



2016 ICT WEEK REPORT

Date: 17th – 20th May 2016

Venue: Laico Regency

2016 ICTWeek Executive Summary

ICT week forums are designed as a CA-Stakeholder engagement with the effectual focus on consumer issues. As much as there is business aspect to Operators, they are obligated to provide good quality service to consumers at an affordable rate.

For the fiscal year 2015/16, the theme of the ICT week was “ICT Entrepreneurship for Social impact” in line with the ITU World Telecommunication and Information Society Day (WTISD). The event began on 17th May, 2016, in line with the 151st ITU celebrations.

Day one: Opening ceremony

Day One, which mainly featured the Media and Consumer forum, attracted 152 participants with key issues addressed being those relating to the Media and Consumer. The dignitaries present included, the Cabinet Secretary Ministry of Information, Communications and Technology (MOICT) Mr. Joe Mucheru, the Principal Secretary, State Department of Telecommunications and Broadcasting, Mr. Sammy Itemere, the Chairman, Communications Authority of Kenya, Mr. Ngene Gituku, the Director General, Communications Authority of Kenya Mr. Francis Wangusi, staff and delegates.

The Cabinet Secretary appreciated the importance of the World Telecommunication and Information Society Day (WTISD) and noted the growth experienced so far in the ICT sector and its contribution to the socio-economic development of the country. He gave a highlight on how innovation has created unimaginable opportunities, positioning Kenya as a key player in the global economy. He thereafter declared the 2016 edition of the ICT week officially open.

The presentations made addressed issues that included:

- Closing the ICT Access Gaps
- Regulatory perspective in dealing with the cyber Crime challenge
- Legal and policy framework
- Regulations and consumer protection in a converging environment
- Empowering Consumers in the quest to foster innovation
- Social Impact of ICT
- Service Delivery in CA

The key issues raised by the workshop participants were:

- That the Authority needs to more actively lobby for laws addressing ICT issues to be enacted quickly.
- The need for the Authority to have an MOU with KRA such that anybody applying for a simcard will be required to produce a PIN to avoid fraud.
- The need for assurance on how well protected consumers are when using the Internet
- The need to know what the Authority was doing in terms of educating the consumers on the shift from IPv4 to IPv6 since most are ignorant of the fact that IPV4 will be wiped out by June 2017
- The need for the Authority to do more to advertise and make available the complaint lines.

Day 2: Broadcasters Forum

The second day, which was reserved for Broadcasters attracted a total of 156 participants. The first presentation made provided an overview of what digital migration is all about and the benefits that have come along with digital technology. It was noted that digital migration has opened up opportunities for entrepreneurs and that over 3 million set-top boxes had been sold and over 100 vendors were involved in their supply and were thus providing a wide variety to consumers. It was further noted that the digital platform had lowered market entry barriers compared to the analog regime.

The need for Broadcasters to focus more on content development was underscored as it was noted that compelling content will attract more viewers. Content has become the game-changer in terms of numbers and revenue.

In the second Presentation on Content Regulation (Programming Code), highlights on the programming code and what it aims to achieve were provided. The regulatory instruments used were mentioned and a highlight of the objectives of the code was given. Local content parameters such as advertisement, child protection, advertisement were also defined and the guidelines on complaints handling procedure shared with participants.

The key issues that were raised by the participants included the following:

- BSD charges
- How to promote local content
- Dominance in advertising
- How broadcasters can develop their own programming code

Highlights on the outcomes of a Survey on good taste and decency standards in broadcasting were shared with the participants. It was reported that the survey was conducted with the aim of establishing the attitudes and perceptions of the public towards standards of good taste and decency.

It was observed that the matters that were investigated during the survey included:

- Audience matters on TV & Radio
- Acceptability and unacceptability of bad language
- Acceptability and unacceptability of nudity and violence
- Effect of content on children and teens

A presentation on local content, from an independent producer's perspective, noted that there is great demand for content, with more channels competing for the same resources. The presentation also noted that it was cheaper for broadcasters to purchase products in international markets and that efforts were being made to improve the quality of production, but noted the need to up the proportion of local content on screens.

A presentation on Digital Broadcasting, from a Broadcaster's Perspective, defined what local content is and what it entails; noted the need to promote local content as well as the fact that international markets favor countries that are large and well developed. The need for the industry to have a vision beyond local broadcasters and traditional media platforms and to

look to digital platforms to expand their viewership market and reach to the regional and international fronts was expressed.

Key Issues highlighted by participants included:

- Whether or not licensees should contribute to the USF funds
- Sought to understand why news is not considered as local content yet KTN NEWS is licensed to air news
- Percentage and quality of local content in other jurisdiction
- Effect of content on children and teens
- How broadcasters can develop their own programming code

Day 3: The Telecom and Frequency forum

The third day of the ICT week addressed Telecom and Frequency issues and attracted 156 participants.

A presentation on Licensing and compliance covered the following issues:

- The evolution of the licensing framework from service & technology based licenses to neutral licenses.
- A summary of existing licenses and a short description of what each license does (scope of license)
- Role of Licensing – objectives
- New market development- due to the review of the Act, new licenses have come up such as country code top level domain (CCTLD)- for dot ke domain registrars and E-CSP- electronic certificate service providers
- Modification of licenses- licensees urged to pick their modified licenses before start of next FY 2016/17

Key Issues highlighted by participants included:

- Unified licensing framework – significant milestone because it made Kenya technology & service neutral.
- The Authority was urged to make filling of application forms & compliance forms online.
- Subscriber management in case of mergers or business close down protection of consumer in such cases
- Challenges service providers such as CSP experience in interconnecting with mobile networks.

With regard to output of World Radio Communication Conference (WRC) and opportunities created for Entrepreneurship, an overview of WRC and the outcomes of RA – 15, WRC-15, CPM-19-1 for WRC-19 and Implication of the conference decisions on Kenya were presented the key issues discussed.

The key issues raised by the participants included:

- Wi-Fi sharing spectrum
- Security in use of spectrum in various applications
- The Authority progress with regard to allocation of spectrum to IOT
- Sharing of LTE infrastructure

A presentation on consumer protection with regard to quality of service covered the following:

- Evolution of QoS measurement
- Current QoS/QoE KPI's and targets in the framework

A presentation on other Consumer Issues addressed the following:

- Detailed the complaints handling procedure
- Provided summary statistics on complaints numbers (resolved & unresolved)
- Gave a brief overview of the a customer satisfaction survey carried for the Authority in 2014/15
- Highlighted some of the challenges and proposed a way forward

Some of the issues raised by participants included:

- Sought to understand what was being done to deal with poor services provided by cyber cafes
- What the Authority was doing to reduce or eliminate fraudulent and threatening calls from criminals
- Sought to know how the Authority provides and assurance on the quality of technical training in telecom industry
- What the Authority was doing to encourage county governments to build common fiber ducts to minimize excavations
- Sought to know how the Authority was doing to ensure public safety with regard to harmful radiation from gadgets

Day 4: Postal Forum

The Postal forum attracted 120 participants. The fourth day of the ICT week addressed Postal and Courier issues and attracted 120 participants.

On Postal/Courier licence compliance requirement, a number of issues were tackled including the law and regulatory instruments referred to when going through compliance procedures.

The three areas of compliance financial, documentary and operational compliance were also highlighted.

On the role of National Addressing System (NAS) in growing e-commerce the audience were taken through the benefits of a NAS.

The enablers and inhibitors of e-commerce were discussed and the current situation the country was highlighted.

Key Issues highlighted from the audience:

- Who is going to be responsible for NAS?
- How is the NAS funding going to be addressed
- Who qualifies for USF funding and how does PCK come in?

General Recommendation from the Event

1. Digital migration has come with benefits. CA should sensitize the public on the wide variety of channels on the DTT platform.
2. It is hard for new broadcasters to crack into the market hence CA should fund an automated audience research system.
3. On local content - CA should put up enabling infrastructure to help in producing content. CA should put up some money in setting up a body to produce affordable content. CA should discuss with government on how to make production of local content cheap. Regulations should also be put in order to promote local content.
4. CA to make filling of application forms & compliance forms online.
5. The licensees were reminded to submit compensation policy and complaints handling procedures to the Authority.
6. The Authority to endeavor to publicize its enforcement activities for greater impact.
7. The Authority to endeavor to fully implement the set out security guidelines.
8. All postal courier licensees were encouraged to join CIAK, which is a recognized body that will help them to embrace industry code of practice.
9. The Authority will continue sensitizing the Judiciary and Police Officers with regard to ICT-related offences to assist in speeding up the associated enforcement action.

2016 ICT WEEK DAY 1 REPORT

THE OPENING CEREMONY

The function officially started at 9.20 a.m. with welcome remarks from the Master of Ceremonies, Mr. Christopher Wambua, Ag. Director, Consumer and Public Affairs, Communications Authority of Kenya. He welcomed all the dignitaries present among them, the Cabinet Secretary Ministry of Information, Communications and Technology (MOICT) Mr. Joe Mucheru, the Principal Secretary, State Department of Telecommunications and Broadcasting, Mr. Sammy Itemere, the Chairman, Communications Authority of Kenya, Mr. Ngene Gituku, the Director General, Communications Authority of Kenya, Mr. Francis Wangusi and all participants.

He stated that the Communications Authority of Kenya (CA) was excited to facilitate the third edition of the ICT Week, which was being hosted to facilitate interaction with stakeholders on pertinent regulatory issues. He also informed guests and participants that the ICT week also serves to commemorate the ITU World Telecommunication and Information Society Day (WTISD), which is held on May 17th every year. He informed the forum that the theme of the ICT week, is “ICT Entrepreneurship for Social impact”. He then invited the Director General, of the Communications Authority of Kenya to address the forum.

Welcome Speech by Director General, Mr. Francis Wangusi

The Director General, Mr. Francis Wangusi, MBS, started by acknowledging the guests and participants present at the event. He highlighted the purpose of ITU celebration and its obligation to transform life. He stated that, 15 years of ICT development in Kenya is worth remembering. He informed the participants that there were 37.7 million subscribers (Q2, 2015/16) who have access to basic communication services and that the country will soon bridge the digital gap in terms of connectivity. He stated that the focus would shift from connectivity to the number of new services launched annually. The first intellectual test bed by ITU will be done in Kenya and he urged the stakeholders to work together and innovate. He concluded by saying that Kenya will soon be playing home-ground for large organizations such as Google.

The DG’s speech is available on <http://www.slideshare.net/CAkenya/message-by-the-director-general-world-telecommunication-and-information-society-day>

Speech by CA Chairman, Mr. Ngene Gituku

The CA Chairman, Mr. Ngene Gituku, appreciated all the delegates for gracing the event while observing all protocols. He mentioned that 17th May 2016 marked the 151st ITU celebrations. The chairman reiterated the Authority’s commitment to engage young people in the ICT sector in building their capacity for transformation of lives. He noted that ICT plays a

critical role in life, economically, in health, in agriculture and SMEs as well as innovation. He thereafter read the speech of the ITU Secretary General, Mr. Houlin Zhao

The ITU Secretary General, Mr. Zhao's speech is available on <http://www.slideshare.net/CAkenya/message-from-itu-secretary-general>

Speech by the Principal Secretary, Mr. Sammy Itemere

The Master of Ceremonies, Mr. Christopher Wambua then invited the Principal Secretary, Mr. Sammy Itemere. The PS thanked the audience for gracing the event. He recognized all the delegates and thereafter gave his speech. In his speech, the PS noted that ICT is a critical component of the economic growth of Kenya and that there are ongoing efforts to align the sector's legal framework to ensure that an enabling environment is provided for entrepreneurs, especially SME's. He also noted that demand for local software was expected to increase if the country shifts support for large start-ups and focuses on the smaller entities left out by private sector funding. He concluded by noting that Start-up Hubs had increased from 1 in 2010 to 20 by 2016, with more to come. He then went on to invite the CS.

The PS's speech is available on <http://www.slideshare.net/CAkenya/ICT-week-2016-speeches>

Speech by the Cabinet Secretary MOICT, Joe Mucheru

The Cabinet Secretary began by giving a short history of the ICT industry in Kenya and highlighted how the splitting of KPTC into three independent entities had resulted in a lot of gains. He appreciated the importance of the WTISD and noted the growth experienced so far in the ICT sector and its contribution to the socio-economy. He highlighted how innovation has created unimaginable opportunities, positioning Kenya as a key player in the global economy. He further highlighted how entrepreneurship in ICT has blossomed in the country and encouraged entrepreneurs to focus on creating global companies. He stated that this would only be achieved if the private sector and government work together to support our innovators financially and in their entry into the market. This will not simply transform markets but also the quality of life of our people.

He thanked the innovators community that had already initiated development in the ICT sector before the government stepped in to provide governance and financial support. He noted that the government was in the process of reviewing the ICT Policy; legal and regulatory framework to maximize the benefit of ICT's to revolutionize public service. He further urged all the players in the ICT sector to embrace healthy competition, invest more resources and encourage continued creation of innovations, many of which cater for real market needs.

He thanked the Communications Authority of Kenya for hosting the ICT week that brings market players together to deliberate. He thereafter declared the ICT week officially open.

The CS's speech is available on <http://www.slideshare.net/CAkenya/key-note-address-by-the-cs-at-the-wtisd-2016-ict-week-2016>

The list of Attendance for the forum is attached as Annex 1.

The delegates then went for a health break.

