

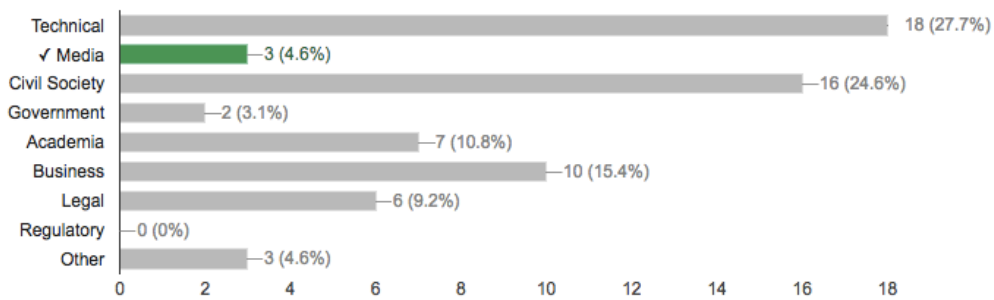


Kenya ICT Action Network
 P.O. Box 278,00606,
 Sarit Center,
 Nairobi.

2016:-ICT Year in Review ICT Sector Feedback –Regulatory Issues

Stakeholder Group

3 / 65 correct responses

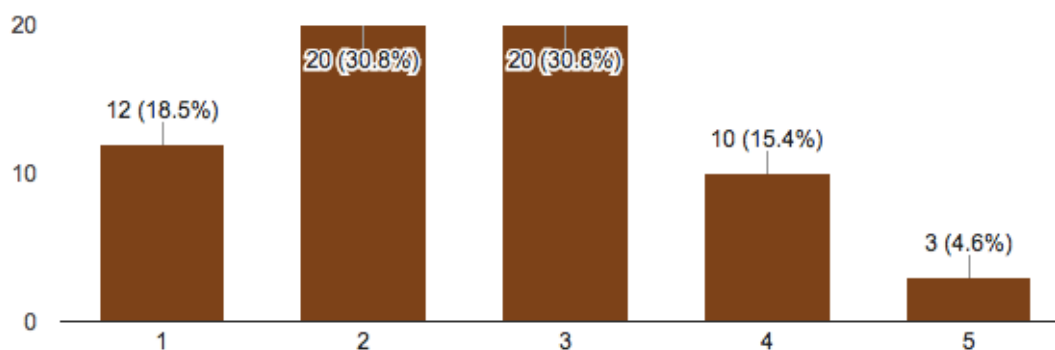


There were 65 respondents from various stakeholder groups as shown above.

2. Regulatory Issues

a) To what extent do you think the regulator has addressed the question of affordability of Internet /Communications.(1-Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

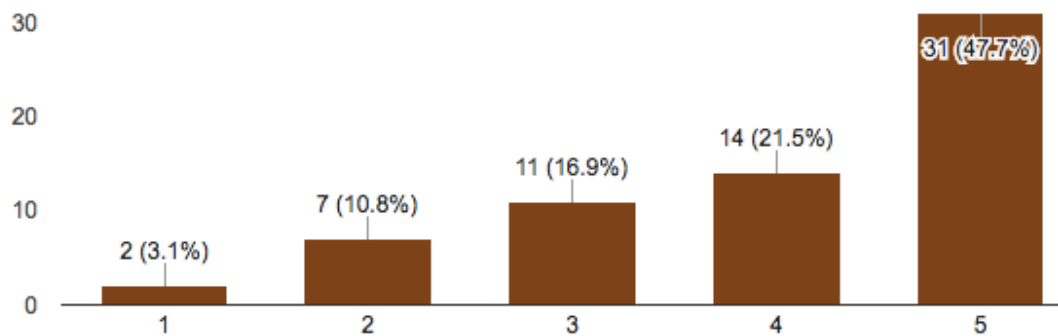
(65 responses)



48% of the respondents felt that the question of affordable communications/internet pricing had not been well addressed. 30% felt that the question of affordable pricing has been moderately addressed while 20% felt it has been addressed to a very large extent.

