



COMPLIANCE RETURN FORM

CONTENTS SERVICE PROVIDER

PURSUANT TO THE PROVISIONS OF THE KCA 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)

YEAR _____

Quarter 1
(1st July – 30th Sep)

Quarter 2
(1st Oct – 31st Dec)

Quarter 3
(1st Jan – 31st Mar)

Quarter 4
(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 _____

3. **SERVICES PROVIDED TO CONTENT OWNERS³** (hereafter referred to as Clients)

Service provided	Client Name	Access No. used	Type of connect between licensee and client e.g. VSAT, Fiber etc	Capacity of the connection e.g. No. of lines, Megabits etc	Access technology e.g. Dial up, leased line	Tariff

³ **Content Owners** are entities which wish to avail their content to the public e.g. KPLC power bills, Kenya National Examination Council exam results etc

4. **QUALITY OF SERVICE** (as measured through complaints resolution)

4.1 **Complaints Resolution**

Complaints	Month 1		Month 2		Month 3	
	Received	Resolved	Received	Resolved	Received	Resolved
Network faults						
Poor service reception						
Disconnection while service is in progress						
Billing						
Poor customer service						
Spam control						
Others (please specify)						
TOTAL						

PART B: ANNUAL REPORTING SECTION

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

5. **FINANCIAL DATA:**

From Annual report (Year.....)	Amount
Revenue	
EBITDA	
EBIT	
Accounts Payable	
Fixed Asset Register	
Cash payments to suppliers during the year	

Please also submit with this form a copy of your Annual Audited Accounts for the preceding year.

6. **STAFF**

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

7. NUMBERING RESOURCES

7.1 Numbers for fixed telephony, Free Phone 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

7.2 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

8. COMMENTS/ SUGGESTIONS

Please share any challenges or make suggestions to improve the communications regulatory environment.

Signed.....

Name.....

Title.....

Date



THANK YOU FOR COMPLETING THE FORM