



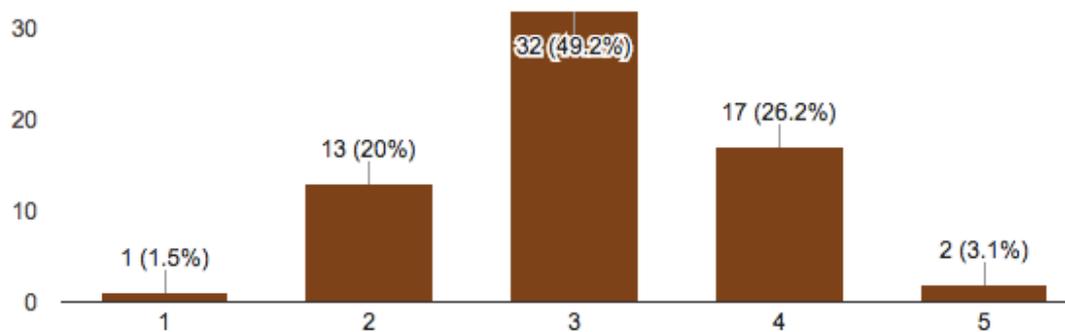
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2016:-ICT Year in Review ICT Sector Feedback –Infrastructure Issues

4. ICT Infrastructure Issues

a) To what extent do you think the quality of communication service you are receiving is adequate? (1-Lowest extent, 2- Below Average extent, 3- Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

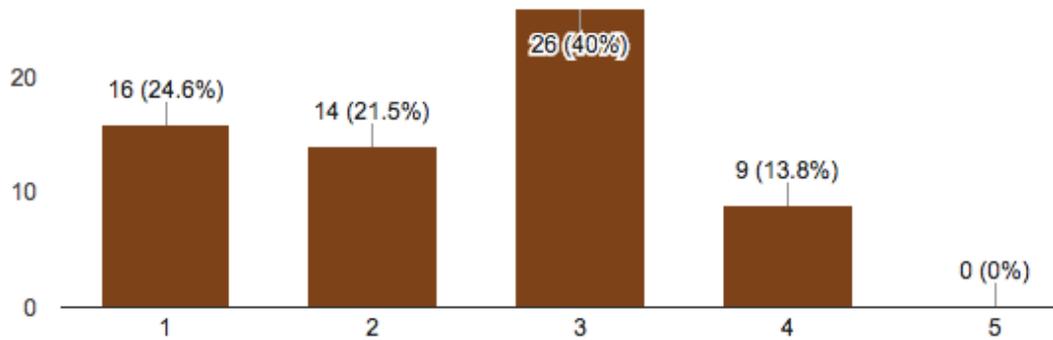
(65 responses)



49% of the respondents felt that the quality of their communication service was adequate to a moderate extent. 29% felt it was adequate to a very large extent while 21% felt it was not adequate.

b) There have been initiatives to build public ducts for accommodating data cables from different telco operators. To what extent do you feel this has been achieved?(1-Lowest extent, 2- Below Average extent, 3- Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

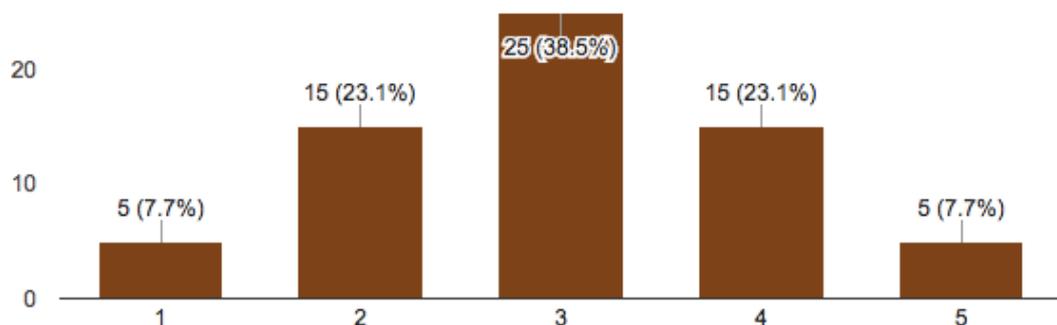
(65 responses)



45% of the respondents felt that the issue of infrastructure sharing (e.g sharing common data ducts) had not been achieved. 40% felt it had been moderately achieved while 13% felt it was achieved to a large extent.

c) User Devices (mobile phones, laptops, etc) are necessary components for accessing communication services. To what extent do you feel these are affordable and reliable?(1-Lowest extent, 2- Below Average extent, 3- Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

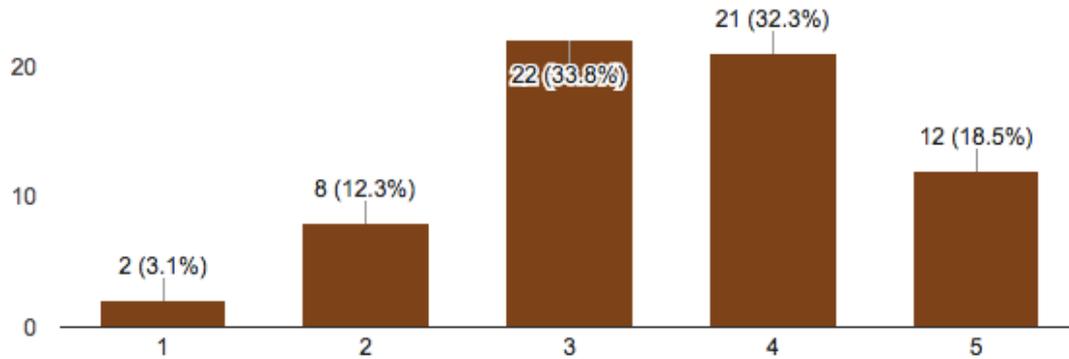
(65 responses)



38% of the respondents felt that the cost of user devices (phones, laptops, etc) was to a moderate extent affordable and reliable. 30% felt they were to a large extent affordable while another 30% felt they were not affordable to a very large extent

d) Last year the government successfully implemented the digital migration. To what extent do you think this has had an impact? (1-Lowest extent, 2- Below Average extent, 3-Average/Moderate extent 4- Above Average extent 5:-Very Largest extent)

65 responses)



40% of the respondents felt that the digital migration has had to a positive impact to a very large extent. 33% felt the impact was moderate while 15% felt there was no impact.

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

The following were some of the infrastructure issues that were not yet addressed.

Internet prices still too high, QoS should be standardized across all regions, Set-Top-Box for digital TV still expensive, No policy on Green Energy and e-Waste, Sections of rural Kenya still have no access, Have policy on Community Networks to support marginalized areas, Poor utilization of NOFBI, County wayleave permits too expensive, Lack of infrastructure sharing, Provide free Public Wifi hotspots,