b) To what extent do you think the issue of dominance within the Telco sector is affecting pricing of communication services?(1-Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

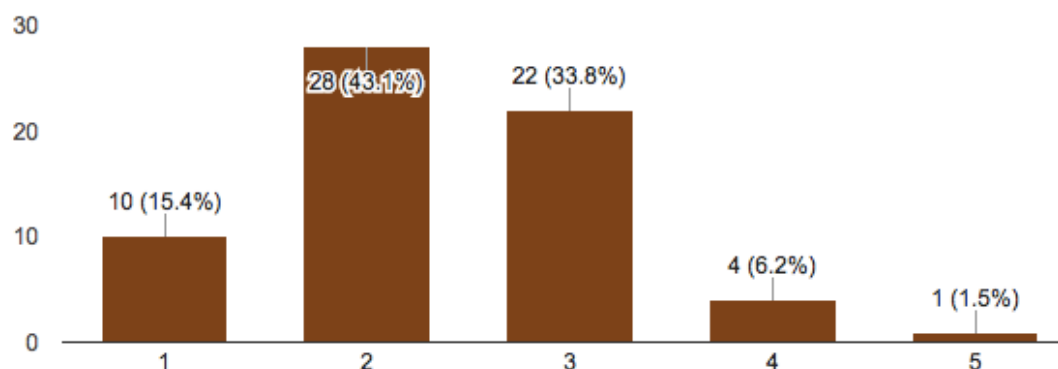
(65 responses)



68% of the respondents felt that the issue of dominance in the sector was affecting pricing of communication services to a very large extent. 16% felt it moderately affected pricing while 13% felt it was really not an issue.

c) The Urban areas seem to be well-served in terms of communication as compared to the rural areas. To what extent do you feel the regulator has addressed the urban-rural digital divide?(1-Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

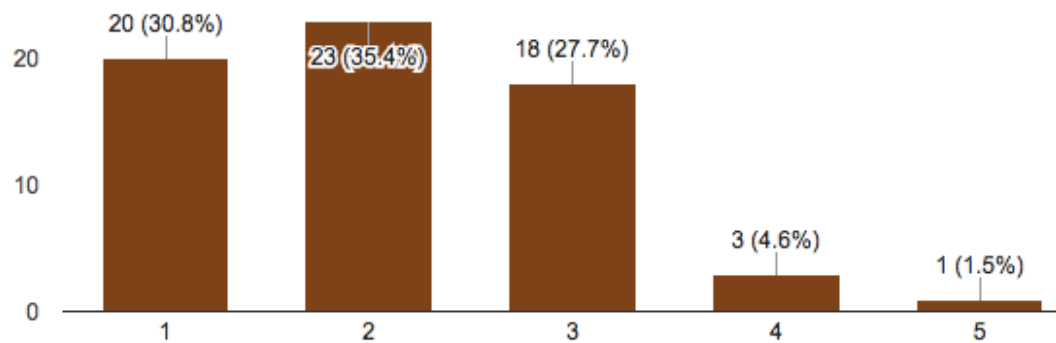
(65 responses)



48% of the respondents felt that the urban-rural digital divide had not been adequately addressed while 34% felt that it had been moderately addressed while only 7% felt it had been addressed to a very large extent.

d) Do you think the regulator has adequately addressed the issue of including persons with disabilities within the ICT ecosystem?(1-Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

(65 responses)



65% of the respondents felt that the regulator had not addressed the issue of inclusivity with regard to persons with disabilities (PWD). 27% felt this had been moderately addressed while only 5% felt it has been addressed to a large extent.

e) List one or more Regulatory intervention that you feel has not been addressed to date.

Areas needing Regulatory Interventions:

Operator Dominance Issues, Internet Pricing & Affordability issues, White Spaces, Operationalization of Universal Service Fund & Access, Failed Number Portability, Data protection for Subscriber Data, Conflict between regulatory bodies, Last mile connectivity and Way-leaves, Net-Neutrality, Support for ICT-startups, Support for Digital evidence in courts, Inclusion & Support for Persons With Disabilities (PWD)