MEDIA FORUM

The moderator: Ms. Rachel Alwala, AD, Consumer & Public Affairs welcomed the participants to the session and introduced the subject, "ICT Access Gap and Cyber Crime challenges". She noted that these topics were selected because of the many enquiries received at the Authority. She reminded the participants of the CA vision: "to ensure ICT services are available to all Kenyans by 2018". She went ahead to introduce Mr. Paul Kiage, Ag. Assistant Director Universal Service Obligation and Fund, to deliver the ICT Access Gaps presentation.

Presentation: Closing the ICTs access gaps in Kenya

Mr. Kiage gave a summary of the ICT access gaps study. In the presentation, participants were informed of the study objectives, methodology and the modeling process used in the study. He further shared the modalities of using USF subsidies and determination of gap locations (voice and data). He went ahead to give a timeline of rollout of the USF funds, stating that priority was being given to voice and data communication aspects and their implications. Mr. Kiage thanked the audience for their attentiveness.

The presentation is available on www.slideshare.net/CAkenya/presentations

The moderator gave a short summary of the Access Gaps presentation. She appreciated the presentation and acknowledged the challenges in closing the ICT gaps. She further noted that addressing the Gaps would require synergy from operators and the Authority for the successful implementation of the projects.

She then welcomed Mr. Joseph Nzano, Ag. Assistant Manager, Cyber security & E-commerce, to deliver a presentation on Cyber Crime Challenges.

Presentation 2: Regulatory Perspective in dealing with cyber crime challenges

Mr. Nzano gave an overview of ICT development in the country and how far the country has come. He looked at the pros and cons of the Internet and how vulnerable people can be to different types of cyber crime. In his presentation he highlighted the importance of aligning business with ICT and also cited the borderless nature of the Internet. He further gave an

overview of the country's national cyber security framework and informed the delegates that initiatives were in place and draft Bills were about to be made available for public scrutiny

Mr. Nzano expressed his appreciation to the participants for their attentiveness.

The presentation is available on www.slideshare.net/CAkenya/presentations

The moderator thanked Mr. Nzano for his presentation and gave a short summary. She noted how vulnerable we are in the use of the Internet and commended the initiatives to provide safeguards through efforts such as Ke-CIRT and Digital Forensic Centre (DFC). She concluded by encouraging the industry to use the dot KE domain and opened the floor to the participants for questions.

QUESTION AND ANSWER SESSION

Q1: What is the limit of collaboration on cyber attacks from foreign countries?

Ans: Currently there are collaboration agreements between various national CIRT/CC and the ITU. The first step in solving a cyber crime is to undertake a technical analysis of the problem and possibly determine the origin of the attack. The national CIRT/CC through contacts provided by the ITU will work hand in hand on technical mitigation. Besides this the formal legal procedure has to be followed.

Q2: How does CA ensure that online data is not shared/stolen?

Ans: The law guarantees the Constitutional Right to privacy and non-disclosure of confidential information with non-disclosure clauses in place. Cyber rules have been introduced and already stakeholders have been involved and given mandate to establish confidentiality clauses.

Q3: How safe are we on online agreements?

Ans: For online transactions the contract is between yourself and the company. However it is easier to mitigate for companies under the dot KE domain. Otherwise international laws or laws where that company resides apply.

Q4: How safe is online trading? What is the assurance that the goods will actually arrive?

Ans: There are mutual agreements set in each country and by each service provider. Kenyans are encouraged to register with the dot KE domain to help foster security. Within the domain Ke-CIRT/CC can help mitigate on your behalf.

Q5: What happens to our money once mobile money platforms collapse or just 'go blank'?

Ans: CA's licensing department provides regulations/terms in license application to ensure the company has declared a business continuity plan and the relevant Regulator has the capacity to follow up.

Q6: How legally valid are the clauses of online agreements subject to future changes without consultation?

Ans: Based on freedom of contracts it is advisable to first scrutinize such agreements and if possible involve your lawyers if you have to enter into these contracts. If you feel there is a particular aspect of mis-presentation it is bound to be null and void. However if you entered in to the agreement freely and out of your own conscience then the agreement is valid.

Q7: Existing Postal delivery service is centralized. Is this trend to go on, as most of the world is decentralized and is the USF to be utilized? What is the plan for the future?

Ans: The law requires all licensees to contribute to the fund hence the USF will support all subsectors. However priority is first given to closing the voice gaps. But so long as there are innovative proposals they may be considered.

Postal networks are spread countrywide. We currently have over 600 postal outlets and over 2000 courier outlets. National Addressing System (NAS) paper is under review and participants were invited to give their inputs.

Q8: Is CA lobbying with the government to ensure that all new building both domestic and commercial are provisioned with broadband infrastructure?

Ans: The objective of the USF is to provide ICT infrastructure in the unserved area e.g. Manderu and underserved areas e.g. slums in Urban areas. However the critical infrastructure bill shall compel property developers to ensure basic ICT infrastructure is incorporated in the construction.

Q9: Can we get the access gap maps or any other information so that we can help fill the gaps?

Ans: The maps are currently not available for the public. However, the participants were taken through the 2G, 3G, broadcast and postal and courier coverage maps.

Q10. Have you closed the process or do you welcome proposals for rolling out ICT access gaps.

Ans: Workshop to engage the stakeholders on the bid documents and strategies to be utilized to address the ICT gaps will be held on 3rd June, 2016. A report will be generated and shared with stakeholders and therefore there is room for more engagement.

We expect to tap into the expertise of the stakeholders such that when we send the bidding documents there will be no back and forth.

Q11. How safe is money in the bank account when purchasing goods online using credit cards?

Ans. The credit card should have security features. The user should undertake due diligence on where/what entity that they are transacting with. For every transaction, it is desirable to require a notification through an SMS or email for verification. The

common practice is that the credit card company will only open your credit card for a transaction and close it once done.

Q12. Do you require all dot KE domains to have encryption certificates?

Ans. The Authority is ready to accredit any entity to acquire electronic certificate to enable it to trade online. CA is encouraging all dot KE registered entities to have the digital certificates. Root certification is in place in CA with its predefined license conditions. The government has already done a pilot project on this but the private sector is still lagging behind.

The moderator: Ms. Alwala in wrapping up the session encouraged the delegates to continue engaging the Authority. She then introduced the presenter Mr. Robin Busolo, Assistant Manager/Commercial Law of Legal Service Department.

Legal and Policy Framework Presentation

In his introduction, Mr. Busolo outlined the objectives of his presentation and went on to give a quick overview of CA and the ICT legal and regulatory framework that guide CA. The presenter shared key achievements in line with the 2013-2018 strategic plan and ongoing regulatory activities. This was followed by a short history of the industry and the glide path, to where we are today and the projected future of regulation. To conclude his presentation he gave a summary of the achievements of CA in relation to regulation structural change.

The presentation is available on www.slideshare.net/CAkenya/presentations

QUESTION AND ANSWER SESSION

Q1. Demystify the rationale of being licensed by National Construction Authority (NCA) while CA has already licensed contractors?

Ans. There is an overlap of jurisdiction between CA and National Construction laws, but engagements are in place to harmonize laws.

Q2. 15 sets of regulation are under review and there is also a proposal that the Act will be reviewed. Will the amendment in the Act cause a change in regulation or another review of the regulation?

Ans. The 2013 amendment to the KICA 1998 made it necessary for a review of the regulations to be undertaken in order to align them to the Act. Emerging issues that have the substance of the law e.g. representation in the USF may necessitate the review of the Act. Hence the regulation will be reviewed accordingly within a grace period of 12 month.

Q3. The KICA 1998 did not cater for cyber crime. In 2014, seventy two (72) Chinese were found in Runda with specialized gadgets used to commit cyber crime but were let off. Will the change in regulation ensure their prosecution?

Ans. Laws are not retrospective and they cannot therefore be prosecuted again as this would result a case of double jeopardy. A case where once you are charged or acquitted you cannot be prosecuted for the same offence. We need to come up with laws that will ensure that offenders are not let of the hook.

Q4. CA needs to lobby issues for the laws to be enacted quickly.

Ans. CA has a stakeholder engagement framework and thus it regularly engages the lawmakers

Q5. When companies make exorbitant profits, Isn't it the customer who is bearing the brunt? I suggest that we should have a ceiling to profits a company should make.

Ans. Interconnection tariffs and wholesale tariffs are regulated, informed by market studies. The Authority does not regulate retail rates. The CA came up with a glide path to reduce the interconnection charges that has lead to a drastic reduction of call rates. This has lead to more volumes on the networks that increases their revenues. With regards to exorbitant profits, this may be regulated by the Competition Authority of Kenya.

Q6. The participant was proposing an MOU with KRA such that anybody applying for a simcard will be required to produce a PIN to avoid fraud.

Ans. We have simcard registration regulations in place. However some concerns from the industry such as registering refugees for simcard are under consideration with regard to the best way to deal with them.

Comment. Most parents are not aware of COP

Q7. Are we signatories to the Budapest Convention on Cyber Crimes

Ans. We are in the process of ratification

Q8. What framework does CA have in place to ensure national security?

Ans. There are laws in place to protect users. In addition to that rights to protect privacy exist.

Q9. How protected are individual using the internet

Ans. Subscriber protection – Implementation of Simcard registration regulation will assist in arresting those who misuse lines. Data protection of the subscriber is included in the simcard regulation. Article 31 of the Constitution on rights of privacy ensures that your rights are to be protected.

Q10: Why don't we have one law on cybercrime that harmonizes everything?

Ans. Harmonization can be done to cut across the whole sector but in terms of different industries, it cannot be done.

Q11: There is a big gap in stakeholder involvement

Ans: The Authority endeavors to invite stakeholders through public notices and have stakeholder meetings. This is inline with compliance with the requirements of the constitution.

Q12. Protection of ICT Services – Infrastructure

Ans. The Critical Infrastructure Bill is expected to address the concerns on having a well laid out procedure to protect the National ICT Services. Critical infrastructure is to be identified and key measures put in place for protection.

The Moderator: Ms. Alwala appreciated the good discussion on USF, Legal Framework and the Challenges. She gave a short summary of the session, noting that all, including consumers have responsibilities in this area.

CONSUMER FORUM

Mr. Daniel Kiprop, Ag. Manager Finance & Accounts moderated the forum. He welcomed the panel that was going to make the presentations under Consumer forum session.

Presentation: Regulations and Consumer Protection in a Converging Environment

The presentation was made by Mr. Alex Gakuru of Consumer Association of Kenya. The presentation covered the following areas:

- ICT Entrepreneurship
- Social Implications
- Consumer Protection
- Converging Environment
- Regulations

He gave a brief history of the era before Internet i.e. prior to 25th of October 1995. He observed, for example, that a paging service, which had a capacity of 570, was introduced within the Nairobi area in 1980. By the end of 1992, there were 647 subscribers, mainly physicians and businessmen, using an expanded system.

The presenter noted that the Internet has had a big impact on the society, some of which he identified as:-

- Enabled long distance telephony – including rural areas and abroad
- Business opportunities created
- Health management improved
- Farming services improved
- Security services improved
- Social welfare improved

With the advent of these ICTs there are 3.2 billion people using the Internet globally, out of which 2 million are from the developing countries, according to an ITU report of 2015. This then brings in the issue of security and privacy as well as how the consumers are protected. Some of the issues on consumer protection include:

- Laws & Regulations currently
- Fate of the Data Protection Bill
- Fate of Access to Information Bill
- Pointers to “self-help” interventions
- Or is anyone doing anything about

He concluded the presentation by raising the following questions and left the audience to be the Jury

- Are consumers’ Constitutional rights observed?
- Is the National ICT policy futuristic enough?
- Are all the necessary laws in place?
- Are regulations ready for the future?
- What opportunities await ICT investment?
- Are local ICT entrepreneurs ready?
- Or stuck in an “innovation dilemma”?

The presentation is available on www.slideshare.net/CAkenya/presentations

QUESTION AND ANSWER SESSION

Q1: In 2008, the ministry put in place an IPv6 taskforce. Very little awareness is being done in Kenya. What is the authority doing in terms of educating the consumers on the shift from IPv4 to IPv6 since most are ignorant of the fact that IPv4 will be wiped out by June 2017?

Ans: The Authority will consider how it can assist in creating more awareness on this especially using the Kikao Kikuu platform. A joint meeting between CA and Ministry of Information Communications & Technology is to be considered to fast track the process of migration to IPv6.

Q2: Do we have truth about what is on advertisements?

Ans: Yes, we have regulation in place for our licensees.

Q3: Is there truth in advertising. Most adverts are deceptive and usually mislead the consumers. What has CA done or what can it do to curb this menace.

Ans. While issuing licenses the authority clearly indicates in the license terms and conditions the aspect of truth and giving the right information to consumers.

Q4: As a country, do we want to be left behind by worrying about security of our personal data?

Ans: Technology is wonderful but your personal data should remain private. Once's right ends where the other's rights begin. Use of data should be restricted only to the reasons it is collected for. Can we as Kenya come-up with innovations to challenge the new apps such as whatsapp? Modern regulation is needed.

Q5. What can be done for students to showcase their skills? Can the government consider using free open source software to save cost instead of using licensed software?

Presentation: Empowering Consumers In The Quest To Foster Innovation

The presentation was made by Mrs. Patricia Muchiri, Assistant Director, Consumer Affairs, Communications Authority of Kenya. She began her presentation with some important statistical data on mobile penetration and internet access. She noted that Information and Communication contribute 1.2% of the GDP.

