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INFRASTRUCTURE

Kenya Digital Infrastructure Audit 2026

An independent assessment of internet uptime, latency, data-centre availability, power redundancy and connectivity across Kenya's primary BPO corridors.

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Contents

Executive summary

Kenya's digital backbone is now genuinely enterprise-grade. The country is served by **up to eight major submarine cable systems** landing at Mombasa, delivering **99.9% uptime for international traffic**, and underpinned by Nairobi's emergence as East and Central Africa's leading data-centre hub.

This audit assesses the infrastructure that matters to a BPO operation — connectivity and latency, mobile and last-mile access, data-centre capacity and tier ratings, power reliability and redundancy — across the corridors of Nairobi, Mombasa, Konza Technopolis and the secondary cities. The headline is a maturing, redundant network with a genuine green-energy advantage, balanced against distribution-level power variability that operators design around with standard backup.

> **About the data:** Figures are drawn from the Communications Authority of Kenya, EPRA/Kenya Power, Ookla and operator disclosures as understood for late 2025/early 2026. Some published items (e.g. a single national penetration figure, NRI ranking) were unavailable in the source set and are noted where relevant.

SECTION ONE

Connectivity & subsea cables

Fibre, speeds, latency and redundancy.

Connectivity & subsea cables

Kenya connects to the global internet through **up to eight major submarine cable systems** landing primarily at Mombasa — including 2Africa (the world's largest subsea project), TEAMS, SEACOM, EASSy, DARE1, PEACE and Africa-1 — backed by consortiums including Meta, Google, Orange and Vodafone. This redundancy underpins a stated **99.9% uptime for international traffic**.

Selected submarine cable systems

Cable	Scale	Route highlights
2Africa	45,000 km, 35 landings	London, Marseille, Mumbai
TEAMS	5.6 Tbps	Mombasa – Fujairah (UAE)
EASSy	10 Tbps+	Sudan – South Africa
DARE1	up to 36 Tbps	Djibouti, Somalia, Mombasa

