



Communications
Commission
of Kenya

Our Ref: CCK/CA/00021/19

13th August 2013

Stephen Mutoro
Secretary General
Consumers Federation of Kenya
P.O. BOX 2733 City Square
00200
NAIROBI, KENYA



Dear Sir,

RE: QUALITY OF SERVICE AND CONSUMER INTEREST

Reference is made to your letter dated 29th July 2013 reference number on the above subject matter.

This is to acknowledge receipt of your letter to Safaricom Limited. We would like to further inform you that the issues you have raised are of interest to the Commission. Kindly inform us on the progress and interactions with Safaricom Limited on this matter.

Yours faithfully,

Patricia Muchiri (Mrs.)
FOR: DIRECTOR GENERAL

CC: Safaricom Limited