In her presentation she also highlighted the Legal and regulatory instruments that underlie the Consumer Protection Regulatory Framework. She went ahead to identify the key indicators used in Consumer Protection which are:-

- Product availability and variety
- Quality
- Efficiency & Reliability
- Safety
- Accessibility
- Affordability
- Confidentiality
- Comparability of products and services

She observed that there however are several limitations to Consumer Protection Policy which include:

- Market Failures e.g. Lack of transparent prices
- Mergers can be disruptive
- Consumer Behavior
- Lack of adequate information/education
- Lack of strong Consumer Organizations

She shared that there are several campaigns that have been initiated by the Authority to foster consumer Education which include chukua hatua, Child Online Protection, digital migration, kikao kikuu, Anti-Counterfeit Campaign and Kaa chonjo.

She concluded by stating that the Consumer has the obligation to provide insight and feedback on the utility, estimated value, design, features of the products/services

The presentation is available on www.slideshare.net/CAkenya/presentations

QUESTION AND ANSWER SESSION

Q1: How do you handle child online protection yet the government is providing laptops that can give them access to or make them vulnerable to cyber crime related issues and or exposure to inappropriate content.

Ans: The Authority has clearly stipulated terms and conditions that guide providers. The mantle however mostly lies with the Kenya Institute of Curriculum Development to ensure that content on the laptops is appropriate. The parents and teachers have to work together as well to ensure that as much as internet is provided in school it has to have filters so that they limit the sites accessed. CA acknowledges that it is a process and not a one off affair as a regulator we will do all we can to ensure that we create awareness and bridge this gap.

On the other hand the parents have the responsibility to always track what their children access online and avoid access at all where possible.

Q2: Why are we as ICT consumers ‘being sold out’ in terms of receiving substandard communication gadgets like phones and tablets. This is also the case in bundle and airtime purchase.

Ans. The Authority has clearly stipulated terms and conditions in the license with regard to consumer protection.

Q3: Who ensures that child help lines 999/116 are maintained and always working?

Ans. Child line Kenya is a partner in the Child Online Protection campaign and were active in developing the COP framework. However CA is not responsible for maintenance of the lines and it is under Child Line Kenya.

SOCIAL IMPACT OF ICT

The presentation was made by Mr. Boniface Ngahu, CEO, SBO research.

He started his presentation by illustrating the distribution of wealth and capacity through an economic pyramid. He pointed out that some of the social economic impacts of ICT on our lives today. He also highlighted positive and negative Effects of other ICTs.

He concluded by acknowledging that ICTs affect virtually every aspects of our lives.

The presentation is available on www.slideshare.net/CAkenya/presentations

QUESTION AND ANSWER SESSION

Participant 1

He applauded the digital migration that the country had gone through despite the various challenges experienced. He clarified that rain or climatic conditions only affect Digital Satellite Television but not terrestrial TV signals.

Q1: What is the social impact of health, considering our poor waste management in terms of ICT related waste?

Ans: Waste management boils down to an individual and their responsibility. Various players have come in to help establish central areas where we can dispose our ICT/E-waste. For example safaricom has specific bins at most of their outlets where old/spoilt ICT gadgets/ E-waste can be collected/gathered.

Q2: What are we doing about child online bullying?

Ans: CA is working closely with relevant Government bodies to ensure that children are protected online. It has rolled out programs to educate parents, teachers and the children on online protection issues that include cyber bullying, addiction, cyber stalking and identity theft.

Q3: She had a concern that CA should leave the roadshows to social groups and NGO's.

Ans: CA was the main initiator of the campaign and hence the reason why it spearheads it. However it has always invited all these players to participate in the campaigns and still invites more to participate.

SERVICE DELIVERY AT CA

The presentation was made by Mrs. Patricia Muchiri, Assistant Director, Consumer Affairs from the Communications Authority of Kenya.

In her presentation, She introduced the vision, mission, mandate and core values of CA. She also shared about the Customer Service Charter that outlines CA's promise to its esteemed customers as well as the purpose of the charter.

She concluded the presentation by indicating that the charter also provides communication standards that apply to emails, phone calls, website, written and in person communication to the Authority.

The presentation is available on www.slideshare.net/CAkenya/presentations

QUESTION AND ANSWER SESSION

Q1: The Authority needs to do more to advertise and make available the complaint lines and the media present in the forum can do this for CA.

Ans: CA contacts are available on its website. In addition, all licensees are required to inform their customers of the Authority's contact as part of their complaint handling procedure.

Q2: Communication to stakeholders in regard to meetings and forums is wanting and the Authority needs to establish a more appropriate method.

Ans: This was well noted and will be taken into consideration.

Q3: Suggested that CA finds a specific timeline for meetings for stakeholders or develop a mechanism where stakeholders have a schedule or calendar of events so that they always have the information in good time.

Ans: The proposal was noted

The moderator brought the day's activities to a close by thanking all presenters for a Job well done and all participants for their active participation. He also stated that the Authority will work on the suggestions and recommendations given. The Authority will continue working with other relevant organizations to ensure that the consumer is always protected and served at our level best. He assured stakeholders that they would continue fostering more sessions as this so that stakeholders have a one-on-one with the Authority.

2016 ICT WEEK DAY 2 REPORT

BROADCASTERS FORUM REPORT

Introduction

The Master of ceremony Ms. Rachel Alwala Assistant Director, Consumer & Public Affairs called the Forum to order at 9.20am and welcomed the audience. She gave an overview of the ICT week program and later invited Rev. Christopher Mutai to lead the opening prayer.

Ms. Alwala introduced Mr. Martin Ngesa, Assistant Director Postal & Courier and thereafter invited him to moderate the session. Mr. Ngesa started by defining broadcasting and gave an overview of how it began. He also mentioned the different categories of free to air radio and TV subscriptions

He thereafter introduced Mr. Alfred Ambani Assistant Director Multi Media Services to make the presentation on broadcasting licensing on digital terrestrial Television.

Presentation: Broadcast Licensing in the Digital Terrestrial Television

Mr. Ambani made a presentation on Broadcast Licensing in Digital Terrestrial Television. While giving a short overview of licensing, he noted that with the advent of digital migration, space was opened up for more players in broadcasting. He highlighted the three main categories of players in DTT broadcasting i.e.

- Content service providers
- Signal distributors
- Consumers.

He further highlighted how broadcasters have benefited from digital migration. Mr. Ambani also identified the various business opportunities that have come along with digital technology such as new broadcasters (content developers), BSDs, Set top box and iTVs vendors. It was noted from the presentation that with the increase in the number of media

houses, demand for content had gone up creating more employment opportunities for the youth.

In addition to this, Mr. Ambani also shared on the impact of infrastructure sharing resulting from DTT on environmental conservation. He stated that as a result of the introduction of DTT, it had now become cheaper for small-scale Broadcasters to start up their media houses.

Mr. Ambani took the participants through the licensing process and thereafter gave an overview of the tariffs for content service providers on BSD platforms.

The presentation is available on www.slideshare.net/CAkenya/presentations

The Moderator : Mr. Ngesa introduced and thereafter invited Ms. Mercy Tepla Officer II, Multi Media Services, to give a presentation on Content Regulation (programming code).

Presentation: Content Regulation (Programming Code)

Ms. Tepla gave an overview of the programming code and what it aims to achieve. She identified the relevant regulatory instruments and went ahead to highlight the objectives of the code. She took the participants through the programming code and what it entails.

She concluded by stating that broadcasters need to comply with the code and adhere to the broadcast content standards.

The moderator, Mr. Ngesa gave the participants a brief recap of the issues brought out by the presentation as follows:-

- Noted that digital dividends had accrued to the country as a result of switching to DTT.
- Observed that more broadcasters are now accommodated in the digital platform
- There were now significant energy saving opportunities available in digital transmission
- That the licensing and consumer complaints procedures are now in place
- Tariffs guidelines had been put in place
- Noted the caution against use of broadcast platforms for political incitation

QUESTION & ANSWER SESSION:

Q1: What are the dos and don'ts of niche programming?

Ans: For stations that do not adhere to the local content quota of 40% will be expected to pay the stipulated penalty. Children's programmes have no niche. Stations should air at least five (5)hours of children's programs per week.

Q2: How long does the Authority need to complete the study on BSD charges?

Ans: The participants were informed that the consultant who was carrying out the study had just submitted the report, which had subsequently been submitted to CA. The Authority is studying it and will give a determination in the next financial year.

Comment: Digital migration has brought many benefits. CA should sell these benefits to the public and private sector. She added that many viewers on some cable TV services may not be aware of the wide variety of channels on DTT platform hence the need to sensitize the public.

Q3: Who ensures that there is compliance in matatus in terms of playing loud music, and airing explicit videos?

Ans: CA mandate does not cover this.

Q4. On advertising, Messages carried in adverts are deceptive and not truthful.

Ans. The Authority's mandate does not cover regulation of advertising

Q5. Can CA come in and control dominance in advertising

Ans. Advertisements are controlled by the advertising code of practice. CA does not deal directly with matters on advertising. Participants were advised to consult the Government Advertisement Agency (GAA) for more information on government adverts.

Q6. CA should participate in enabling infrastructure for the digital platform. There's also a need to have a credible research system. It is hard for new broadcasters to enter into the market due to the potential abuse of current methods of assessing audience and hence CA should consider funding an automated audience research system.

Ans: This matter needs further consultations and engagements with all stakeholders as it needs heavy funding. In other jurisdictions all broadcasters contribute to it. There should be a system to record data automatically without human intervention.

Q7: On local content, CA should put up enabling infrastructure to help in producing content. Its challenging for new stations to reach the local content quota of 40%, therefore CA should put up some money in setting up a body to produce affordable content.

Ans: The body for local content development is Kenya Film Commission (KFC). A percentage of the income gathered from penalties of the broadcaster who is unable to reach the 40% local content quota may be utilized to develop the local film industry.

Q8: CA should discuss with government on how to make production of local content cheaper. Regulations should also be put in order to promote local content. According to the KICA Act 1998 broadcasters should be allowed to come up with their own code and submit it to CA for approval. There should also be comprehensive measures to ensure that the code captures the concerns of all broadcasters so that it can create an enabling environment.

Ans: The Authority implements the government ICT policy on local content. In other jurisdictions local content is higher e.g. Malawi is 60-80%. Local content attracts more people therefore increases the ratings.

Q9: A comprehensive consultative process is needed to ensure the programming code is acceptable by all players so that it does not become a stumbling block to doing business. Before CA came up with the code, was there an impact assessment done?

Ans. The programming code was subjected to a stakeholders consultation for three months. CA had further face-to-face meetings with various stakeholders. The published programming code is an output of the cumulative result of the consultations.

There is provision in the ACT for broadcasters to develop their own programming code, as long as it meets the threshold of the law. Where there is absence of the industry code the CA code prevails.

SESSION 2

The Moderator: Ms. Alwala welcomed the participants and introduced the topics to be discussed in the session. She stated that the survey was conducted in order to establish the current trends and standards on good taste and decency. She also talked about content classification and what standards have been created.

She thereafter invited Mr. John Ndirirtu and Ms. Emmah Irungu to make their presentations.

Presentation 1: Highlights on Survey on Good Taste and Decency Standards in Broadcasting

Mr. John Ndirirtu of Momenrum Consulting Africa Limited introduced the topic by stating that the survey was conducted to establish the attitudes and perceptions towards the standards of good taste and decency in broadcasting.

He went further to highlight the matters that were investigated during the survey as:

- Audience matters on TV & Radio
- Acceptability and unacceptability of bad language
- Acceptability and unacceptability of nudity and violence
- Effect of content on children and teens

Mr. Ndirirtu went ahead and shared the findings of the survey.

The presentation is available on www.slideshare.net/CAkenya/presentations

The moderator: Ms. Alwala gave a recap of what was presented by noting that 66% of Kenyans find something offensive on radio and 46% on TV. She further added that within the last one year moral values had become worse and that 67% of Kenyans think that we need higher standards on these values.

She then invited the next presenter, Ms. Emmah Irungu to make her presentation.

Presentation 2: CONTENT CLASSIFICATION

Ms. Emmah Irungu made her presentation on behalf of KFCB, CEO, Mr. Ezekiel Mutua. She gave a brief overview of the board's functions, which include: to regulate the creation, possession, distribution and exhibition of films in the country by examining every film.

She also took the audience through how they classify content and stated that the 6 thematic areas used to classify films are:

- Sex, obscenity & nudity
- Crime, violence & imitable behavior
- Occult & Horror
- Drugs & alcohol
- Religious & community
- Propaganda for war hate speech & Incitement

She added that broadcasters had approached the KFCB board to discuss the modalities of having content classified. The negotiations resulted in a classification requirement, which was shared with the broadcasters. She later added that broadcasters should submit their content in soft copy format to the board 5 days before airing. She then concluded by giving a highlight on some of the broadcasters' responsibilities.

The moderator: Ms. Rachel Alwala thanked the presenter and thereafter opened the floor to the participants for Q&A.

QUESTION & ANSWER SESSION:

Q1: Bloggers are forgotten and should be brought on board. CA should therefore work with bloggers and consider bloggers as part of broadcast media.

Ans. Bloggers fall under the realm of social media. Regulating social media has been a challenge. CA is engaging bloggers in many forums since they are content creators.