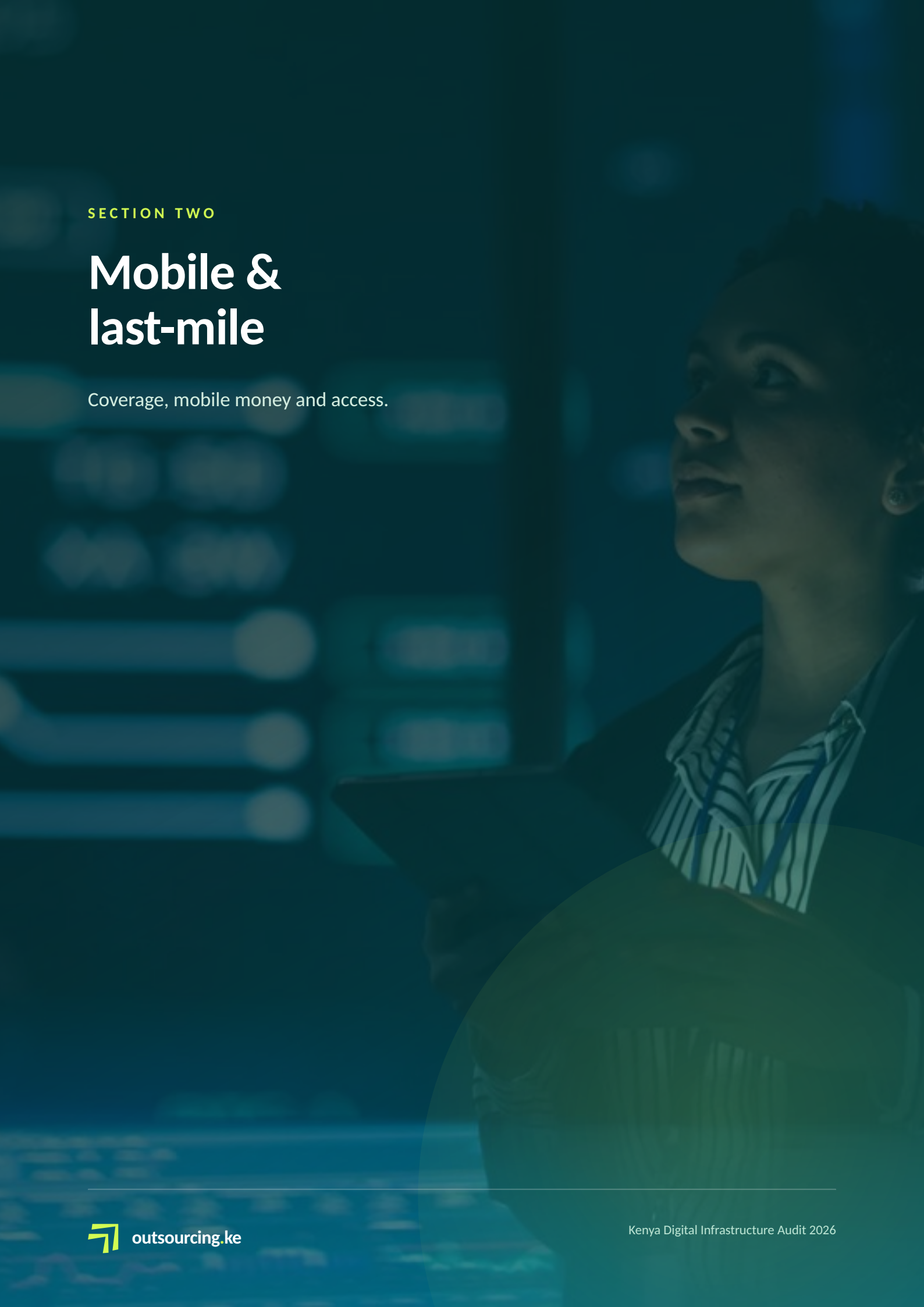
Terrestrial fibre & speeds

The national **Digital Superhighway** targets 100,000 km of new fibre by 2027, with more than 9,000 km delivered by end-2024. Median **mobile download speeds reached 45.4 Mbps** (late 2025) — second in Sub-Saharan Africa — with fixed broadband at 15.4–15.8 Mbps and growing 33% a year. Latency is competitive at **29 ms mobile and ~10 ms fixed**, suitable for real-time voice, cloud and analytics work.

SECTION TWO

Mobile & last-mile

Coverage, mobile money and access.



Mobile & last-mile access

Mobile is the dominant access layer. Kenya has **77.5 million cellular connections (134% of population)**, **4G covering 97.3%** of people and **5G reaching 30%**, with smartphone penetration at 83.5% and broadband (3G/4G/5G) making up 80.4% of connections.

97.3%	58.5m	83.5%
4G population coverage	Data subscriptions (+27% YoY)	Smartphone penetration

Mobile money

Kenya pioneered mobile money: **M-Pesa**, launched in 2007, supports transfers, business payments, remittances and banking integration, and mobile-money penetration is among the highest in the world (39.8 million subscriptions). For BPO operators this means payroll, expenses and field operations can run on rails the workforce already uses every day.

Provider landscape & resilience

The market is led by Safaricom and Airtel, with a multi-SIM culture that gives staff practical redundancy if one network degrades. Fixed-line and fibre-to-the-home are expanding, and satellite options are growing rapidly — widening viable last-mile coverage beyond the main metros into the secondary cities.

SECTION THREE

Data centres

Capacity, tier ratings and the Nairobi exchange.

