

SUMMARY OF RECEIVED COMMENTS ON VoIP GUIDELINES, 2021

No	Entity	Clause	Submission	CA Position
1.	TespoK	3.2	It is not technically possible to locate the country in which customers of locally license VoIP operators are located during the time of making a call to enable CLI display from the calling country.	<p>VoIP providers will be required to display the CLI of the calling party based on which network the calling party belongs to.</p> <p>In a case of a person having traveled out of the country, the CLI will still be from the country and network that assigned the customer identification information.</p> <p>For international calls destined to Kenya, the VoIP providers will be required to display the international CLI information.</p>
			Local VoIP operators should not be subjected to commercial negotiations on international calls	<p>The requirement to enter into commercial arrangements for international and national VoIP calls shall apply if the VoIP provider has an International Gateway Services Provider license, which can enable them to transit traffic from other countries to other local networks other than theirs.</p> <p>In this case the CLI displayed will be from the call originating country.</p>



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		3.3	Large cooperates relying on IP phones for inter office communication should not be required to get ASP licenses	Yes, this is the case envisioned by clause 3.3. The entity providing the Inter office VoIP services is the one required to obtain an ASP license
2.	Jamii Telecom	3.2	There is a conflict between paragraph 6 and 7 of section 3.2 and section 4.7 paragraph 2	Section 3.2 addresses VoIP operators who have IGS license and can transit traffic containing CLIs not issued in Kenya, while Section 4.7 paragraph 2 addresses subscribers of VoIP operators who may have travelled outside the country. This will be clarified in the enhanced guidelines
			Confirm if the KYC requirement for VoIP is different from that of PLMN/PSTN	The KYC requirements are the same.
3.	Elige Communications	3.3	Large cooperates relying on IP phones for inter office communication shall be required to have ASP licenses	No, only the VoIP service providers to this corporates will be required to have ASP license
4.	Xtranet	3.2	This clause requires VoIP subscribers to declare where they are calling from to the terminating operator.	Section 3.2 addresses VoIP operators who have IGS license and can transit traffic containing CLIs not issued in Kenya
		3.3	There is ambiguity in this clause which requires large organizations that have branch offices and have invested on	No, only the service providers to this corporates will be required to have ASP license



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			internal VoIP systems such as IP PBX and Call Managers while still relying on leased infrastructure from licensed operators to apply for an ASP license.	
			If VoIP requires a license, what about Video Conference? Or the use of commercial platforms such as Zoom, of Google meet which is essentially the same service? Are these subject to ASP license? If so, it means that even SMEs who communicate with international suppliers should also get an ASP License?	Self provisioned telecommunication services do not require a license. Only companies that offer those services commercially require a license
5.	Airtel Networks	2.1	Our view is that the VoIP definition needs to be aligned to what is recognized by ITU and therefore propose to modify the definition as follows: - “VoIP shall be defined as the transmission of voice traffic over broadband IP based	VoIP services cannot be limited to only fixed telephony. A number of licensed local VoIP operators offer apps, downloadable by their subscribers, enabling them to make VoIP calls on their networks.



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			networks which include fixed wireless, DSL, Cable, fibre optics and other fixed internet platforms that provide fixed telephony using IP.”	
			Add an addition category of VoIP services as : 1. PC/Smartphone to PC/Smartphone 2. PC/Smartphone to PSTN/PLMN or PSTN/PLMN to PS/Smartphone 3. IP Phone to IP Phone 4. PSTN/PLMN via IP to PSTN/PLMN	This is covered under the proposed guidelines. It will be enhanced as requested
			These guidelines will only apply to the following classifications: - 1. PC/Smartphone to PC/Smartphone 2. PC/Smartphone to PSTN/PLMN or PSTN/PLMN to PC/Smartphone 3. IP Phone to IP Phone”	The PSTN to PSTN VoIP aspect can not be excluded from the guidelines as there are licensed service providers who offer this type of services to corporate clients .