Q2: KFCB has no mandate over broadcast content but only in cinema halls and theatres. This is in accordance to the judgment in a case between KFCB and a broadcaster. Where does KFCB draw its mandate to regulate broadcast content?

Ans: According to the Films & Stage Plays act Sec 15, KFCB has been mandated to regulate creation, possession and distribution of films. Sec 12.2 states that any content should not be aired without approval from the board. The watershed violation is derived from the KICA Act.

KFCB is mandated to check on audio-visual broadcast allowed within the watershed period. KFCB needs to review its act but this process is quite involving.

Comment: KFCB should not extend its mandate where they do not have it.

Q3: Betting has become a social menace in society today that is being promulgated by betting advertisements. This issue has not been addressed.

Ans: Betting advertisements are classified as “under 18” and therefore such advertisement will have to be broadcasted after the watershed period.

Q4: How is KFCB going to regulate content from youtube? (Online media)

Ans: The ICT policy is being reviewed to address OTT applications. Meanwhile KFCB has engaged YouTube and Google on some of the content flagged were removed.

Q5: The digital era has so many channels. The 5-day requirement for broadcasters to submit their film for classification before going on air is not workable. The 100kshs per minute charge is not practical. The board should give a waiver of 3-4 years and come up with laws that are acceptable.

Ans: KFCB needs to review the Act and the process is quite involving. More functions were added to the board. From 29th of May the board is taking retreat on review of the Act.

Participants were also informed that Classification guidelines were subjected to stakeholders forums quite a number of times

On the classification procedure, participants were invited to note that the requirements were sent to broadcasters and no feedback is yet to be received. Only programs are to be rated 5 days before airing and not all programming as alluded to by the participant. On fees, the Finance Management Act states that any state corporation if it is to give waiver, there has to be approval from the national treasury Cabinet Secretary. However, there’s always room for dialogue.

Q6: It seem likes KFCB is only targeting FTA broadcasters and has left out Pay Tv broadcasters.

Ans: The programming code focuses on FTA and not Pay TV.

SESSION 3

The moderator: Ms. Alwala, opened the session by giving a recap of what was presented earlier. She mentioned that 62 content providers are authorized to air content on digital network. She added that local content should build our nation and give variety to viewers.

The moderator thereafter invited Mr. Mwaniki Mwageria, CEO Balozi Productions to make his presentation.

Presentation 1: Local Content- Independent Producer Perspective

Mr. Mwaniki introduced the topic by giving an overview on Riverwood Ensembles. He started by stating that they have 240 members countrywide. Their distributor is EDAK (Entertainment Dealers Association Of Kenya), which has 600 members countrywide.

Some of their government partners include; KFC, KFCB, KECOBO, CA and Office of the Deputy President. He also mentioned that they carry out workshops every 2 months in order to improve the quality of their productions.

He gave a highlight on their expectations versus reality. Mr. Mwaniki concluded by saying that there needs to be more capital investment, broadcasters should partner together and that the law should be enforced to reduce piracy of movies. He further proposed that the government should consider increasing local content quota from 40% to 60%.

The presentation is available on www.slideshare.net/CAkenya/presentations

The moderator: Ms. Alwala then gave a recap of what was presented. She stated that efforts should be made to improve the quality of production. She added that there is demand for local content and we should entice Kenyans to watch more.

She then welcomed Lynette Mwangi CEO of MOA to make her presentation

Presentation 2: Broadcasters Perspective

Ms. Lynette Mwangi defined what local content is and what it entails. She mentioned that local content promotes pluralism, diverse information and protects the identity, unity and sovereignty of the nation. She further added that local broadcasters favour content from well-developed countries because it is cheaper. Ms. Lynette noted that broadcasters who do not comply with the license conditions should be fined.

She added that implementing local content rules also has some limitations. These include breach of the right to access information and breach of freedom of the media. The alternatives to local content rules may be through direct subsidy to support the production of local content. Direct subsidies, grants and investments can be facilitated into the film industry.

She concluded by saying that the industry needs to have a vision beyond local broadcasting and traditional media platforms. She added that local broadcasters should consider expanding their viewership market and reach, to the regional and international front.

The presentation is available on www.slideshare.net/CAkenya/presentations

The moderator: Ms. Alwala appreciated both presenters. She commented that there's no direct route to achieving local content and that we should reflect our national values through what we see on TV.

QUESTION & ANSWER SESSION:

Q1: What will happen to independent broadcasters when FTA broadcasters are unable to reach the minimum of 10% local content from independent producers as required by the law?

Ans: The minimum threshold is important to safeguard the local independent producer industry

Q2: What is the percentage and quality of local content in Australia? And how does it compare to Kenya?

Ans: Australia has 50% local content but its definition is different from Kenya because they include news and advertisement.

Q3: The programming code is subject to review every two years. Why didn't MOA object to the 40% local content that was agreed during the stakeholders review?

Ans: MOA plans to have consultative meetings to discuss amongst other things the programming code.

Q4: Does Riverwood and MOA contribute to the USF?

Ans: According to the law only licensees contribute to the USF fund. In this case Riverwood and MOA do not contribute to the fund. However the licensees forming MOA will be required to contribute to the fund. It was further noted that Riverwood couldn't compete with the international market due to the high production cost. The government should consider a tax waiver for Riverwood in order to make local content less expensive.

Q5: MOA participated in developing the programming code. Is it now turning against it? If MOA needs news to be local content, then CA should consider reviewing the programming code on this. If Riverwood produces good programmes they will get market for it since the market is open.

Ans: MOA plans to have consultative meetings to discuss amongst other things the programming code.

Q6: CA should give Riverwood a TV license. This way they can have a platform to put their content

Ans: Any person who is interested in broadcast should apply for a license.

Comment

The market in Kenya is very big. Riverwood is partnering with others to put their content on the cloud. Hence they aren't interested in getting a licence. Video On Demand is the future.

Comment: Local content is patriotic and we need to support local producers.

Q7: USF should be a revolving fund where broadcasters can borrow money. CA can also develop another fund to grow the digital broadcast.

Ans: Licensees of the Authority are eligible to contribute to the USF. The law is clear that licensees should contribute. The funds are just being operationalized part of the proceeds of this fund can be allocated for content production. We need to have a film policy and set up a film fund.

Q8: What is the value of the broadcast TV license and can it be used as a collateral security for loan?

Ans: As part of requirements for application for license one is required to submit a business plan. Hence the same can be used as collateral for security in banks.

Q9: I have not heard about the unethical behaviors in handling independent producers. What are we doing to address this?

Ans: KICA regulations have dispute resolution mechanisms. There's also a complaints handling procedure whereby complaints can be lodged with CA.

It's also hard for broadcasters to give audience to each independent producer hence producers should be urged to give their content to Riverwood who is a content aggregator.

Comment to Riverwood- Please produce more religious programs in order to get good market

Q10: What measures are there to push for local content? Can we give tax holidays. Can we look beyond local content quota rules?

Ans: Regulation is progressive and we need to start from somewhere. We should implement the quotas then explore other avenues. KFC should be the limelight of looking for incentives.

Comment: We need to challenge ourselves to explore other avenues besides quotas

Comment: We need quality content. Producers should come up with thematic programs.

Q1: Most of their content is local. Riverwood is yet to produce content for farmers TV

Ans: Riverwood committed to have discussions with farmers TV offline.

Comment: We should focus on different topics and give viewers what they want to watch. It's challenging to find someone who will cater to your market.

Comment from CA:

In other jurisdictions the best practice is to exclude news and adverts. For broadcasters who do not meet the local content will be required to pay a penalty. This applies to KTN news and other niche broadcasters.

The moderator, Rachel Alwala closed the session by giving a wrap up of what was discussed. She mentioned that local content is critical in growth of TV market and challenged the participants to think of ways to build our market.

2016 ICT WEEK DAY 3 REPORT

TELECOMMUNICATION AND FREQUENCY FORUM REPORT

The forum started at 9:20am where the Masters of ceremony of the day Ms. Rachel Alwala welcomed all the participants and invited Ms. Jolly to kick off with a word of prayer. She welcomed Mr. Alfred Ambani , Assistant Director, Multi Media Service, as the moderator of the Session.

Mr. Ambani welcomed participants to the Telecommunication Forum and stated that the morning session would cover Telecom Compliance Reporting and thereafter welcomed Mr. Derrick Khamali, Manager/Telecom Compliance to deliver his presentation.

Presentation 1: Telecom Compliance Reporting

The presentation by Mr. Derrick was divided into three parts i.e. Licensing Standards, Compliance Requirements and Compliance Expectations. He pointed out that the presentation and deliberations were meant to bring out best practices and expectations from all players for smooth cooperation between the Authority and the Licensees. In the presentation participants were informed of the ULF licensing trends informed by new market developments, compliance requirements and expectations.

In summary the moderator, Mr. Ambani noted that the presentation highlighted the following;

- Touched on the licensing framework
- Role of licensing and new market developments
- The process undertaken to modify the license and purpose
- Areas of modification
- Enhancement of penalties
- Suspension of operation and transition provision
- Late payment of regulatory fees
- Subscriber management

He concluded by stating that the Authority will continue set up additional regional offices in various counties to increase points presence, new regulatory tools will be acquired and revocation of licenses for non-compliant licensees.

The presentation is available on www.slideshare.net/CAkenya/presentations

QUESTIONS & ANSWER

Q1: Why is the Authority not declaring Kenya a network & technology neutral country to attract investors?

Ans: Kenya was declared technology neutral when ULF was implemented in 2008. Licenses in the old framework will no longer valid after June 2016

Q2: The Authority should avail compliance forms online for licensees to fill to increase efficiency in terms of paper and time.

Ans: CA is considering online compliance reporting especially for Q1, Q2, Q3 but for Q4 since it's required for some documents to be submitted in the original form submission will be manual.

Q3: Provide clarification on the requirement for Licensees to Provide the CR12 of corporate partners.

Ans: This requirement is in terms of ownership of the business, ie shareholding entities and not business partners.

Q4: Isn't the Authority obliged to inform subscribers before a service provider shuts down their services and to handover the subscribers to other providers?

Ans: Subscriber management is one of the license conditions. For the case of TKL CDMA network all subscribers were given chance to migrate to GSM and were given handsets with same numbers they had on the CDMA platform. The reason for shutdown was that it was expensive to operate both GSM and CDMA networks. In the case of Yu mobile network the entity officially rounded up their business and all the subscribers were transitioned to AIRTEL.

Q5: In licensing, how many counties can it cover?

Ans: The scope of coverage is dictated by the proposed business plan that was initially provided. If need be one would be required to upgrade their license to the next level/ tier to cover a larger area.

Q6: What is the Authority doing about unregistered contractors/technical personnel?

Ans: CA invites all stakeholders to share information on any illegal operators for action to be taken.

Q7: Does CA follow up to ensure that service providers follow the law in allocating 30% of their contract works to marginalized groups (youth, women, PWDs)?

Ans: This regulation of public procurement on applies to public organs and not private.

Q8: Whenever there are downtimes in provision of services such as Internet, voice, SMS, PRS etc, which might cause a subscriber to be unable to unsubscribe from a service and in turn continues to be billed, does the Authority monitor such?

Ans: The Authority monitors quality of service on behalf of the consumers and penalties levied on those who fail to meet threshold KPI's on the license conditions. Consumers are required to lodge complains with the service providers and also escalate, where necessary, to the Chukua Hatua Platform for resolution.

Comment

A participant thanked CA for efforts put in place to address the challenges faced by content service providers when interconnecting with the mobile operators.

Q9: Can the penalties levied on mobile operators for failing to interconnect CSP's be shared with the affected CSP licensees?

Ans: Penalty fees can't be shared. It is state money and goes to the national kitty.

Q10: Can the Authority consider exempting licensees who have not been able to stabilize due to interconnection challenges from paying the annual fee?

Ans: Licensee annual fee is payable from the issuance date of the license and as long as the license is in force. License fee will only fail to be paid if the license is revoked.

Q11: The upgrade of CDMA to GSM by Orange does not support Fax, this has led to loss of business. What is CA doing in terms of protection of the consumer in such a scenario?

Ans: Case is considered to be administrative and needs to be dealt with specifically. Consumer advised to launch a complaint with the operator in order to be assisted.

Q12: Taking into consideration the losses some licensees have incurred because of mobile network operators refusing to interconnection, is the contractual agreement subservient to the statute regulation? The Act of Parliament should take precedence to business agreement.

Ans: Supremacy of legislation follows hierarchy from the Constitution downwards to license conditions. Regulations will always be superior over any other agreements that are established

SESSION 2:

The moderator, Mr. Liston Kirui, Assistant Director, Licensing and Compliance called the meeting to order and noted that wireless communication has changed how we socialize. He also noted that radio waves don't respect boundaries of any kind thus making it necessary for neighbors to agree with one another on how to deploy radio-communication systems. The moderator further noted that different regions of the world experience different climatic conditions, which affect radio waves characteristics necessitating collaboration with other countries.

He then invited the presenter: Mr. Edwin Ombega, Radio Engineer, Frequency Spectrum Management, to share the outcome of RA-15 Radio Assembly, WRC-15 and CPM-19-1 conference.

