



COMPLIANCE RETURN FORM

INTERNATIONAL GATEWAY SYSTEMS AND SERVICES (IGSS) AND/OR SUBMARINE CABLE LANDING (SCL)

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

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

1 GENERAL INFORMATION

1.1 Licence Details

Name of Licensee (Company Name): _____

License No: _____

Other Licenses held: _____

1.2 Period under review (Tick against appropriate quarter)

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

Quarter 1
(1st July– 30th Sep)

Quarter 2
(1st Oct– 31st Dec)

Quarter 3
(1st Jan– 31st Mar)

Quarter 4
(1st Apr– 30th Jun)

1.3 Address

1. Physical Address:

Town _____ Street/Road _____

Floor No. _____ Room No. _____

Name of Building _____

2. Postal Address:

P. O. Box _____ Postal Code _____

Post Office Town _____

3. Phone Contact:

Tel. 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

(If Yes attach a letter documenting the changes in the address)

1.4 Contact details

Name of Head Of Organization _____

Title of Head Of Organization _____

Name of contact person: _____

Designation: _____

Telephone _____

Email: _____ Web address: _____

Signature: _____ Date _____

1.5 Instructions

- 1. This form has provision for both quarterly and annual reporting.**
- 2. Please provide information in the space provided, you may insert additional rows and pages as required.**
- 3. Please note that all the address information requested must be provided above whether or not there were changes during the quarter.**

CA/F/L&C/CRF/03.5

3.2 Locally sold Capacity (Total should be equal to used capacity in Kenya in table 3.1)– Attach a list based on the format provided below if the details cannot fit into the space provided below.

NAME OF LOCAL NFP CLIENTS	BANDWIDTH (Gbps)	
	Purchased Capacity	Capacity Utilized by Client
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
TOTAL		

3.3 International Voice Routing Capacity

INTERNATIONAL ROUTING				
NAME OF CARRIER/COUNTRY OF DESTINATION	NO. OF CIRCUITS			TECHNOLOGY DEPLOYED
	IC	OG	BW	(OFC, Satellite or Terrestrial Microwave)
1.				
2.				
3.				
4.				
5.				
6.				
7.				

IC - Incoming Circuits

OG – Outgoing Circuits

BW – Both way Circuits

4 SATELLITE EARTH STATIONS/HUBS

	Name of Earth Station/Hub	Location of Earth Station/Hub	Access Satellite	Location Of Satellite (°)	Antenna Size (m)	No. of VSATs Connected	Max no. of VSAT the Hubcan support
1.							
2.							
3.							
4.							
5.							
6.							
7.							

The information above shall also be submitted in Microsoft excel/csv format to the email address telecomcompliance@ca.go.ke quoting the number of the Licence the data relates to as well as the quarter the data pertains to. Earth station location information shall be expressed in terms of Longitude and Latitude.

5 RESOLUTION OF CUSTOMER/CONSUMER ISSUES (Attach document from CRM)

Complaint Type	Number of Complaints					
	Month 1		Month 2		Month 3	
	Received	Resolved	Received	Resolved	Received	Resolved
Service Interruptions						
Network Faults						
Poor Service Reception						
Disconnection						
Billing						
Interconnection						
Others (Please Specify below)						
CRM Information						
Type Of CRM						
Details of CRM						
Total complaints						

6 QUALITY OF SERVICE

Network Performance	
Network Parameter	Performance during Quarter
Network Availability (Uptime %)	
Average no. of Faults per month	
Average Fault Repair time	
Average Packet Loss	
Average Delay	
Average Error rate	
Other (indicate)	

PART B: ANNUAL REPORTING SECTION

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

7 SHAREHOLDING INFORMATION

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

8 FINANCIAL DATA:

Specify the start and end dates of your firm's financial year below.

Financial Year Start Date: _____ End Date: _____

Please attach the following;

- I. A copy of your Annual Audited Accounts for the preceding year.
- II. Valid tax compliance certificate.

9 STAFF

		Local (Kenyan Citizens)		Foreign citizens	
		Male	Female	Male	Female
Technical	Permanent				
	Contract				
	Temporary				
None Technical	Permanent				
	Contract				
	Temporary				
Total					

10 ENVIRONMENTAL SUSTAINABILITY COMPLIANCE

Reporting on Environmental Sustainability Initiatives

10.1. Provide information on initiatives you are undertaking to establish channels of collecting both consumer and your own electronic waste (e-waste) at the end of life-cycle (please detail your take back mechanisms);

10.2. Provide information on initiatives that you are undertaking in the operations to reduce the carbon footprint/negative environmental impact;

10.3. Provide information on the current status of adherence to the Environmental Management and Coordination Act, EMCA on Waste Management.

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 No.	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

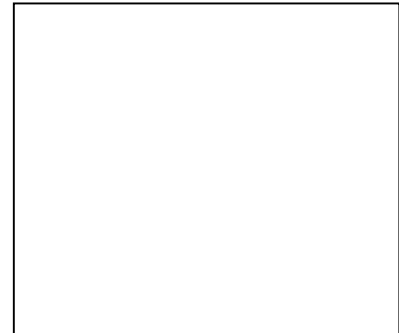
Shared ICT Sites: - Refers to telecommunication installations where service providers either co locate or shares passive/active infrastructure.

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

11 COMMENTS/ SUGGESTIONS

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

Signed.....
 Name.....
 Title.....
 Date.....



Company Stamp above

NB:


*a) Where Nil returns are provided an explanation **MUST** be provided under the Comments/Suggestions section of this form.*

b) The returns will only be accepted if the form is the most up to date as posted on the CA website. Always download the forms for every submission since reviews are made often to ensure responsiveness.

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  Rejected X (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