



**Communications  
Commission  
of Kenya**

**INSPECTION QUESTIONNAIRE FOR  
CONTENT SERVICES PROVIDERS**

**1. GENERAL INFORMATION**

1.1 Name of Licensee: \_\_\_\_\_

License No: \_\_\_\_\_

Other Licenses held: \_\_\_\_\_

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1.2 Address

Postal address: \_\_\_\_\_

Physical address: \_\_\_\_\_

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1.3 Contact details

Name and title of CEO: \_\_\_\_\_.

Name and title of contact person: \_\_\_\_\_

Telephone: (a) Landline \_\_\_\_\_ (b) Mobile \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Web address: \_\_\_\_\_

**2.0 TECHNICAL INFORMATION:**

2.0 Which services do you provide?

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2.1 Have you filed compliance returns with the Commission? If yes when was the last time?

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2.2 Do you have a compliance certificate? If yes provide a copy.

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2.3 What have you put in place to ensure integrity of your content as stipulated in condition 1 of your license?

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2.4 Have you type approved your equipment? If yes, attach the list.

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2.5 Do you have any Numbering resources? If yes give details?

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2.6 Are you interconnected to any other service provider? If yes provide the list and services provided.

- i. \_\_\_\_\_
  - ii. \_\_\_\_\_
  - iii. \_\_\_\_\_
  - iv. \_\_\_\_\_
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2.7 Do you provide any emergency services and connectivity to Emergency organizations? If yes, provide details.

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2.8 Do you have Service Level Agreements (SLAs) with your customers? If yes, provide a copy?

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2.9 What are your Universal Service Obligations; How are you fulfilling them?

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**3.0 License Conditions**

3.1 Do you provide maintenance services to your subscribers? If yes then explain?

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3.2 What are your current charges, terms and conditions as offered to the customers? Have you filed this with the commission?

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3.3 Do you have a Network Management/Control Centre (NMC and NCC? If yes allow inspection?

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3.4 Do you share Telecommunications infrastructure with other providers? If yes, provide details and services offered.

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3.5 What are your quality of service standards (QoS Parameters considered)

- 1) .
- 2) .
- 3) .

3.6 Do you have procedures to follow in the event of a Public Emergency? Provide details

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3.7 What procedures do you have to provide access to sites and records for the CCK inspection team?

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3.8 Do you have a Billing System? If yes, have you submitted it to the Commission for approval?

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3.9 What are your procedures for maintaining confidentiality and privacy of proprietary information and business secrets within your systems? (attach copy)

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3.10 What have you put in place to ensure there is Fair Trade with other licensees?

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3.11 What have you put in place to ensure there is no undue preference or discrimination to persons/businesses in need of your services and support?

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3.12 What have you put in place to ensure no Cross Subsidy?

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3.13 What is your shareholding structure? Provide the CR 12 or equivalent.

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3.14 What are your joint ventures? Did you notify the commission before engagement?

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3.15 What are your accounting principles relating to your licensed systems? Have you submitted a copy to the commission?

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3.16 Have you submitted the Compliance return forms to the Commission in the prescribed format and periods? If yes when was your last submission?

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3.17 What are your procedures for settling disputes?

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3.18 Have you paid your annual operating and license fees? If yes, when was your last payment? (Produce receipt).

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**4.0 Conclusion.**

Detail any comments or suggestions on this inspection and your expectations from the Commission?

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**CCK INSPECTORS**

1. .... Sign .....
2. .... Sign .....
3. .... Sign .....

**REMARKS:**

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**Licensee Representatives:**

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|--------------------|--------------------|
| 1. NAME.....       | 2. NAME: .....     |
| DESIGNATION: ..... | DESIGNATION: ..... |
| SIGNATURE: .....   | SIGNATURE.....     |
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