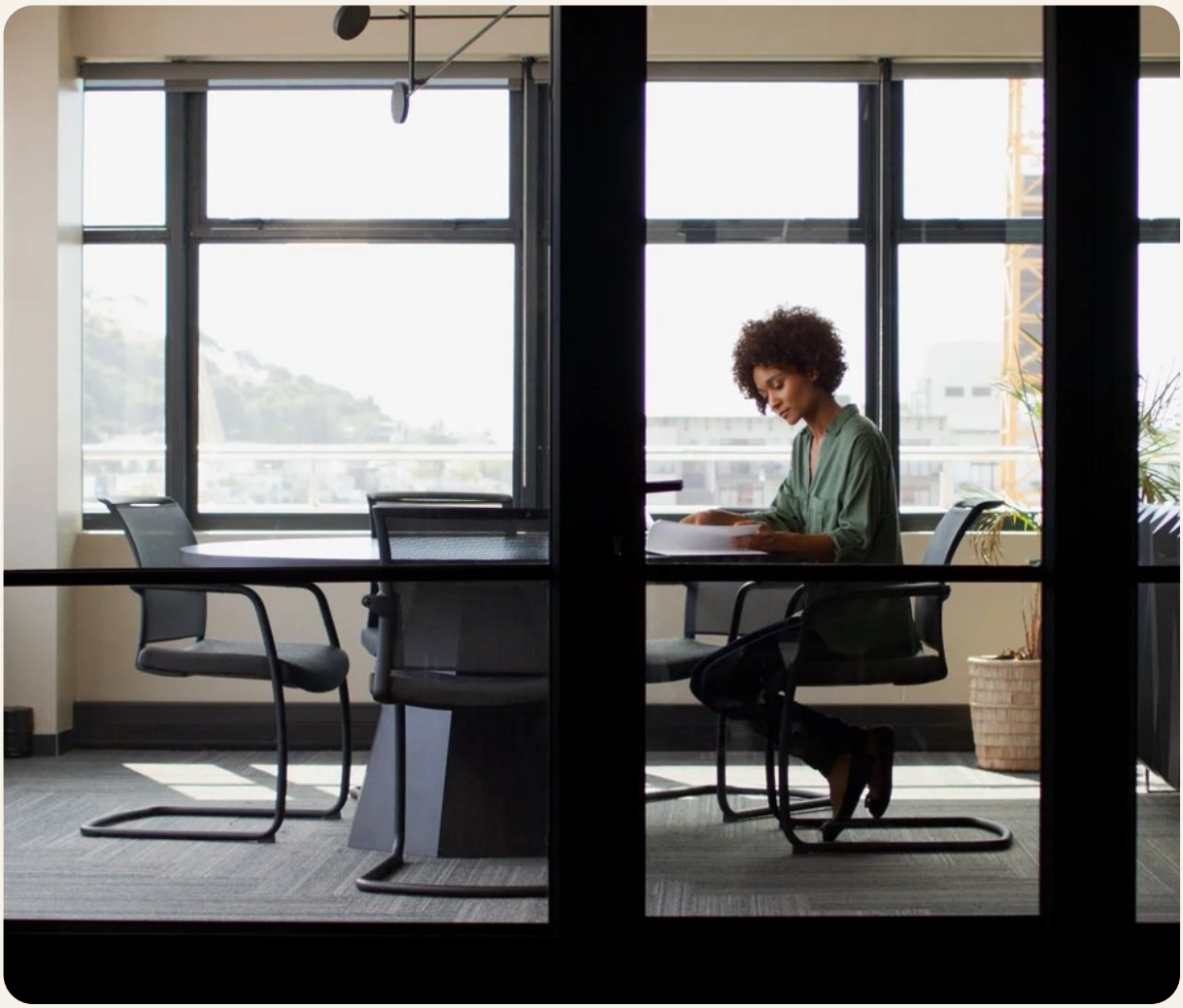
Data centres

Nairobi is the preeminent data-centre hub for East and Central Africa. The market is around **15 MW of live capacity (2025)**, growing at about 10.8% a year toward 25 MW by 2030, anchored by the region's first hyperscale, carrier-neutral facility.

Selected data-centre facilities

Facility	Location	Capacity / tier
iXAfrica (NBOX1)	Nairobi	22.5 MW, hyperscale, carrier-neutral
Africa Data Centres (NBO1)	Nairobi	7.5 MW, Tier III certified
iColo / Digital Realty	Nairobi & Mombasa	Near cable landings; 580 racks (MBA2)
Konza National Data Centre	Konza	Tier III, e-government & SME cloud
EcoCloud / G42	Naivasha	12 MW, 100% geothermal-powered

The **Kenya Internet Exchange Point (KIXP)** lets 400+ licensed operators peer locally, keeping domestic traffic in-country and lowering latency. Most facilities target **Tier III/III+ designs**, and the geothermal-powered EcoCloud facility points to a low-carbon, low-PUE future for compute-heavy workloads.