Presentation 1: Outcomes of World Radio Communication Conference (WRC) and opportunities created for Entrepreneurship

The presenter, Mr. Ombega started by stating the overview of the presentations as follows:-

- a) Preview of WRC
- b) Outcome of Radio Assembly (RA-15)
- c) Outcome of WRC-15
- d) Outcome of Conference Preparatory Meeting (CPM-19-1)
- e) Implication of the conference decisions on Kenya.

He said frequency spectrum management is a coordination of different bodies such as ITU, East Africa Communications Organization (EACO), African Telecommunication Union (ATU), with the Authority and added WRC usually hold their meeting every 3 to 4yrs. He highlighted the outcomes of RA-15 and the implications of WRC-15 decision to Kenya.

He stated that after WRC - 15 the first session of CPM - 19 was held in Geneva from 30th Nov to 1st Dec 2015 and that the purpose of the meeting was to organize, coordinate and allocate preparatory studies for WRC - 19 based on the agenda proposed by WRC 15. In total around 21 agenda items were identified for discussion during the next conference in 2019.

The presentation is available on www.slideshare.net/CAkenya/presentations

QUESTION & ANSWER

Q1: Issues surrounding the Wi-Fi sharing of spectrum with competing applications key among them LTE-U

Ans: The discussions are ongoing with regard to WIFI sharing of spectrum with LTE-U. This is a worldwide debate with trials in the US and we should all await the outcome of the ongoing discussions and the set standards to ensure coexistence with established services.

Q2: What are the procedures for application of authority for spectrum for experimental purposes?

Ans. The procedures are available on CA website. Spectrum trials applications are evaluated on a case-by-case basis. Priority is given to primary services and a trial license is given for successful cases

Q3. What is the role of CA in security of SCADA (Supervisory and Control data acquisitions systems) systems from intruders to such systems and also the general security in users of spectrum in various applications?

Ans. CA assigns frequencies, to entities of good standing in the country, established during the licensee application process. SCADA systems are localized in an industry and therefore the wireless communication is used with the various sensors. An outsider will not have easy access to the system. If the SCADA system has to cover a long distance, then a provider of point to point or internet service is brought on board. Thus security is in multiple levels and should be ensured by all players.

Q4: Is there any protection given to people who import vehicle technology, i.e collision avoidance systems?

Ans: The registration of the motor vehicles falls under the purview of another government agency, but if a spectrum issue is contentious, the Authority invites you write to us and we will engage with the state department concerned. If your car has enhanced features using frequency, naturally we will expect it not to interfere with the established systems. Otherwise, the owner will be required to seek type-approval of the radio equipment.

Q5: I have learnt a lot, can the organizers of the event please consider a certificate at the end of the sessions?

Ans: CA will consider this request for future editions of this forum.

Q6: My concern is with regard to allocation of spectrum to IoT. Do we envisage a scenario where spectrum in this area will be unavailable in Kenya possibly having been assigned to someone who is hoarding only from genuine users to lack spectrum.

Ans: CA is more than ready to domesticate these trends in technology and the associated spectrum. This is a process that happens after every major conference with binding resolutions. Thus with proper standards agreed through ITU resolutions, Kenya is bound to implement this.

Q7: Is CA prepared for IoT, and LTE-U as the channelization's plans in place are only in 7MHz, 14MHz which may not be available for this services

Ans: There are studies ongoing with regards to IoT spectrum. The 6GHz band has just been identified for a possible allocation for high capacity applications, of which 7 MHz, 14MHz are not adequate. As such high capacity bands (6-30GHz) with much larger bandwidth channelization plans are being studied.

Q8: Concern was raised with regard to infrastructure sharing in the LTE infrastructure.

Ans: This is being handled with regard to the modalities of sharing the spectrum resource available for LTE, this transcends the tier one operator to the tier 2. Sharing has expanded with considerations of passive sharing where the MVNO model of sharing is considered. LTE spectrum is to be shared among all the mobile operators. CA is developing the guidelines and will share with the industry.

Q9: Much appreciation to CA's resolving harmful interference. My concern is with regard to harmful radiation what happens to this?

Ans: Thank you for recognizing the efforts CA does in resolving harmful interference. We have the Radiation Protection Board that is concerned with all radiation the public is concerned. Though CA restricts itself to radiation from radio communication equipment installations in the country, we do give parameters while licensing for operation that is well within international standards. The Authority further conducts inspections on these radiation-emitting installations to certify they operate within limits. Also, CA type approves all telecommunications equipment in the country from

mobile phones to other to all-radiating equipment deployed in spectrum related services. This is to certify that the type-approved phones available in the market are not harmful for human use.

Q10: What is CA doing to empower local contractors? What other benefits can be derived from a contractor license. CA should engage the big operators in assisting the contractors

Ans. In supporting licensed contractors, CA does the following:-

- Taking enforcement action against illegal contractors - Report will be published hence clients will be aware and only seek the services of licensed contractors.
- State agencies will be made aware of the requirement to use licensed contractors
- CA liaises with the immigration department to ensure that foreign firms use local contractors instead of bringing their own.

SESSION 3

The moderator of the session Mr. Kirui welcomed the presenter Mr. Derrick Khamali to deliver the presentation on quality of service monitoring, which he noted was an important consumer issue.

Presentation 1: Updates On Regulatory Activities

The presenter stated that consumer issues relate to all people. He stressed that every stakeholder has the responsibility to find ways for solving consumer complains. He noted that the first licenses issued lacked QoS conditions.

The presenter apprised participants on the QoS/QoE KPIs that are monitored by the Authority to ensure that reasonable quality of service is maintained by Licensees. The presenter highlighted on Quality of Service (QoS) that has evolved beyond network sector to Quality of Experience (QoE). The presenter also highlighted the changes in the updated compliance forms and various consumer issues.

The presentation is available on www.slideshare.net/CAkenya/presentations

Presentation 2: Review of Compliance Forms

Presenter highlighted that some of the sections in the NFP, ASP, CSP forms has been reviewed.

He further noted that the Authority has key Mandate to protect the Consumer.

He drew the attention of the participants to the following

- a. Complaints Handling Procedures.
- b. License terms and conditions.
- c. Types of Consumer Complaints.
- d. Challenges in resolving Complaint

The presentation is available on www.slideshare.net/CAkenya/presentations

Presentation 3: on Consumer Issues:

The moderator Mr. Kirui invited Ms. Alwala for the presentation on the consumer issues. In this presentation the participants were informed of the following:

- Complains procedure
- License terms and conditions
- Types of consumers complains
- Resolutions of consumer complains
- Customer satisfaction survey FY 2014/2015
- Challenges
- Way forward

The presenter concluded by giving contacts to the participants for making consumer complains. CA also shared information on the summary of consumer complains for the fiscal year 2014/2015 and 2015/2016.

The presentation is available on www.slideshare.net/CAkenya/presentations

QUESTION & ANSWER

Comment – A participant thanked CA for being candid and understanding issues faced by consumers in the ICT industry.

Q1: Who is responsible for regulating cyber cafes because some of them offer very poor services such as very low speed?

Ans: Cyber cafes are a point of sale for an ISP. License allows follow-up until ASP. CA does not fully regulate cyber cafes to give room for this market (since it's still very small) to achieve equilibrium through competition and deliver results. Consumers need to be educated in the meantime to choose points with better quality services.

Q2: How safe are we from fraudulent criminal calls. Can't the Authority control calls from areas where they are emanating such as prisons?

Ans: Consumers are sensitized not to engage random phone calls and ignore them. Jamming of frequencies around prisons is illegal since there are people around these areas that also have a right to communication such as prison wardens. Simcard registration regulations will address this by making it possible to trace violators, which in turn has the effect of discouraging use of lines for criminal activities.

Comment:

One of the participants had a similar experience and resolved it by separating personal and business contacts and decided not answer calls from unknown callers on his personal line. He encouraged other participants to adopt this approach.

Q3: Before the defunct KPTC was split, it used to control training in the telecommunications industry. KCCT also used to issue certificates recognized by CA.

Who is currently in charge of quality of training? And why is the Engineers Board of Kenya (EBK) demanding personnel to be registered while they don't license.

Ans: The Kenya College of Communications Technology (KCCT), now MultiMedia University (MMU) of Kenya, is now under ministry of Education Science & Technology. CA liaises with training institutions and has an MOU with some of these institutions. CA also takes up interns from training institutions. Regulation of quality of education in all sectors is in the purview of ministry of education.

Q4: Ever since Kengen installed power generation windmills in Ngong Hills, mobile service quality has deteriorated. Is the Authority aware of this and if so what is being done?

Ans: CA informed the participants that it is aware of the situation in the area and the claim associating the degraded signal to the Kengen facility, but stated that initial checks had been done and there no obvious linkages between the Kengen facility and the problem in the area. CA took note of the complaint and asked the participant to give the contacts for follow-up on the same in order to address the concern.

Q5: Can CA request counties to establish common fiber ducts for service providers to use and reduce the frequency of excavations and civil works in the cities and towns around the country?

Ans: This is already part of the infrastructure sharing drive and the message is already out there.

Q6: In Nairobi there is a black market for stolen and counterfeit mobile handsets. What can the Authority do to ensure people don't buy such gadgets?

Ans. CA is coming up with a device management system (the tender is still open and will close on 25th May 2016), which is going to discourage the use of stolen, substandard gadgets as well as simboxes. We'll have a whitelist and only devices on that list will be provided access to services. CA will be working together with Kenya Bureau of Standards, Kenya Police Service, Kenya Anti- counterfeit Agency and Kenya Revenue Authority to make sure all phones coming into the country are declared.

Q6: There is a concern that the Data Protection Act, which is being developed, might limit local software and application developers to compete internationally.

Ans. The prevailing constitutional dispensation demands a lot of public consultation. Entrepreneurs and all stakeholders should make sure that they get information on the public consultation process and participate in examining the proposals put forth to highlight areas of interest and also give their inputs. This will enable them to influence the process to make sure their needs are taken care of.

Q7: Does CA collaborate with other organs in the industry such as COFEK & KEBS in its effort to address consumer issues and quality of products?

Ans. Yes, CA works in synergy with all stakeholders who represent the interests of consumers.

Q8: Are complainants assured of their security because their contact information is left with the Authority after lodging a complaint.

Ans. The Authority works with integrity and there are internal controls within to ensure information is kept confidential. Complainants are safe to bring information and will not be victimized.

Q9: CA should give guidelines on noise levels by road shows and Public address system.

Ans. This falls under the purview of NEMA.

Q10: Consumers need information on the threshold levels of radiation that might be harmful

Ans. CA does compliance monitoring to ensure that BTSs emit electromagnetic radiation that does not exceed a certain limit. This limit is set by the International commission on non-ionizing radiation protection (ICNIRP). The RPB is mandated to deal with ionizing radiation such as x-rays, gamma etc. which are way beyond what is produced by telecommunication systems. However, CA uses the expertise of RPB through an MOU to measure radiation when called upon

Q11: Technical personnel in the lowest level are not guided under law nor are they recognized by ERB to practice to make them accountable in the event of a problem. In regard to this, there is a Bill, which was passed in parliament in February called the Technology Bill. Can this forum be used to persuade the president to assent this Bill?

Ans. The Bill is awaiting presidential assent. Ours is to identify the policy makers within the ministry in order to get specific leads for follow-up.

The moderator gave Mr. Peter Nyongesa, Manager/Numbering an opportunity to address the participants. In his remarks, Mr. Nyongesa brought to the attention of the participants that number utilization reporting is being poorly done and that inadequate reporting might lead to those numbers being withdrawn. He also informed content service provider licensees the advertisement of short codes is supposed to be accompanied by tariffs showing the costs. Lastly, he informed issuers of short code to be notifying the Authority when a short code is issued.

The Moderator Mr. Kirui encouraged consumers to work with the Authority in enforcement by sharing information. He also stressed the importance of stakeholders and consumers to participate in public consultations to make sure their needs are not overlooked. He wended up the discussions by stating that in matters relating to environmental protection, the Authority is consulted by NEMA, among other stakeholders and like CA, NEMA has to strike a balance having received comments from multiple sources and that this is the nature of regulation. He thereafter closed the the session and handed over to the emcee Ms. Alwala.

Ms. Alwala relayed to the participants to join the Authority in sensitizing consumers through the next Kikao kikuu forum.

The activities of the day officially came to a close at 4:40pm.

2016 ICT WEEK DAY 4 REPORT

POSTAL AND COURIER FORUM REPORT

Introduction

Ms. Rachel Alwala, Assistant Director/Consumer Public Affairs, called the Forum to order at 9.30am with a welcome note. She went ahead to remind the delegates that the day was meant to provide an avenue for the Authority and Postal Couriers to deliberate on the sub-sector's issues. She gave a brief about the postal courier industry and invited Mr. Peter M. Ikumilu to give a word of prayer. She then invited the Moderator of the day, Mr. Richard Tonui, Ag. Assistant Director /Market Analysis & Tariffs.

Mr. Tonui welcomed all participants to the forum. He emphasized that postal services play a role in socio-economic factors and went on to introduce the two presentations: Compliance requirement and The Role of NAS in E-Commerce Growth.

Presentation 1: Compliance Requirement

Mr. Bernard Nderitu, Ag. Manager Postal Courier Compliance introduced himself and noted that the presentation was on compliance rather than enforcements, as all courier operators present were licensed. He gave a background on the different laws and regulatory instruments referred to when going through compliance procedures.

