



**Communications
Commission
of Kenya**

COMPLIANCE RETURN FORM

FOR

APPLICATION SERVICE PROVIDER (ASP)

**PURSUANT TO THE PROVISIONS OF THE KICA 1998, KC(A)A,
2009 AND THE LICENSE CONDITIONS**

1. GENERAL INFORMATION

1.1 Name of Licensee: _____

License No: _____

Other Licenses held: _____

1.2 **Period under review** (Tick against appropriate quarter)

Quarter 1 Quarter 2 Quarter 3 Quarter 4
(1st July – 30th Sep) (1st Oct – 31st Dec) (1st Jan – 31st Mar) (1st Apr – 30th Jun)

1.3 **Address**

Postal address: _____

Physical address: _____

1.4 **Contact details**

Name and title of CEO: _____

Name of contact person: _____

Designation: _____

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

Email: _____ Web address: _____

Signature of submitting contact person: _____

Date: _____

1.5 **Information about directors** (If there are any changes or if not provided previously)

Names of Directors	Citizenship	Shareholding (Percentage)
1.		
2.		
3.		
4.		
5.		

1.6 Instructions

- i. The form has provision for both quarterly and annual returns.
- ii. Please provide information in the space provided, you may insert additional rows and pages as required.
- iii. Please do not delete

PART A: QUARTERLY REPORTING SECTION

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

TARRIFFS (Please attach to this form the tariff structure for all voice and data services).

ISP CUSTOMERS INFORMATION

Client Category e.g. Corporate, Cyber Café, Government, Home user	Client Location (Town)	Service e.g. Intra- corporate, internet	Technology Used (VSAT,OFC, Wireless, Copper)	Access terms e.g. Dial up, leased line	Bandwidth Purchased	
					Upstream	Downstream

GMPCS CUSTOMERS INFORMATION

CUSTOMER DETAILS									
CLIENT DETAILS						HANDSET DETAILS			
Clients Name	Nationality	Date Purchased	Postal Address	Physical Address	Telephone Number	Make	Model	IMEU No.	Serial No.

VOIP TRAFFIC

Country of Origin/Termination/Name of Carrier	VOIP Minutes	
	Incoming	Outgoing
Total		

QUALITY OF SERVICE

Complaints Resolution

Complaints	Month 1		Month 2		Month 3	
	Received	Resolved	Received	Resolved	Received	Resolved
Network Faults						
Poor Service Reception						
Disconnection						
Billing						
Poor Customer service						
Spam Control						
Others (Please Specify)						
TOTAL						

VOIP Applications

Medium	Application	Degree of symmetry	Key performance parameters and target values		
			One-way delay (ms)	Delay variation (ms)	Information loss (%)*
Audio	Conversational voice	Two-way			
Audio	Voice messaging	one-way			
Audio	High quality streaming audio	one-way			
Video	Videophone	Two-way			
Video	One-way	One-way			

Data Applications

Medium	Application	Degree of symmetry	Typical amount of data	Key performance parameters and target values		
				One-way delay (ms)	Delay variation (ms)	Information loss
Data	Web-browsing – HTML	Primarily one-way	~10 KB			
Data	Bulk data transfer/retrieval	Primarily one-way	10 KB-10 MB			
Data	Transaction services – high priority e.g. e-commerce, ATM	Two-way	< 10 KB			
Data	Still image	One-way	< 100 KB			
Data	Interactive games	Two-way	< 1 KB			
Data	Telnet	Two-way (asymmetric)	< 1 KB			
Data	E-mail (server access)	Primarily one-way	< 10 KB			
Data	E-mail (server to server transfer)	Primarily one-way	< 10 KB			
Data	Fax ("real-time")	Primarily one-way	~ 10 KB			
Data	Fax (store & forward)	Primarily one-way	~ 10 KB			
Data	Low priority transactions	Primarily one-way	< 10 KB			
NOTE – In some cases, it may be more appropriate to consider these values as response times.						

PART B: ANNUAL REPORTING SECTION

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

FINANCIAL DATA: (Please also submit with this form a copy of your Annual Audited Accounts for the preceding year).

STAFF

Staff category		Local (Kenyan Citizens)		Expatriates	
		Male	Female	Male	Female
Technical	Permanent				
	Contract				
	Temporary				
None Technical	Permanent				
	Contract				
	Temporary				
Total					

INTERNET BACKBONE PROVIDER

Backbone Provider	Leased Bandwidth	
	Upstream	Downstream

NUMBERING RESOURCES

Numbers for fixed telephony, FreePhone and Premium Rate services

National Destination Code (NDC) (e.g. 020, 041, 0800, 0900, etc.)	Number series e.g. 31xxxxx	Total numbers in the block/series	Numbers in use	Numbers not in use	Reasons for non usage

Other Numbering Resources

Other resources (e.g. Signaling Point Codes, Short Codes etc)	Total numbers assigned	Numbers in use	Numbers not in use	Reasons for non Usage