SECTION FOUR

Power & resilience

Renewables, grid reliability and backup.

Power & resilience

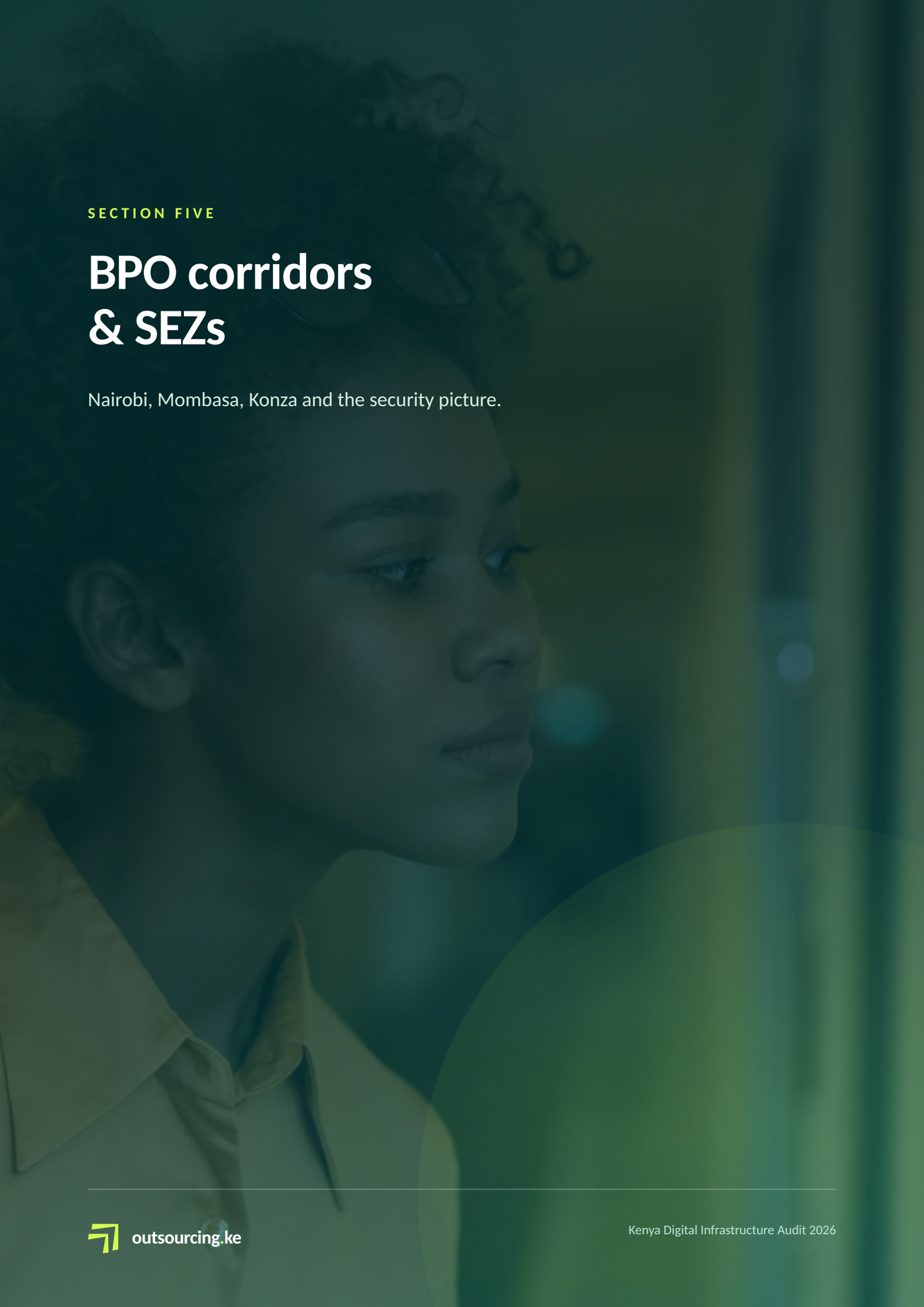
Kenya's standout infrastructure advantage is clean, cheap power: **renewables make up about 80% of the electricity mix**, led by **geothermal at ~40%** — a stable base load at roughly KES 7/kWh, more than 60% cheaper than thermal generation.

