

# PUBLIC NOTICE

## PUBLIC ADVISORY ON PROVISION OF ICT SERVICES FROM LICENSED AND COMPLIANT ENTITIES ONLY

Arising from the queries from ICT stakeholders, the Communications Authority of Kenya (CA) wishes to clarify the contents of the public notice - *Public advisory on provision of ICT services from licensed and compliant entities only* - that was published in My Gov on 30<sup>th</sup> May 2017.

As the Information and Communications Technology (ICT) sector regulator and under the powers conferred by among others Sections 24, 40, 46C, 46N, and 49 of the Kenya Information and Communications Act, 1998 (as amended), the Authority's responsibilities include issuance of licences and enforcement of compliance in the following ICT sector market categories.

1. Postal and courier market,
2. Telecommunications market under the Unified Licensing Framework including Network Facilities Provider Tier 1, Tier 2 and Tier 3, Applications Service Provider and Content Service Provider Licences (for more details see market structure under ([www.ca.go.ke/index.php/telecommunications](http://www.ca.go.ke/index.php/telecommunications)))
3. Broadcasting market covering broadcasting signal distribution services, free to air broadcasting services, Internet Protocol TV, satellite TV broadcasting, terrestrial subscription TV, cable TV among others,
4. Markets for Telecommunications/ICT Contractors and Vendors who supply equipment/devices that require type approval from the Authority.

All the licences issued by the Authority come with various conditions that require licensees to comply with annually. These conditions include quality of service, payment of requisite fees, submission of compliance returns and resolution of consumer complaints. The Authority issues licenses that fulfill these requirements and conditions with annual compliance certificates.

It is in this respect that the Authority advised consumers and members of the public against using the services of either unlicensed service providers or non-compliant operators in these market categories in its public notice of 30<sup>th</sup> May 2017. This is meant to complement ongoing initiatives at the Authority to weed out unlicensed service providers from the market and enforce compliance with licence conditions.

To this end, the Authority wishes to reiterate its advice to consumers and members of the public to seek services from licensed operators who are in possession of a current valid compliance certificate. Licensed service providers are required to display their compliance certificate at all times in their business premises and on demand. Where in doubt of the validity of the certificate, members of the public are advised to seek confirmation from the Authority, using the contact details provided here below.

**Director General**  
**Communications Authority of Kenya**  
**P.O Box 14448 Nairobi 00800**  
**Tel. 0204242000/0703042000**  
**Email. [info@ca.go.ke](mailto:info@ca.go.ke)**  
**Website: [www.ca.go.ke](http://www.ca.go.ke) facebook: @CAOKenya Twitter: @CA\_Kenya**

**Head Office**  
CA Centre  
P.O. BOX 14448  
Nairobi 00800  
Mobile: 0703 042 000  
**Email: [info@ca.go.ke](mailto:info@ca.go.ke)**

**CA Western Regional Office**  
1<sup>st</sup> Floor, KVDA Plaza  
P.O. BOX 2346  
Eldoret 30100  
Mobile: 0703 042 105  
**Email: [wro@ca.go.ke](mailto:wro@ca.go.ke)**

**CA Coastal Regional Office**  
3<sup>rd</sup> Floor, NSSF Building  
P.O. BOX 8041  
Mombasa 80100  
Mobile: 0703 042 152  
**Email: [cro@ca.go.ke](mailto:cro@ca.go.ke)**