

**Address by Mr. Charles J.K. Njoroge, CCK Director-General, during the signing of Service Agreement by mobile operators and M/s Porting Access Kenya Ltd on number portability services in Kenya on 17<sup>th</sup> December 2010**

**CEOs and Representatives of the licensed mobile operators  
Representatives of M/s Porting Access Kenya Limited  
CCK colleagues  
Ladies and gentlemen of the Media  
Good morning**

It will be recalled that on 21<sup>st</sup> June 2010, the Commission issued M/s Porting Access Kenya Ltd with a licence for the provision of number portability services in Kenya following a competitive tendering process that attracted a total of seven (7) firms.

The tendering process was preceded by extensive stakeholder consultations with industry players which started six years ago. The initial consultation exercise carried out in 2004 clearly showed that the market was not ready for number portability due to the existence of a duopoly.

The second and final consultation exercises were conducted in 2008 and 2009 respectively. At the end of a comprehensive consultative process, there was an overwhelming consensus in favour of the introduction of number portability services in Kenya. The Commission subsequently initiated the process of licensing a Number Portability Service provider, through an international tendering process. The tendering process began in October 2009 and was completed in March 2010.

Introduction of Mobile Number Portability (MNP) services is aimed at bolstering the level of competition in the mobile telecommunications market, thus enabling consumers to change networks at will without suffering the inconvenience of having to change their subscriber numbers. It is also expected to play a significant role in levelling the playing ground for operators in the market. In our view, the mobile telecommunications market in Kenya is sufficiently mature to accommodate this service feature.

According to our initial Mobile Number Portability implementation schedule, the Go Alive date was slated for 31<sup>st</sup> December 2010. However, following subsequent consultations with industry players, it was established that the service providers were not at the same level in terms of acquiring the requisite equipment and carrying out initial service tests to guarantee the expected seamless integration of networks and services through the Mobile Number Portability facility operated and managed by M/s Porting Access Kenya Ltd.

In light of the foregoing, the Commission, in consultation with the mobile operators, deferred the Mobile Number Portability Go Alive date to 1<sup>st</sup> April 2011. Part of the operational instruments in the provision of Mobile Number Portability is the service agreement to be entered

into among all the mobile operators as well as M/s Porting Access Kenya Ltd to guide the implementation of the service. The signing of this agreement, ladies and gentlemen, is what we shall be witnessing shortly.

The agreement provides for the following:

1. The availability of MNP services starting 1st April 2011;
2. A per-port charge of not more than Kshs 173 exclusive of VAT;
3. Service Level Agreement (SLA); and
4. Establishment of a MNP working group made up of mobile operators representatives who will, collectively, implement and manage the provision of services.

With today's signing of the service contract, mobile operators and M/s Porting Access Kenya Ltd shall now be able to carry out technical test in readiness for the MNP service provisioning.

I wish at this juncture to thank the mobile industry for the support that they have accorded the Commission over the years in respect to implementation Mobile Number Portability services in Kenya. I am positive that with the signing of this agreement, Kenyans shall be able to enjoy the benefits of enhanced competition by 1<sup>st</sup> April 2011.

As I conclude, I wish to note here that Kenyans and indeed the mobile industry have been waiting anxiously for the introduction of number portability services. Changing subscriber numbers can be a major inconvenience at both the individual and business levels. This is because our subscriber or telephone numbers have now come to be considered as part of our identity, and any change affects the circle of friends, family, acquaintances and business associates.

For businesses, changes in telephone contacts is even more inconveniencing given the costs involved in printing new stationery and communicating the changes to clients, which more often than not includes advertising. In view of the foregoing, I wish to assure Kenyans that we are all committed to ensure that the service is achieved by the set date of April 1<sup>st</sup> 2011.

**I wish to thank you for your attention.**