



COMMUNICATIONS  
AUTHORITY OF KENYA

## PUBLIC NOTICE

### PUBLIC CONSULTATION ON DRAFT TECHNICAL AND OPERATIONAL GUIDELINES FOR DEPLOYMENT AND ROLL OUT OF COMMERCIAL INTERNET TELEPHONY SERVICES 2026

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

In execution of its mandate the Authority strives to create and adopt responsive legal and regulatory frameworks to foster innovation and competition in the ICT sector.

To this end, the Authority has developed draft ***Technical and Operational Guidelines for Deployment and Roll Out of Commercial Internet Telephony Services, 2026***, meant to replace ***Guidelines for the implementation and provision of Voice over Internet Protocol (VoIP) services, 2005***.

The Authority invites members of the public, ICT service providers and stakeholders to review the draft guidelines and submit their comments via [voip@ca.go.ke](mailto:voip@ca.go.ke), by **March 30<sup>th</sup>, 2026**.

The draft guidelines are available on the Authority's website at <https://www.ca.go.ke/open-consultations>.

**Director General/CEO**  
**Communications Authority of Kenya**  
**P.O. Box 14448**  
**Nairobi 00800**  
**Website: [www.ca.go.ke](http://www.ca.go.ke)**  
**Tel: +254 204242000 | Mobile: +254 703042000**

Head Office  
CA Centre  
P.O. Box 14448  
Nairobi 00800  
Mobile: 0703042000  
Email: [info@ca.go.ke](mailto:info@ca.go.ke)

Western Regional Office  
1<sup>st</sup> Floor KVDA Plaza  
P.O. Box 2346  
Eldoret 30100  
Mobile: 0703042105  
Email: [wro@ca.go.ke](mailto:wro@ca.go.ke)

Coast Regional Office  
3<sup>rd</sup> Floor, NSSF Building  
P.O.Box 8041  
Mombasa 80100  
Mobile: 0703042152  
Email: [cro@ca.go.ke](mailto:cro@ca.go.ke)

Central Regional Office  
Ground Floor, Advocates  
Plaza  
P.O Box 134 Nyeri 10100  
Mobile : 0703042181  
Email : [cero@ca.go.ke](mailto:cero@ca.go.ke)

Nyanza Regional Office  
2<sup>nd</sup> Floor Lake Basin Mall,  
P.O Box 2016  
Kisumu 40100  
Mobile: 0703042130  
Email [nro@ca.go.ke](mailto:nro@ca.go.ke)