Mr. Nderitu highlighted areas of compliance, which he described as generally being divided into three:

- Financial compliance
- Documentary compliance
- Operational compliance

He further went on to explain to the audience the importance of submitting compliance returns on time, which is a requirement under the licenses. He stated that there was a proposal, which was under review to charge KShs 5,000 for late submission of compliance returns. The participants were told of the importance of data contained in the compliance forms, which enables the Authority to come up with quarterly and annual reports.

Mr. Nderitu mentioned that CIAK has been helpful in reaching out to its members but still there are a lot of delays in submission. On submission of current certificate for shareholding for limited companies, he explained that it is done annually to ensure the 20% local shareholding is not diluted.

Mr. Nderitu touched on the firms whose license had just been revoked. He informed the audience of the lengthy process of license revocation and explained that the process had been structured that way to protect the licensees as much as possible.

He took the audience through the process taken before the firms' licenses are finally revoked. He said the Authority, as the regulator, wanted to create a level playing field for all its licensees.

Mr. Nderitu thanked the participants for being attentive.

The presentation is available on www.slideshare.net/CAkenya/presentations

The moderator: Mr. Tonui gave a recap of the compliance requirements and areas of compliance. He briefly mentioned about the National Addressing System and how it will help the country on e-commerce.

The moderator then invited Mr. Geoffrey Mwove Chairman Courier Industry Association of Kenya (CIAK) to give his presentation on the role of NAS in e-commerce growth.

Presentation 2: Role of National Addressing System in E-Commerce growth

Mr. Mwove introduced himself and briefly told the audience about CIAK and its roles in the postal industry. He mentioned the stakeholder's forum in March 2016 and the process of setting up a committee was on going.

He gave an introduction on e-commerce and pointed out that Kenya has never had a proper physical address system since independence, a major challenge to e-commerce and shared e-commerce enablers.

He summarized by stating good National Addressing system will:

- Facilitate economic development
- Promote e-commerce
- Improve access within the city
- Facilitate the delivery of mail and emergency services
- Help in planning and managing essential services
- Promote revenue collection

The presentation is available on www.slideshare.net/CAkenya/presentations

The moderator: Mr. Tonui gave a brief recap of e-commerce, mentioned the enablers and inhibitors of e-commerce as access to internet services, access to financial services, physical logistics, cyber security, addressing systems, customs duties and taxes on items from abroad. He then opened the floor to Q & A session.

QUESTION & ANSWER

Q1: What is NAS?

Q2: What is the way forward for NAS? Who is going to be responsible for NAS? Is it PCK or is it CA?

Ans: Elaboration on NAS

Kenya's vision 2030 seeks to transform the country to a newly industrialized middle-income economy. Effective addressing and integrated quality address data constitute an important part of Kenya's infrastructure therefore there is a need for a single authoritative physical address registry that facilitates identification of people and properties for: security, emergency, mail delivery etc.

The mandate of the Authority is to establish a national communication numbering and Address plan (NCNAP). This plan is meant to manage the national addressing system and is enshrined in Kenyan legislation CAP 411A (Act) of our laws.

NAS is a framework that provides for, among others, the naming, numbering of streets, properties and coding to facilitate easy identification and location of such places on the ground. It also involves the development of digitized maps for use in the management of settlements and urban communities.

He stated that the objective of the NAS project that is being pioneered and steered by the CA is to establish standards for naming roads to assist in emergency management and courier services among others. He noted that this will eliminate confusion and create a standard system by which uncoordinated addresses by counties is maintained nationally.

He observed that the role of counties would be critical in ensuring harmony between national (CA) and county planning.

CA will be issuing permits to addressing experts to roll out NAS in all counties across the country in accordance with the NAS principles system and standards that will have been established. The participants were advised to visit the Authority's website and offer comments on the consultation paper.

Participants were informed that a steering committee to drive this effort is currently being constituted. The Authority had written to all key stakeholders identified in the NAS workshop to nominate a member and very soon the patron who is the CS in charge of ICT will inaugurate the steering committee.

Some of the components that will be embedded in this NAS system is proof of addressing, important as an authentication unit, necessary for security purposes.

The moderator gave a short summary of the presentation and invited the participants to a health break.

SESSION 2

QUESTION & ANSWER

Q1: What does NAS intend to achieve in 1 or 2 years especially on funding?

Ans: NAS is a public private sector partnership approach, which, in our view, is going to address the funding issue. Counties will have to put up an element of budgeting in their counties to address this. The addressing will be uniform throughout the country.

There will be a steering committee that will be addressing this with guidance from an expert, with UPU offering specialist support. The UPU will be visiting the CA in July 2016 to advise on the funding mechanism and to advise the steering committee that will have been set up.

Q2: There have been talks about 0.5% of USF levy. There is lack of clarity. Who qualifies and where does PCK come in?

Ans: The Kenya Information & Communications Act (KICA) regulations indicates that every CA-Licensed ICT player is required to contribute 0.5% of preceding year's gross revenues annually to the Fund. The rationale of the fund is to ensure that all Kenyans in any part of the country enjoy communication services both the "unserved and underserved".

Based on the foregoing, the fund is therefore not for PCK only, but it can be accessed by all firms.

Q3: How does a briefcase courier get a license? Does CA carry out physical inspection to verify the physical address? How do you determine physical address?

Ans: When it comes to courier outlets, you need a physical outlet. This is stipulated in the regulations/terms and condition of the license. Once a courier is licensed their premises are inspected on our quarterly routine inspections to ensure they meet security and safety standards.

The Authority doesn't carry out physical inspection prior to licensing, as one is not expected to have a facility prior to being licensed. However for entities that have existing networks/offices e.g. Matatu saccoes and securities firms, these can be converted into courier outlets. Once they are licensed, the facilities are then inspected to ensure compliance.

Q4: Why does it take long to revoke a courier license?

Ans: It takes long to revoke a license because the law protects the licensee (investment, employees) etc. The Authority has to give the licensees as much time as possible to comply.

Q5: Cyber security being an inhibitor, some courier operators may have cost limitations. Does CA have a team to assist with cyber related incidents? In case CA does not have capacity do they outsource?

Ans: We have Kenya National Computer incidence response (Ke-CIRT) team, hosted at the Authority. They monitor online activities and give warnings prior to attacks getting to Kenya. The team is on the e-commerce and cyber security division and the deal with cyber security issues.

Q6: How safe are the packages that we send in this era of terrorism? Most courier companies don't inspect parcels.

Ans: CA developed an elaborate guide, which requires that all licensees should ensure prohibited goods are not introduced into their networks. One of the conditions is to ensure sealing is done at the licensees end. Licensees are also required to have specific gadgets to detect prohibited goods.

These guidelines are going to be implemented in the revised license conditions, which will be issued. Assessment forms will be introduced to assess operators to reduce these incidents.

The Authority is also considering setting up a centralized and shared security facility where operators can scan parcels. The suggestion is still being considered and a way forward will be conveyed.

CIAK encouraged its members to adhere to a common standard regulated by the Authority. CA and CIAK developed a security code of practice, detailing the minimum-security standards. The code is yet to be enforced. However major players in the industry have already invested in screening equipment.

Meanwhile the consumers have a responsibility to know the operators they are dealing with, and the licensees are required to clearly display the license.

Q7: The CA should visit the deregistered licensees and ensure they are not operational. The regulator should also be able to help consumers identify the legal from illegal operators and make the public aware of its enforcements actions on illegal operators.

Ans: The Authority has issued a public notice informing the public of 38 Postal/ courier licensee who have been deregistered and also encourage the public to use only licensed courier operators.

Q8: How do I get compensation in case of loss of parcels when at the point of sending I did not declare the value of contents because of fear of being charged more and the operator also did not require me to declare?

Ans: On compensation courier companies operate within certain guidelines. They have to submit compensation policies with the Authority. Apart from letting the public know the licensed operators, the Authority also guides and warns them against using unlicensed operators.

Q9: CA should organize meetings with licensees to take them through the process of filling compliance return forms.

Ans: CA noted the comment.

Q10: How do we get to educate the consumer on who is licensed? I propose that a short code be used to confirm who is licensed per geographical area?

Ans: The Authority expressed that that this was a good suggestion.

Comment: The Authority informed the licensees that their consumers are becoming more technology savvy therefore encouraged them to ensure that their locations can be found on google maps.

Review on matters arising from the ICT Week 2015 Postal Forum.

The Authority drew attention to the following issues raised during the last Postal Forum:

1. The Courier Industry Association of Kenya felt there was need for further consultations in regard to USF.

The participants were informed that the regulations had been revised and CIAK was encouraged to be actively involved and offer their suggestions.

2. Operators felt that lack of a National Addressing System posed a challenge to the growth of e-commerce.

Participants were informed that the Authority was in the process of constituting a NAS steering committee, which will be launched soon.

3. The operator's felt that competition from illegal operators was a threat to them as they charged very low unregulated prices.

Participants were informed that over 50 illegal operators have been arrested and arraigned in courts countrywide. The Authority assured the operators that a surveillance and enforcement activity on illegal operators is ongoing. The participants were also requested to give suggestions on how to tackle the illegal operators.

4. Operators felt that levies and taxes charged on products purchased on online platform were too high therefore making products too costly.

CIAK submitted a memo to the CS who promised to address the issue with the relevant authorities.

Recommendations:

The Authority guided the participants on the following recommendations of the Postal Forum:

- A call for all participants to contribute to the consultation paper of a NAS.
- The licensees were reminded to submit compensation policy and complaints handling procedures to the Authority.
- The Authority shall endeavor to publicize its enforcement activities for greater impact.
- The Authority shall endeavor to fully implement the set out security guidelines.
- All postal courier licensees were encouraged to join CIAK, which is a recognized body that will help them to embrace industry code of practice.

- The Authority will continue sensitizing the judiciary with postal offences in the postal courier sector.
- The Authority would continue to engage the stakeholders from time to time as continuous engagement is very important in enhancing security.

On the closing remarks for CIAK vice secretary Ms. Charity, she requested the Authority to share market information from compliance returns with the operators for bench marking purposes.

Mr. Mwove on his closing remarks urged all courier operators to join CIAK as it offers a very good platform to engage the regulator. He added that CIAK is engaging the Authority on areas that matter to the operators or the businesses and industry code of practice that will encourage good practice, benchmarked with international standards. He thanked the Authority for the continued improved engagement in the last one-year and the development of new regulations on licensing. He also appreciated the ongoing training in the sector by the Authority in partnership with AFRALTI offered to the courier operators.

Ms Jolly Sogomo, Manager postal licensing thanked the licensees for continuous cooperation with the Authority. She went ahead to urge the operators to share intelligence information on illegal operators to enable the Authority carry out enforcement action on the same.

The moderator Mr. Tonui on the issue of market share and market information urged the operators to give information through data on compliance returns and from that data the Authority will be able to undertake analysis and share during annual forums.

He thanked the panelists and closed the session at 12:45pm. He thereafter handed the program back to the master of ceremony of the day.

Ms. Rachael Alwala Assistant Director Consumer Public Affairs thanked the participants and gave a brief summary of the events and activities that took place during the entire ICT Week. She went on to invite Mr. Liston Kirui who was the overall coordinator of the ICT week to give a snap shot of the discussions that had taken place throughout the week.

In his summary Mr. Kirui stated that the average number of participants to the forum each day was about 160. In the first day, the Authority was advised to better lobby for their associated regulations and the consumers were interested to know how they are protected while they are using the Internet. In the second day some of the key issues raised include the consideration of bloggers as broadcast content providers and the issue of local content. From the third days deliberations it was noted that CA is developing new framework, which include the regulation of cyber cafes. In addition the Authority is coming up with a mechanism of handling stolen mobile phones in the market. In highlighting the postal forum he noted that the issues are still fresh in the mind of the participants.

Mr. Kirui invited the participants to continue engaging the authority via email in addressing issues not addressed in the forum. He then declared the ICT week officially closed.

