.KE			
.SC.KE			
Total Number of New Domains			

2.2 Cost of Dot KE Subdomain Names

Subdomain Name	1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter
.AC.KE			
.CO.KE			
.GO.KE			
.INFO.KE			
.ME.KE			
.MOBI.KE			
.NE.KE			
.OR.KE			
.SC.KE			

3 QUALITY OF SERVICE (as measured through complaints resolution)

3.1 Complaints Resolution

Complaint Type	Number of Complaints during Quarter					
	Month 1		Month 2		Month 3	
	Received	Resolved	Received	Resolved	Received	Resolved
Billing						
Technical						
Cybercrime Incidents						
Spamming						
Difficulty in accessing customer care						
Others (please specify)						

Complaint Type	Number of Complaints during Quarter					
	Month 1		Month 2		Month 3	
	Received	Resolved	Received	Resolved	Received	Resolved
TOTAL						

4 CYBERCRIME INCIDENTS

4.1 Cybercrime Incidents

Cybercrime Incident Type	Number of Cybercrime Incidents during Quarter					
	Month 1		Month 2		Month 3	
	Received	Resolved	Received	Resolved	Received	Resolved
Denial of Service						
Defacements						
Fraud						
Impersonation						
Online Abuse						
Phishing						
Spamming						
SQL Injection						
Others (please specify)						
TOTAL						

PART B: ANNUAL REPORTING SECTION

(Information to be submitted at the end of the Quarter ending 30th June)

5 SHAREHOLDING INFORMATION

Please attach a copy of the current certificate of shareholding (Not more than 3 months old).

ENVIRONMENTAL SUSTAINABILITY

Form 1: Measurement of Electromagnetic Fields Exposure

Service Provider /Site Owner			
Date of Measurement			
Site Name			
Site location (county, Sub-County, Town /Village			
Site Coordinates			
Site Frequency			
Site Service (Broadcasting/Telecommunication /PMR			
Distance to the transmitting antenna and Rational for distance selection			
Type of measurement (broadband RF EMF measurement/ frequency selective RF EMF measurement			
	Power Density W/m ²	Electric Field	Magnetic Field A/m
Measurements Values			

Form 2: Dimensions for evaluation of telecom service provider efforts toward ICT carbon footprint reduction

No	Metric	Total Number	Metric Number	Percentage of Metric to Total Number	percentage for previous year (N/A for first year reporting)
1.	Green ICT sites				
2.	Shared ICT sites				
3.	Smart ICT sites				
4.	Cloud [Public Data Centre hosted Services				

Definitions:

Green ICT Sites: - Refers to a site that is purely off grid and uses renewable energy like wind and solar

Shared ICT Sites: - Refers to telecommunication installations where service providers either co locate or shares passive/active infrastructure.

Smart ICT Sites: - These are telecom/broadcast installations with sensors that are used for controlling site utilities and enabling remote monitoring and control.

Form 3: Dimensions for evaluation of postal/courier service provider efforts toward ICT Carbon footprint reduction

No	Metric	Total Number	Metric Number	Percentage of Metric to Total Number	percentage for previous year (NA for first year reporting)
1.	Outlets using green power				
2.	Green power Last mile delivery vehicles/scooters/bicycles				
3.	Letters/articles sent using Franked envelopes or non physical stamps				

Definitions:

Green Power:- energy reduced from solar/wind

6 COMMENTS/ SUGGESTIONS

Please share any challenges faced and/or make suggestions to improve the communications regulatory environment.

Signed.....

Name.....

Title.....

Date.....

Company Stamp here

THANK YOU FOR COMPLETING THE FORM

FOR OFFICIAL USE ONLY – DO NOT FILL BELOW THIS LINE

These returns have been :)

	Checked By:	Verified by:	Approved <input type="checkbox"/> Rejected <input type="checkbox"/> (Tick as appropriate)
Name			
Title			
Signature			
Date			

N/B A COMPLIANCE CERTIFICATE WILL NOT BE ISSUED IF THE COMPLIANCE RETURNS ARE SUBMITTED LATE OR REJECTED BY THE AUTHORITY