Electricity mix (2025)

Source	Share
Geothermal	39.5%
Hydro	24.2%
Thermal (backup/peak)	~19.8%
Wind	13.2%
Solar	3.3%

Reliability and backup

The transmission backbone is highly reliable at **99.9%**; variability is concentrated at the distribution level, where monthly outage duration (SAIDI) runs 9–13 hours against a 3-hour target. Professional operators design around this as standard — grid power plus **UPS for 15–30 minute bridging**, generator backup for extended outages, and stabilisation equipment. Tier III/IV data centres and SEZ facilities provide this redundancy by default, and some operators take direct geothermal links for near-uninterruptible supply.



SECTION FIVE

BPO corridors & SEZs

Nairobi, Mombasa, Konza and the security picture.

BPO corridors, SEZs & security

Primary BPO corridors

Corridor	Why it works
Nairobi	Hyperscale data centres, metro fibre, deepest talent pool, global-firm presence
Mombasa	Submarine-cable landing point; iColo MBA2; Mombasa & Dongo Kundu SEZs
Konza Technopolis	Smart city 64 km from Nairobi; Tier III+ facilities, redundant power and fibre
Secondary cities	Kisumu, Nakuru, Eldoret — fibre expansion enabling edge operations

SEZ infrastructure

Under the SEZ Act 2015, zones offer a **10% corporate tax rate for ten years**, VAT and stamp-duty exemptions, expedited work permits and a one-stop shop, with licensing typically completed in **30–60 days**. SEZ and serviced facilities provide **plug-and-play** offices — furnished space, networking, power redundancy and admin support — cutting both setup time and capital outlay.

Security & data protection

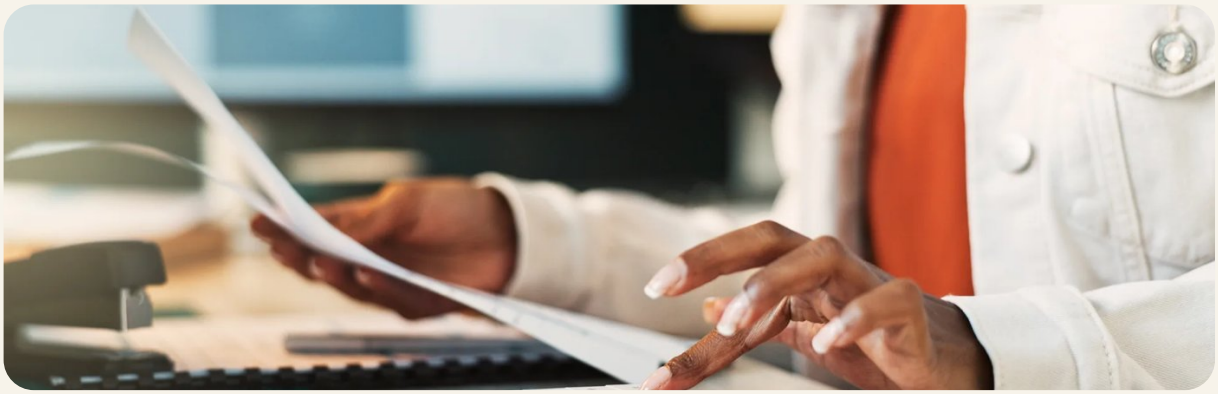
Kenya's **Data Protection Act 2019**, enforced by the Office of the Data Protection Commissioner, has moved from soft implementation to active enforcement, with 11,361+ registered data controllers and processors and a growing body of case law. UK transfers require an IDTA and Transfer Risk Assessment, and an EU adequacy dialogue — the first in Africa — opened in 2024.

Assess a specific corridor

Outsourcing.ke tracks Kenya's connectivity, data-centre and power infrastructure. Explore the full audit data at outsourcing.ke.

Learn more at outsourcing.ke

Figures reflect CA Kenya, EPRA/Kenya Power, Ookla and operator data understood to be current for late 2025/early 2026. Confirm specific provider SLAs and facility specifications during due diligence.



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Kenya outsourcing market intelligence — infrastructure data and guides for UK businesses building offshore teams.

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