



**KENYA NETWORK INFORMATION CENTRE (KeNIC)**

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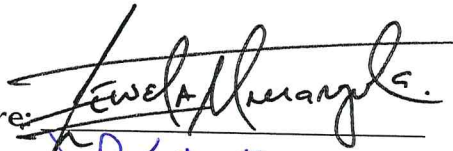
**SERVICE CHARTER 2024**

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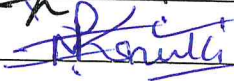
**Effective Date: 01 January 2024**

**Approved by: -**

**Chief Executive Officer Signature:**

Handwritten signature of Jewel A. Mwangi in black ink, written over a horizontal line.

**Board Chairman Signature:**

Handwritten signature of Kenia in blue ink, written over a horizontal line.

**Version no.: 2**

**Revision date: 13<sup>th</sup> November 2023**

## Overview

KeNIC is the registry charged with management and administration of the dot KE country code top level domain name.

This service charter is KeNIC's commitment to offer and improve our service delivery to customers and other stakeholders. It also served to enhance public awareness on the registry's role.

## Vision

dot KE for every organization and individual by 2030.

## Mission

To manage and promote a secure & reliable .KE domain.

## Core Values

Our corporate culture is based on our core values which are:

- i. Diversity
- ii. Excellence
- iii. Innovation
- iv. Integrity

## Services offered

- i. Management and Administration of the dot KE domain.
- ii. Creation an enabling environment to ensure online presence of Kenyans on the dot KE platform.
- iii. Alternate Domain Dispute Resolutions (ADRP)

## Customer Responsibilities

- i. Understand and observe regulations, terms and conditions under which KeNIC services are offered.
- ii. Be courteous and respectful to KeNIC staff
- iii. Promptly pay fees applicable
- iv. Not offer any form of inducement with the intension of compromising a KeNIC officer.
- v. Be aware of laws and regulations governing KeNIC's operations.

## Customer Rights

- i. Access to information
- ii. Lodge a complaint
- iii. Quality and timely service
- iv. Privacy and confidentiality

## KeNIC's Rights

KeNIC reserves the right to:

- i. Apply terms and conditions as per the WHOIS policy and ADRP Policy during domain registration and ADRP process.
- ii. Set and review purchase and renewal price of domains by registrars from time to time.

Department	Services Rendered	Customer Obligations	Timelines	Charges
ICT Department	Registrar Accreditation	-Submission of all required documents -Payment of required fee	14 days	Ksh 5,000
	Resolve Domain Queries	-Submission of query	24 Hours	NIL
	Implementation of the Alternate Dispute	-Submission of all required documents	24 Hours	As per the ADRP Policy

	Resolution Process (ADRP)	-Payment of mediation fee. (Applicable for 2 <sup>nd</sup> level domains)		
Finance Department	Payment to creditors for goods delivered or services rendered	-Submission of all documents required for payment processing	30 Days	NIL
	Response to registrar or creditor queries	-Submission of query	12 Hours	NIL
Marketing Department	Response to registrar/registrant queries	-Submission of query	24 Hours	NIL

NB: Timelines stated above are as per the official working hours.

#### Office Hours

Days	Period	Time
Monday to Friday	Morning	8:00am to 13:00pm
	Afternoon	14:00pm to 17:00pm

For More Information Contact:

#### Kenya Network Information Centre

**Email:** [info@kenic.or.ke](mailto:info@kenic.or.ke)

**P.O Box:** 1461 Sarit Centre, CA Centre, Opposite Kianda School

**Mobile Numbers:** +254 715275483 / +254 702693515

**Website:** [www.kenic.or.ke](http://www.kenic.or.ke)

*This charter is subject to regular review in keeping with the changing business environment. Amendments will be carried out in consultation with our customers and stakeholders.*