Annex 1 : ICT Week events time table
ICT WEEK
17TH – 20TH MAY 2016
VENUE: LAICO REGENCY HOTEL
DAY 1 TUESDAY - 17TH MAY 2016

Time	Activity
08:00 am– 08:45am	Arrival and Registration
08:45am – 08:55am	Opening remarks by Mr. Francis Wangsui, Director General Communication Authority of Kenya
08: 55am - 09:05am	Remarks by Mr. Ngene Gituku, Chairman of the Board of Directors, Communications Authority of Kenya
09: 05am - 09:15am	Welcoming remarks by Sammy Itemere Principal Secretary, (Broadcasting and Telecommunications) Ministry of Information Communications & Technology
09:15am - 09:30 am	Remarks by the Chief Guest - Mr. Joe Mucheru, MBS, Cabinet Secretary for Information & Communications& Technology,
09:30 am - 10:00 am	Tea Break
MEDIA FORUM	
10:00 am- 12:00 noon	Closing the ICT Access Gaps-
	Regulatory Perspective in dealing with the Cyber Crime challenge
12:00 noon -01:00 pm	Legal and Policy Framework
01:00pm – 02:00 pm	Lunch Break
02:00 pm– 3:00 pm	Universal Service Fund and Obligation
	Competition Management
CONSUMER FORUM	

03:00 pm– 05:30 pm	Regulations and Consumer Protection in a converging environment.....
	Empowering Consumers in the quest to foster innovation
	Social impact of ICT
	Service Delivery in CA
	Q & A
	Conclusion and Way Forward - <i>Moderator</i>
05:30pm – 6.30pm	Tea Break
06:30 pm	Cocktail <i>Guests leave at their pleasure</i>
End of Day 1	

DAY 2 WEDNESDAY - 18TH MAY 2016

Time	Activity
BROADCASTERS FORUM	
08:00 am– 08:45am	Arrival and Registration
08:45am – 09:00am	Welcome Remarks
09:00 am – 10:30am	Broadcast Licensing on Digital Terrestrial Television.....
	Content Regulation (Programming Code).....
	Q & A
10:30 am - 11:00 am	Tea Break
11:00 am- 01:00 pm	Highlights on survey on good taste and decency standards in Broadcasting
	Content Classification by <i>Kenya Film Classification Board</i>
	Q & A

01:00pm – 02:00 pm	Lunch Break
02:00 pm– 04:30 pm	Local Content Independent Producer Perspective.....
	Broadcaster Perspective
	Q & A
	Conclusion and Way Forward - <i>Moderator</i>
04:30pm – 5.00pm	Tea Break <i>Guests leave at their pleasure</i>
End of Day 2	

DAY 3 THURSDAY - 19TH MAY 2016	
Time	Activity
NETWORK FACILITY PROVIDERS/APPLICATION SERVICE PROVIDERS/CONTENT SERVICE PROVIDERS/CONTRACTORS AND VENDORS FORUM	
08:00 am– 08:45am	Arrival and Registration
08:45am – 09:00am	Welcome Remarks
09:00 am – 10:30am	Compliance Reporting.....
	Q & A
10:30 am - 11:00 am	Tea Break
11:00 am- 01:00 pm	Outcomes of World Radio Communication Conference (WRC) and opportunities created for Entrepreneurship
	Q & A
01:00pm – 02:00 pm	Lunch Break
02:00 pm– 04:30 pm	Consumer Issues
	Q & A
	Conclusion and Way Forward - <i>Moderator</i>
04:30pm – 5.00pm	Tea Break <i>Guests leave at their pleasure</i>

End of Day 3	
DAY 4 FRIDAY - 20TH MAY 2016	
Time	Activity
POSTAL FORUM	
08:00 am– 08:45am	Arrival and Registration
08:45am – 09:00am	Welcome Remarks
09:00 am – 10:30am	The role of National Addressing System (NAS) in growing e-commerce - <i>CIAK</i>
	Compliance and reporting requirements for postal/courier operators -
	Q & A
10:30 am - 11:00 am	Tea Break
11:00 am- 01:00 pm	Consumer Issues
	Conclusion and Way forward - <i>Moderator</i>
	Closing Ceremony
01:00pm	Lunch Break <i>Guests leave at their pleasure</i>
End of Day 4	

Annex 2: ICT Week Attendee Register

**ICT WEEK PARTICIPANT LIST
DATE: 17TH-20TH MAY 2016
VENUE: LAICO REGENCY HOTEL**

No.	PARTICIPANT NAME	ORGANIZATION
DAY 1		
1	Maina Kairu	MolCT
2	Michael Kiprotich	Kass Media
3	P. Asura	Leopard Group
4	Joshua Anyon'ga	Silchip International
5	Samuel. G. Njenga	Ascom Networks LTD
6	Nelly. R. Akinyi	Watoto Watch Network
7	Kemboi. K. Kenny	Micromobile LTD
8	Willis Oyoo	NLC
9	Rev Chris Arapmutai	ATG
10	Andrew Ahonobadha	Telkom Kenya
11	John Manyasi	Demassin Technologies
12	Salim.S.Muslih	Kenya Maritime
13	Olive Kathure	Wavecom LTD
14	Perez Odhiambo	Jemi Courier
15	Vicrot Omondi	Security Group Africa
16	Alexander Mathenge	Del
17	Esther Manyasi	Demassin Technologies
18	Patrick Ball	Lulu Technologies
19	Mauline Libese	Global Messaging Services LTD
20	Remmy Kwalia	Sido News Network
21	Jones.M.Muindi	Kangunen Sacco
22	Susan Wanjiku	UAP Insurance
23	Francis Omondi	OPTINET
24	Ezekiel Karanja	MolCT
25	Samuel Nyamu	ZTE Kenya LTD
26	Caroline Wambui	GBS TV
27	Thoman Thiong'o	SES
28	Emmanuel Mukhebo	PDSL
29	Katya Nyangi	Makini Schools
30	John Odada	Tencent Courier LTD
31	Gordon Opiyo	Health TV
32	Lisper Machoka	MolCT
33	Margaret Mathenge	EMC
34	Solomon Danda	Bell Technologies LTD
35	Aziz Malova	InterOcean Technologies LTD
36	Jacqualine Makena Kaburu	CRALAF
37	Charles Malungu	Telkom Kenya
38	Ann Mathenge	Cilcom LTD

No.	PARTICIPANT NAME	ORGANIZATION
39	Mayur Shir	Sagem.com
40	Joel Karanja	Revival TV
41	Zwingle.K.Kania	Sido News Network
42	Antony Kinyanjui	Geda LTD
43	Wilfred Oburu	AirTouch Connections
44	Michael Maina	Pillar
45	Joshu Mruttu	Telkom Kenya
46	Elias Githae	KARA
47	Jonah Mwangi	Micromobile LTD
48	James Mutahi	Ascom Networks LTD
49	Musyoki Kimbu	Kinatwa Sacco
50	Rachael Wandia	Telkom Kenya
51	Alex Gakuru	ICAK
52	Richard Ngilo	Milestone Communications Solutions
53	Evans Mutia	Jemi Freights LTD
54	Marion Onyango	Integrat
55	Timothy Kiige	Brite Afrika (K) LTD
56	James Turuthi	Call Key
57	Violet Lisero	Call Key
58	Glorious Ndege	Fone Planet
59	Eng.Henry Karanja	Kenya Meteorological Deparment
60	James Wainaina	Prime Telecoms
61	David Gitonga	Sharoo
62	Danish Rayola	Ponting Access (K) LTD
63	Martin Mutahi	Milestones Communcations
64	Moses Kiptonui Baliaj	Nancycom Ventures
65	Emmy Kithindi Makemy	Sharoo
66	Nyamita Dulo	Tuddah
67	Samson Oduor	Access Kenya
68	Monica Njenga	Indigo Telecom
69	Miriam wachira	Pendekezo Letu
70	Maj. E. Ombati	KDF
71	Jane Muthiga	Elimu TV
72	Boniface Katai	Dexter Creations
73	Donald.W.Ojiambo	CRF-Africa
74	Timothy Simiyu	Netlink
75	David Kibe	Telecommunication Today LTD
76	Carol Mbutura	Mail Managers LTD
77	Joanina Muoki	Lulu Technologies
78	Lydia Maina	Micromobile LTD
79	Antony Somba	Porting Access
80	Stella Mutua	Prime Telecoms
81	Martin Nyankundi O'baruno	TEVIRA Kenya
82	Isaac Nguku	Brulto Trading
83	Abel Bwagasi	Bell Eletricals LTD
84	Zipporah Wainaina	Tawi Commercial Services
85	Onesmus Ruirie	Kenya Meteorological Department

No.	PARTICIPANT NAME	ORGANIZATION
86	Christine Njoroge	Doublenet Technologies LTD
87	Catherine Kanyuga	Tech-Pitch/ Sportspesa
88	Isaac Otieno	Jaynet Telecomms
89	Josephine Djiracker	Elris Comunciations
90	Francis Djiracker	Elris Comunciations
91	Mohad Osman	North Eastern Mecha Telecomms
92	Clive Onyancha	Icom Technologies LTD
93	James Okello	Easylan LTD
94	James Mworia	Empire
95	Oriema Marvin.J. Okoth	O&K Advocates
96	Wangari Kabiru	YEES!
97	Fauzia Hussein	Ponyx (K) LTD
98		Nep Media
99	Paul Njuguna	MOD
100	Susane Manyasi	Demassi Technology LTD
101	George Andiva	Agano Consulting
102	Eric Muli	Professional Digital Systems
103	Francis .K.Kariuki	Jerrison Electrical Agencies
104	Tabitha Nabwire Nganga	Rena
105	Richard Rajwayi	Sproxl E.A LTD
106	Linda Kiboma	Agano Consulting LTD
107	Michael Muivuzi	Kinde Eng.
108	Irene Kabua	KLRC
109	Peter Ngambi	TKL
110	Simon Mwanthi	Kinatwa Sacco
111	Juliet Muthoni	Ketno Sacco
112	Amos Takona	Asahi Shinibun- Japan
113	Fred.W.Sikuku	Telewise Services LTD
114	Beja.M.D.Zia	Health TV
115	Atsiaya Michael.A.	Makini Schools
116	Carolyne Adongo	Global Peace Foundation-K
117	Owuor John	Safeway Courier Services LTD
118	Ndirangu Ngunjiri	Nditronics Communications
119	Delano Liku Longwe	Simbanet
120	Nicholas Manduku	C.H.D
121	Namiinda Tony	CRALAF
122	Charity Njiru	Biblia Husema Broadcasting
123	Pauline Muigai	KISE
124	Abraham Chisang	Electrotechnics Communications
125	Erick.M.Njuri	Telkom Kenya
126	Winja Noah	Winja & Partners
127	Dragon Dinck	Wananchi Telecom
128	Levis.J.Malova	KMA
129	Jacob Kandie	Jaynet Telecomms LTD
130	Saitoti Chemut	Kenya Power
131	J.Areri	Netlink.B. LTD
132	Guya Carolyne	KLRC

No.	PARTICIPANT NAME	ORGANIZATION
133	Edwin Musyoka	Telkom Kenya
134	Rotich David.K	Tiroto Consulting Enterprises
135	Charles Muchai	Avedi Enterprises
136	Micheck Theuri	Compliance Technologies
137	Peter Maina	Geone Communications LTD
138	Clifford Machoka	NMG
139	Joe Muganda	NMG
140	Mary Mukimba	KCO
141	Christopher Wambua	CA
142	Brenda Kairima	CA
143	Sharonne Olang'	CA
144	Purity Ndwiga	CA
145	Winnie Owiti	CA
146	Leo Boruett	CA
147	Daniel Kiprop	CA
148	Ikumilu Peter	CA
149	Sheila Mutuku	CA
150	Josephine Kihara	CA
151	Roselyne Gakuno	CA
152	Rodgers Wanjala	CA
153	Ombega Edwin	CA
154	Simiyu D	CA
155	John Kimilu	CA
156	Samson Were	CA
157	Solomon Kimutai	CA
158	Martin Ngesa	CA
159	Emma.A.Otieno	CA
160	Robin Busolo	CA
161	Mohamed Hassan	CA
162	Mwende Njiraini	CA
163	Alvin Ngoga	CA
164	Jolly Sogomo	CA
165	Joseph Nzano	CA
166	Daniel Obam	NSC
167	Alfred Ambani	CA
168	Liston Kirui	CA
169	Musa Etiko	CA
170	Paul Kiage	CA
171	Richard Tonui	CA
172	Eva Mwasho	CA
173	Makokha	CA
174	Lilian Ochi	
175	Caroline Murianki	CA
176	Irene Kimeli	CA
177	Cynthia Wafula	CA
178	Patricia Muchiri	CA
DAY 2		

No.	PARTICIPANT NAME	ORGANIZATION
1	Roselyn Gakuno	CA
2	Wanjala William Rodgers	CA
3	Tonny Kiprono Kirebei	CA
4	Winnie Owiti	CA
5	Timothy Thurania	CA
6	Sheila Mutuku	CA
7	Lilian Mumbe	CA
8	Peter M Ikumilu	CA
9	Rchael Tonui	CA
10	Saitoti Chemut	Kenya Power
11	Ezekiel Keragu	MOTCT
12	Samsom Were	CA
13	Samsom Kimutai	CA
14	Maureen Chepngetich	CA
15	John Kimitu	CA
16	Jolly Sogomo	CA
17	Simiyu Derrick	CA
18	Rachael Alwala	CA
19	Chris mutai	ATC
20	Pauline muigai	KISE
21	Lydia Maina	Micro Mobile
22	Josephine Kihara	CA
23	Mwende Njiraini	CA
24	Gordon Opiyo	Wealth TV Africa Limited
25	Michael Muivuzi	INCIDE Engineering
26	Halton Lucana	Hope Media
27	Emma Irungu	KFCB
28	Roselyn Keya	JOY TV
29	J. R. M. Owala	DELTACOM
30	Chattard Machoka	NMG
31	Steve Arebe	BSI
32	Hassanoor Abdi	STN Star Television Network
33	Miriam Kanyugo	Health TV
34	Santos Otollah	Eziki TV
35	Martin Mutetha	Shara Ent ltd
36	David Gitonga	Sharoo
37	Edwin Musyoka	Telkom Kenya
38	Faisal Abul	Lolwe Tv
39	Edwin Mdugua	Lolwe Tv
40	Martin Wainaina	Prime Telcoms
41	Samuel Nyamu	ZTE K LTd
42	Makhoha F	CA
43	Mwaniki Mageria	Riverwood

