



COMPLIANCE RETURN FORM

FOR

NETWORK FACILITIES PROVIDER (NFP)

**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 (1 st July – 30 th Sep)	Quarter 2 (1 st Oct – 31 st Dec)	Quarter 3 (1 st Jan – 31 st Mar)	Quarter 4 (1 st Apr – 30 th Jun)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.		

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)

MOBILE NETWORK SUBSCRIBERS

Category of subscribers	Number of Subscribers		
	1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter
Postpaid			
Prepaid			
Mobile Internet/Data users			

LOCATION OF COMMUNITY PAYPHONES

Province/District	No. of Community Payphones

FIXED LINE NETWORK SUBSCRIBERS

Category of subscribers	Number of Subscribers		
	1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter
Postpaid			
Prepaid			
Mobile Internet/Data users			

LOCATION OF PAYPHONES

Province/District	No. Of Payphones

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MOBILE NETWORK TRAFFIC

National Traffic Volume

Name of Operator	Voice minutes		SMS (Excluding money transfer)	
	Incoming	Outgoing	Incoming	Outgoing
Inter-Network				
Other Networks				
Total				

Mobile Money Transfer Service

	1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter
No. of Transactions			

International Traffic Volume

Country of Origin/Termination/Name of Carrier	Circuit Switched Voice minutes		VOIP Minutes		SMS	
	Incoming	Outgoing	Incoming	Outgoing	Incoming	Outgoing
Total						

Data Volumes

Access technology	Data Volume(MB)		
	1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter

Roaming Traffic Volume

Own Subscribers Roaming			Other Network Subscribers Roaming		
Voice	SMS	Data	Voice	SMS	Data

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FIXED NETWORK TRAFFIC

National Traffic Volume

Name of Operator	Voice minutes		SMS (Excluding money transfer)	
	Incoming	Outgoing	Incoming	Outgoing
Inter-Network				
Other Networks				
Total				

International Traffic Volume

Country of Origin/Termination/Name of Carrier	Circuit Switched Voice minutes		VOIP Minutes	
	Incoming	Outgoing	Incoming	Outgoing
Total				

Data Traffic

Access technology	Data Volume(MB)		
	1 st month in the quarter	2 nd month in the quarter	3 rd month in the quarter

Roaming Traffic Volume

Own Subscribers Roaming			Other Network Subscribers Roaming		
Voice	SMS	Data	Voice	SMS	Data

TARIFFS

Please attach the tariff structure for all voice and data services.

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QUALITY OF SERVICE

Network Performance

	PARAMETER	Performance (Average over the period under review)
1.	Speech Quality (MOS)	
2.	Call block rate (%)	
3.	Call drop rate (%)	
4.	Handover Success Rate (%)	
5.	Call Completion rate (%)	
6.	Call Set Up Time (Secs)	
7.	Call set up success rate (%)	
8.	Rx Lev:(dBm) – Indoor - Outdoor - In car
9.	Rx Qual (BER)	
10.	SMS Delivery - Local (Secs)	

Service Level

QOS Indicator	Performance (Average over the period under review)
Total Network Downtime in Hours	
Average Downtime in Hours	
Service Coverage	
Min Signal Strength at street level	
Min Signal Strength at building level	
Call Set up Time	
Mobile -Fixed	
Fixed - Mobile	
Mobile - Mobile	
Subscriber Complaints	
Total Number	
Pending Unresolved	
Resolved within 30 Days	
Resolved within 60 Days	
Resolved within 90 Days	
Nature of Complaint (Total Number)	
Service Availability	
Network Availability	
Dropped Calls	
Billing	
Pricing	
Other	

FIXED LINE NETWORK POINTS OF PRESENCE

No	Exchange (Switch) Administrative Information							Capacity (No of Lines)			Subscriber Classification						DATA/INTERNET SERVICES (ACTIVE)											
	Name	Location (Physical Address)	District	Longitude (dd mm ss)	Latitude (dd mm ss)	Type (Digital/Manual)	Classification (Fixed/Fixed Wireless)	Services Offered (insert applicable service codes)	Exchange Capacity	Subscribers Connected	Waiters	Business lines	Residential lines	Public Payphones	Prepaid lines	Postpaid lines	Subscriber Urban	Subscriber Rural	ISDN Services		Dial Up Services			Leased line service				
																			PRI ISDN	BRI ISDN	Lines using ADSL	Lines using ISDN	Lines using PSTN	Lines using ISDN	Lines Accessing Internet services			
1																												
2																												
3																												
4																												
5																												
6																												
7																												
8																												
9																												
10																												

TRANSMISSION SYSTEM CAPACITY

National Transmission Capacity

ROUTING								
NO.	ROUTE			NO. OF CIRCUITS			TECHNOLOGY (DIGITAL/ANALOGUE)	SIGNALING SYSTEM (SS5,SS7)
	FROM	TO	TRANSMISSION SYSTEM(MV/OPTIC FIBRE)	IC	OG	BW		
1								
2								
3								
4								
5								

International transmission capacity

INTERNATIONAL ROUTING								
NO.	ROUTE			NO. OF CIRCUITS			TECHNOLOGY (Submarine OFC, Satellite or Terrestrial)*	SIGNALING SYSTEM (SS5,SS7)
	FROM	TO	TIER	IC	OG	BW		
1								
2								
3								
4								
5								

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International Internet Gateway Bandwidth

INTERNATIONAL PROVIDER	BANDWIDTH				TOTAL
	Satellite		Undersea Cable		
	Incoming	Outgoing	Incoming	Outgoing	
1.					
2.					
3.					
4.					
5.					
TOTAL					

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

NETWORK COVERAGE

	Land coverage (%)		Population coverage (%)	
	Urban	Rural	Urban	Rural
Mobile Network				
Fixed Network				

