



SERVICE CHARTER 2018

13TH NOVEMBER 2018
KENYA NETWORK INFORMATION CENTRE
P.O. BOX 1461-00600

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 serves 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. Passion
- ii. Efficiency
- iii. Diversity
- iv. Excellence
- v. Trust

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 Resolution (ADRP).

Our Commitment

- i. Uphold KeNIC's mandate.
- ii. Provide services efficiently and effectively.
- iii. Handle our customers with dignity, courtesy and respect.
- iv. Continuously improve our quality management systems and processes.

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 5000
	Resolve Domain Queries	-Submission of query	24 Hours	NIL
	Implementation of the Alternate Dispute Resolution Process. (ADRP)	-Submission of all required documents. -Payment of mediation fee.(Applicable for 2 nd level domains)	24 Hours	As per the ADRP policy
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	24 Hours	NIL
Marketing Department	Response to registrar/registant queries.	-Submission of query	24 Hours	NIL

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

Office Hours

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

For More Information Contact:

Kenya Network Information Centre

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Facebook: KeNICtld and WeAre.ke

Twitter: @KeNICtLD and @WeAre_KE

Website: 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.

APPROVED BY



Fiona Ongeso
Ag CEO



Meoli Kashorda
CHAIRMAN- KeNIC