No.	PARTICIPANT NAME	ORGANIZATION
44	Mohammed	Royal Tel
45	Richard Ngol	Milestone comm
46	K Wangare	
47	Alex Musonge	NCS
48	Ombega	CA
49	Major Evans Ombati	KDF
50	Timothy Orioo	Nation Media
51	Aziz Malova	Introcednt LTD MSR
52	Levis J Malova	KMA
53	Alvin Ngega	CA
54	Emma Maragua	CA
55	Liston Kirui	CA
56	Jackline Wabuko	Cosmopolitan Media Ltd
57	Wanjiru mambo	Mambo Express Courier Ltd
58	Caroline Adongo	Global Peace Foundation
59	Joshua Anyonga	Silchip International
60	Baroy Nicholls	Revival times
61	Charles Mazungu	TLL
62	Babirye Vicky	KLRC
63	Alfred Ambani	CA
64	Caroline Wambui	GBSTV
65	Joel Karanja	Revival TV
66	Thomas Ekajja	BSI
67	Grace Mutiso	Hope Fm
68	Joshua Paul	Hope tv
69	Timothy Kiige	Brite Africa(h) Ltd
70	James Mwangi	Civil Society
71	Donald W Ojiamno	CRF Africa
72	Annete Ngure	Mother and Child Tv
73	Edith RN Njeru	Vodacom networks
74	Charles Wachira	Chardar EA Ltd
75	Esther Wairumbi	KFCB
76	Christine Mwangi	KBC
77	Harry Omondi	Asilia Media Group
78	Moses Kiptonui	Nancycom Venture
79	Moses Misocra	West Media Ltd
80	Rita Panari	SKK Mobile
81	Mutai	Kass fm
82	Ida Nganga	Internet Society RCD Africa
83	Philip Muriithi	Westwood Kenya
84	Hilda njeri	Health Tv
85	Joshua adem	Lolwe TV
86	Jane Muthiga	Elimu Tv

No.	PARTICIPANT NAME	ORGANIZATION
87	Brian Otieno Onyango	OSIENALA
88	Stanley Kinyua	EL SPACIO LTD
89	Erick M Njuri	Telecom Kenya
90	Guya Caroline	KLRC
91	Ken Masiolo	Family Tv
92	Onesmus Ruine	Kenya Meteorological Department
93	Elias Githae	KARA
94	Nicholas Manduku	CHD
95	Daniel Mado	Sammnet Tech
96	Jane Muhuthu	farmers tv
97	Susan Wanjiku	UAP insurance
98	Boniface Katesi	Dexter creations
99	D K Rotich	Tiroto const
100	Olive Kathure	Wavecom ltd
101	Tony Bett	Just Fm
102	Annex Makori	KFCb
103	James Okello	Eastland ltd
104	Eng. John Wenyaa	Universal Technologies Ass ltd
105	Ben Kenya	Universal Technologies Ass ltd
106	Martin Mutahi	Milestone comm
107	Brian Kapchanga	Milestone comm
108	Jacqueline Makena	CRALAT
109	Naomi Kamau	Shangwe ent
110	Roselyn Keya	JOY TV
111	Priscilla Ndungu	
112	Beja M.D Zere	Health Tv
113	J George O Asewe	Goaboas Electrocoms co. ltd
114	Antony omondi	YEES!
115	Joash Walimuli	RON TV
116	Ephantus Njuguna	Wilken Telecomms
117	Lynnette Mwangi	Media Owners association
118	Kennedy K Asiligwa	West Media Ltd
119	Peter K Ndiba	Momemtrum
120	John Ndiritu	Momemtrum
121	Dick Oranda	Silk Mobile
122	Mercy Tepla	CA
123	Hillary Ondego	CA
124	Michael Kiprotich K	Kass Media
125	Martin ngesa	CA
126	Charity K Njiiru	Bibilia husema broadcasting
127	Samuel g Njenga	Ascom networks ltd
128	Musyoki Kimbo	Kinatwa sacco
129	samson Orero	Sammnet Tech

No.	PARTICIPANT NAME	ORGANIZATION
130	Jeremy Murori Aringi	Wavecom ltd
131	Stella Mutua	Prime Telcoms
132	Henry Kabiunga	Smart Media
133	Paul Njuguna	MOD
134	Willis Oyoo	NLC
135	Andrew Owiti	Ten Cent
136	Dr Arnest Bouventen	The Health Channel
137	Nyamita	Tuddah
138	Isabella Maua	Wazi Media Group
139	Rose Chepkoech	Marycom Ventures
140	Idris Osman	STU
141	Ezekiel Mutua	KFCB
142	Alex Mutuku	KFCB
143	David ngige	Eziki TV
144	Cyrus Komen	Capital fm
145	Mart Odongo	The Health Channel
146	Dorcas karanja	The Health Channel
DAY 3		
1	Rita Panari	Silk mobile
2	David Maithi	Sapath
3	Patrick kihato	Silicon
4	Micheck Theuri	Compliance Technologies
5	George O Asiko	TUK
6	Job Gakinya	Fibretronics ltd
7	Grace Njenga	Spicevas k
8	Isaac Nguku	Brulto Trading
9	George Odero	Easy lan
10	Nicholus Ndegwa	Kinde engineering
11	Wollis Oyoo	
12	Emma Maragua	CA
13	Were Gerison	KNA
14	Ben Wenyaa	Universal technology associates
15	Nick Nyaga	ETT
16	Bardy Nicholis	Revival Times
17	Joseph Nduchiu	MFI
18	Hilda Beta	YEES
19	Eugine Mogaka	YEES
20	Reagan Ogwena	YEES
21	Obed Omwega	YEES
22	Griffing Magare	YEES
23	Easther Waithera	YEES
24	Prudence Aluso	YEES
25	Harriet Ndege	Fone planet ltd
26	Geoge Mutua	Fone Planret ltd
27	Babirye Vicky	K.L.R.C

No.	PARTICIPANT NAME	ORGANIZATION
28	Brian Kapchanga	Milestone
29	Munase Klinsman	Kinde engineering
30	Samuel Kariuki Nyamu	ZTE K ltd
31	J.A. Muchiri	Blessnet comm ltd
32	Gababo Waleo	CA
33	Liston Kirui	CA
34	Sarah Kemuma Manyuria	JTL
35	Dick Ogada	Silk mobile
36	Kelvin Omanyoo	Pillar
37	Atsiaia Michael	Makim sutools
38	Joseph Kihara	CA
39	Jolly sogom	CA
40	Belinda Atieno	United services ltd
41	Marian Njega	CA
42	Francis Omondi	Optinet
43	Charles Wazhira	Chardar E a africa ltd
44	Ken Mwenda	Emobilis
45	Ephantus Njuguna	Wilken telecomms
46	Winfred Wamola	Navcom
47	Jacklyne Wabuko	Cosmopolitan media ltd
48	Patrick Balla	Lulu technologies
49	Joanina Muoki	Lulu technologies
50	Erick Njuri	Telkom kenya ltd
51	Joshua Adem	Lolwe t.v
52	Joshua Anyong'a	Silchip international ltd
53	Shillah Cherotich	Nancycom ventures
54	Idvis Asman	STN
55	Haisanoor Abdi	STN
56	Aisha Abdullahi	STN
57	Pauline Muingai	KISE
58	Makoycho	CA
59	Branambo Midecha	Eziki
60	Mauti Mutahi	Milestone
61	Mary Mukimbo	Kenya consumers organization
62	Tony Bett	Just firm
63	Ganson Lewela	Airtel kenya
64	Dennis Mulwa	Portorg xs
65	Felix Ngadi	Porting Access
66	Antony Somba	Portiny Access
67	Emmy Makena	Sharoo ent ltd
68	Jane Muthiga	Elimu t.v
69	Joseph Opondo	Voacom networks ltd
70	Josphat Kimani	Electrosere ltd
71	Milicent Serenei	Lolwe t.v
72	Edwin Mbugua	Lolwe t.v
73	Faisal Abdulrahim	Lolwe t.v
74	Ida Ng'ang'a	RCD Africa/internet society

No.	PARTICIPANT NAME	ORGANIZATION
75	David Mulwa	Eziki
76	Ken Atambo	Eziki
77	Santos Okottah	Eziki
78	Lonah Jerotich	Better sms ltd
79	Jeremy Arimbi	Wavecom ltd
80	Donald Ojiambo	CRF-Africa
81	Charles Agoro	Narcomm
82	Tabitha Nabwire Ng'ang'a	RENA
83	Andrew Gicheru	Better sms ltd
84	Musyoki Kimbo	KINATWA SACCO
85	J.R.M Owala	DIE
86	Irene Kabua	KLRC
87	Susan Nafula	HLTV
88	Befan m.d Zees	Heart tv
89	Simon Mwanthi	SACCO KINATWA
90	Elizabeth Wangare	Accountability
91	A.M.Ambani	CA
92	Anton Omondi	YEES
93	Lilian Achieng	YEES
94	Ezra Monayo	YEES
95	Ramadhan Muhamad	YEES
96	Tracy Atieno	YEES
97	Valarie Nyawate	YEES
98	Joy Marian	YEES
99	Enzina Janet	YEES
100	Rose Adenga	YEES
101	Oriema Marvin Joel Okoth	Okoth and Kiplagat Advocates
102	Brian Karoney	Eskay communications limited
103	J.G.Odero Asewe	Goaboas electrocoms co. ltd
104	Peter Nyongesa	CA
105	Carolyne Adongo	Global peace forum
106	Ombega E.M	CA
107	Solomon Kyalo	Stainer electronics
108	Njoroje Kelvin	IP extreme
109	Zacchaeus Agembo	IP extreme
110	Noah Andrew	Chatimo investment
111	Hussein Kamau	Quaratel
112	Moses Kiptanui	Nancycom ventures
113	Franklin Simuyu	Oriolec (A) ltd
DAY 4		
1	Sheila Mutuku	CA
2	Timothy Murithi	CA
3	Kelvin Omanyoo	Pillar
4	Simiyu Derick	CA
5	Solomon Ogocah	Synerg Security ltd
6	Erick M Njuri	Telekom

No.	PARTICIPANT NAME	ORGANIZATION
7	J.Aleri	
8	James Mwangi	Civil Security
9	Nicholas Manduku	C,H,D
10	Ronald Obengo	Robe Telex Services Ltd
11	Edwin Nyaosi	Security Diplomatic Police
12	Jane Mwendu	Luxury Tour and Travel
13	Benedict Nabugi	Wanacom Ltd
14	Enmceh Ochieng	Firbes Security Ltd
15	Eddie Mwangi	MotionCity
16	Elvis Kirwa	Great Rift
17	Lucy Wagura	Great Rift
18	Geoffrey Mwove	GES Ltd
19	John Moyi	Agano Consulting
20	Maje Ombati	MOD
21	James Wainaina	Prime Telecoms
22	Susan Wanjiku	UAP Insurance
23	Pauline Muigai	KISE
24	Wizabeth Wangare	Accountability 4
25	Rbaard Misawo	Swiftbox
26	Njuguna .M	Kangaroo Shuttle
27	Liston Kirai	CA
28	Erick Rumanzi	Silchip
29	Jane Muhuthu	Famous TV
30	Martin Muwa	CA
31	Shilah Cherotich	Nacycom Venturer
32	Ian Omuka	Mail Managers
33	Brenda Kairima	CA
34	Wanjala Rodgers	CA
35	Bernard Nderitu	CA
36	Tonny Kiprono	CA
37	Lucy Macharia	Ideal Support
38	Boniface Katet	Dexter Creation
39	Charity Ndinda	Tabaki Freight
40	Roselyne Nanjala	Diplomatic (securiy)
41	Solomon Kimutai	CA
42	John Wenyaa	Universal technology
43	George Andiva	Agano Consulting
44	Perez odhiambo	Jemi Courier
45	Musyoki Kimbo	
46	Andrew Owiti	Tencent Courier
47	Elizabeth Mithamo	G4s
48	Emmy Makewa	Sharoo Ltd
49	Martin Nyakum	Tevirad Kenya

No.	PARTICIPANT NAME	ORGANIZATION
50	Muingo Mwangam	Pluton ICT
51	Oriema Marvin Joel	Okoth Kiplagat Advocates
52	Linda Kiboma	Agano Consulting
53	Kiptonji Moses	Nancycom ventures limited
54	Monica Okoth	KEBS
55	Levis Juma Malova	KMA
56	Alvin Nyoga	CA
57	Martin Ngesa	CA
58	Peter Nyongesa	CA
59	Jolly Sogomo	CA
60	Emma Maragua	CA
61	Owuor John	Safeways Courier
62	John Kimila	CA
63	Okoth Max Okoth	The Dexter Creations
64	Rachel Alwala	CA
65	Winnie Owiti	CA
66	Purity Ndwega	CA
67	Samson Were	CA
68	Maureen Chepngetich	CA
69	Jane N. Njoka	Henkab Courier
70	Augusta Njagi	PCK
71	Ben .W	UTA
72	Jones Maitnya	Kanginet Sacco
73	Lilian Mumbe	CA
74	Ikumilu Peter	CA
75	Lydia Maina	Micromobile
76	Nick Nyaga	ETL
77	Stephen Bosire	Premium Travellers ltd
78	Josphine Kihava	CA
79	J.R.Malala	DK
80	Charles Muchai	Asedi Enterprises
81	Patrick Onamu	X-treme Electronics ltd
82	Nyamita Dulo	Tuddah Communications ltd
83	Remmy Shabatai	Sabaots International Organization (SIDO)
84	Zwingle K. Kania	Sido News Network
85	Edwin Musyoka	Orange-Telkom Kenya Ltd
86	Nelson Mogaka	Telkom Kenya Ltd