



REPUBLIC OF KENYA



COMMUNICATIONS
AUTHORITY OF KENYA

PUBLIC NOTICE

REPUBLISHING OF CONSUMER PROTECTION GUIDELINES AND CUSTOMER CARE STANDARDS IN ACCORDANCE WITH KENYA INFORMATION AND COMMUNICATIONS ACT, 1998

The Communications Authority of Kenya (CA) is the regulatory agency for the ICT industry in Kenya with responsibilities in telecommunications, e-commerce, broadcasting, and postal/courier services. CA is also responsible for managing the country's numbering and frequency spectrum resources, administering the Universal Service Fund (USF) as well as safeguarding the interests of Consumers/Users of ICT services.

The Kenya Information and Communications Act, 1998 mandates the Authority to put in place guidelines for the protection of ICT consumers.

In this regard, the Authority on 16th August 2022 issued the *Consumer Protection Guidelines and Customer Care Standards for ICT in Kenya* in line with the Act. The Authority would like to re-issue the same guidelines to ensure that service providers observe certain minimum standards of service as envisaged in the law as a means of safeguarding consumer interests in the market.

The guidelines also seek to ensure that certain critical information is made available to consumers by licensed service providers and that complaints and disputes that arise between consumers and service providers are minimized to the greatest extent possible.

The guidelines can be accessed and downloaded from the Authority's website:
<https://www.ca.go.ke/sector-guidelines>.

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