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			<p>Change the statement :</p> <p>Due to the limitations associated with availability of PCs and Internet connectivity and the high cost of international calls delivered over legacy TDM switched networks, telephone calls can be originated from PCs or IP phones and terminated on the PSTN, to:</p> <p>Due to the availability of PCs and Internet connectivity and to minimise cost of international calls delivered over legacy TDM switched networks, telephone calls can be originated from PCs or IP phones and terminated on the PSTN.</p> <p>The VoIP calls should meet the standard QoS Parameters to ensure consumer protection.</p>	<p>Noted , this will be changed as requested</p>



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			<p>Differentiate local and international calls, regardless of technology used:</p> <p>Change the statement to:</p> <p>Though routed over the Internet, these calls (usually long distance and International calls) have to be terminated locally to consumers via terminating PSTN operator at a cost. The calls originated locally and those originated international will be treated by the terminating operators in the same manner as normal voice calls with a distinction between local and international calls.”</p>	<p>For calls made by Kenyan subscribers who have travelled out of the country, the CLI will be local and as such they will be treated as local calls</p> <p>Calls with a foreign CLI, will be required to transit through a licensed IGSS provider, and will be treated as international calls.</p>
			<p>Add the statement :</p> <p>“The ASP’s while doing VoIP will not be authorized or allowed to terminate International traffic to Mobile Network Operators as this is out of scope of their License.”</p>	<p>Yes, ASPs unless those with IGSS, are not allowed to terminate or transit international calls</p>
			<p>Add the statement :</p>	<p>Noted , to be included</p>



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			<p>“However, where such VoIP calls originate from outside the country, the conveying entity terminating the traffic to local networks will be required to declare the origin of such calls to the terminating network by way of providing clear Caller Line Identification (CLI) number to the terminating network. Failure to provide this declaration shall be an offence under the Kenya Information and Communications Act, 1998</p> <p>Any call terminated via VoIP or other technology without displaying full details of the originating call or manipulating CLI and or other methods of identifying SIM box activities shall be immediately blocked by receiving operator and reported to the Authority for enforcement of sanctions in line with existing laws and regulations.”</p>	
		3.4	Delete introductory section since conversion of TDM to IP is an internal operator affair , and should not be covered in guidelines	The guidelines are not directing operators to migrate , they are taking cognizance of the fact that the migration is happening .



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		4.2	Add the statement “after due consultation with the Licensees”	Noted this will be added
		4.4.	<p>Change the statement to :</p> <p>Operators shall ensure that calls terminated via VoIP and other technologies displays the full details of the originating call. Failure to do so will be in breach of Kenya Information and Communications Act, 1998 and shall attract appropriate measures including penalty and/or revocation of the license. PSTN/PLMN Operators terminating the calls will have the right to block calls which have not been presented with correct CLI as per the numbering plan.”</p>	Noted to be enhanced as proposed
		4.5	<p>Change the statement to:</p> <p>“Whereas VoIP services are delivered over computer networks, which are best effort oriented, IP Technology has improved significantly and therefore providers of VoIP service shall implement efficient routing and appropriate QoS mechanisms</p>	Noted, will be changed as proposed



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			<p>to ensure quality of service is maintained. The VoIP services will meet the following QoS parameters and other that may be published by CA from time to time: -</p> <p>As per ITU-T G.114 recommendations, packet Loss should be no more than 1 percent. One-way latency (mouth to ear) should be no more than 150 ms. Average one-way jitter should be targeted at less than 30 ms. A range of 21 to 320 kbps of guaranteed priority bandwidth is required per call (depending on the sampling rate, the VoIP codec, and Layer 2 media overhead).”4.6</p>	
		4.7	Section 4.7 contradicts section 4.3	Section 4.7 paragraph 2 addresses subscribers of VoIP operators who may have travelled outside the country and at the time of calling, it is not possible to know whether they are out of the country or inside the country since the displayed CLI is that of the local VoIP provider



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				<p>While 4.3 addresses the need to adhere to the structure of the numbering plan with regards to the displayed CLI of calls from VoIP providers. This is to curb cases where random CLI numbers are at times used to terminate calls on PSTN/PLMN.</p> <p>Nevertheless, the guidelines will be enhanced to eliminate any contradictions that may exist.</p>
6.	Safaricom PLC	2.1	Remove the word “ Managed” from definition of VoIP	The definition includes managed network, to differentiate the various networks under which VoIP can be provided, be they managed or public networks, and stress that all have to adhere these guidelines.
			Provide the full definitions of: <ul style="list-style-type: none">• H323• Media Gateway Control Protocol (MGCP)• Simple Gateway Control Protocol (SGCP)• Session Initiation Protocol (SIP) etc	Noted, this will be done in the enhanced guidelines.
			We would like the Authority to provide Assurance that the requirement to display CLI will be enforced	Calls with no CLI information will be blocked by the operator in whose network they are being terminated.



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			Use either operator of licensee in the guidelines for uniformity	Noted, one term will be adopted in the guidelines.
		4.7	Amend the section on Billing to read “VoIP providers shall be required to adhere to Act, Regulations, license conditions, determinations and other guidelines with regard to billing accuracy”	Noted, to be amended



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