



Uganda Communications Commission

Regulatory Reporting Guidelines

2008

Interpretation

In this guideline, except where the context otherwise requires, all interpretations and meanings are consistent with those applied in the Uganda Communications Act and other UCC Regulations

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FOREWORD

The Uganda Communications Commission is mandated to among other functions monitor, inspect, license, and regulate communication services in addition to proposing policy recommendations related to the sector¹. To effectively implement the above functions, UCC requires to have in place a proper monitoring and supervisory structure in place.

In recognition of recent developments in the industry notably an end to duopoly and a review of the regulatory and licensing regime, the Commission has found it necessary to review and streamline the operational reporting framework applicable to all licensed service providers.

This guideline redefines the content and frequency of submission of quarterly operational reports, annual reports, financial reports and the timelines/dates for reporting to the Commission as mandated by the Act and various licenses.

The guideline also contains an annex of definitions for the various data variables, a template indicating the geographical coverage for the relevant services provided in the 80 districts in Uganda as at July 2007. This effectively replaces the 56 traditional districts on which most reporting has been.

Application of this guideline will commence in the second quarter of 2008 i.e. quarterly reports for the period April to June 2008 and subsequent periods should follow the report content and formats specified here in.

Thank you,

P. F Masambu

EXECUTIVE DIRECTOR

¹ Uganda Communications Act

INTRODUCTION

1.0 Overview

These guidelines prescribe the minimum reporting requirements necessary to achieve the Commission's regulatory and policy advisory functions. They seek to ensure that licensees provide detailed and consistent records that easily translate into useful information for the execution of the Commission's functions and obligations.

1.1 Application

This guideline defines the regulatory reporting requirements for licensed service providers including and not limited to;

- National Telecommunications Operators
- Cellular Telecommunications Operator
- Public Service Providers
- Public Infrastructure Providers
- National Postal Operator (Major Operator)
- International Courier Licensees
- Regional courier licensees
- Domestic courier licensees

It contains the content, data submission format and relevant timelines/ dates of submission that all licensees should abide to.

1.2 Mandate

The Commission is mandated by sub sections 4 (b) and 4 (e) of the Uganda Communications Act "to monitor, inspect, license and regulate communication services" and "to supervise and enforce license conditions" while section 48 of the same prescribes annual reporting requirements for licensees in a manner determined by the Commission.

It is against this mandate that the guideline seeks to monitor and inspect sector developments through regular reporting by licensees.

In addition, the various licenses issued by the Commission have reporting and record keeping requirements clauses within them. These include;

- Section 17 of the PIP² license that prescribes record keeping and reporting requirements for PIP Licensees
- Section 12 of the PSP license that prescribes record keeping and reporting requirements for PSP licensees

² Public Infrastructure License

- Section 6.7 (a) of the CTO license states that “The licensee shall comply with information requests of and inspection procedures and reporting requirements established from time to time by the Commission”
- Section 7.16 of the NTO license

1.3 Reporting Time Lines

1.3.1 Quarterly Operational Report

There are 4 Quarters defined in the year under these guidelines. The 1st quarter shall run from January- March, second quarter shall run from April to June, third quarter from July to September while the 4th quarter shall run from October to December.

All licensees implied under these guidelines shall be required to submit operational reports on a quarterly basis by the 25th day of the month following a given quarter. For example, operational reports for the Quarter 1 should be submitted not later than the 25th April while 2nd, 3rd and 4th quarter reports should be submitted to the Commission by the 25th of July, October and January respectively.

1.3.2 Annual Operational Report

The Commission recognizes the cost associated to collecting and submitting data on a quarterly basis. These guidelines therefore propose that some information is submitted only at an annual basis. The information specified herein for annual reporting, covering the period January to December should be submitted by the 25th February of the following calendar each year.

1.3.3 Financial reports

Licensees shall be obliged to submit their annual financial report and audited books of account **at most four (4) calendar months after** end of the declared end of their financial year.

For example, a licensee with a financial year end of 31 December shall submit audited books of account to the Commission before 30th April of the following year.

2.0 CONTENT OF OPERATIONAL REPORT

Service providers should provide the following information at every end of quarter. Below is a list of indicators for the various license types.

APPENDIX 1 provides the detailed definition and reporting frequency within every quarter of the various data variables.

2.1 QUARTERLY OPERATIONAL REPORTING

2.1.1 Reporting requirements for NTO, CTO and PIP licenses

NTOs³, CTOs⁴ and PIPs⁵ are required to report on the following data on a quarterly basis;

I) Fixed Network Access and Coverage Data

Code	Data type
101	Fixed telephone lines in operation
101a	Fixed lines by access modes
102	Number of <i>residential</i> fixed lines in operation
103	Total capacity of fixed line switch (To be reported in the 2 nd and 4 th Quarter)
104	Number of main lines connected to digital exchanges
105	Number of lines connected to analogue exchanges if any
106	Switch capacity of the digital exchange (To be reported in the 2 nd and 4 th Quarter)
107	Fixed line network Geographic coverage
108	Distribution of payphones

II) Fixed Network Traffic

110	Fixed to Fixed Own network traffic
111	Fixed to mobile Own network traffic
112	Fixed to fixed off net traffic
113	Fixed to mobile off net traffic
114	Fixed traffic to East African networks
115	Fixed network traffic to the rest of the world
116a	Incoming traffic from other local fixed networks
116b	Incoming traffic from other local mobile networks
117	Incoming international traffic to fixed network (Excluding transit traffic)
118a	International outgoing transit traffic
118b	International incoming transit traffic
118c	Cross border transit traffic

³ National Telecommunications Operator Licensees

⁴ Cellular Telecommunications Operator Licensee

⁵ Public Infrastructure Provider Licensees

119a	Dialup minutes
119b	IP traffic
III)	Mobile Network Customers
201a	Mobile cellular subscribers (post paid + prepaid)
201b	Number of mobile pre paid customers
202	Number of mobile subscribers to low and medium speed mobile networks if any
203	Number of active 3G (high speed) subscriber lines in service
204	Mobile network switching capacity
205	Telephone network geographic coverage
206	Number and distribution of BTS sites, frequencies and locations
IV)	Mobile Network Traffic
210a	On net mobile traffic
210b	On net mobile to fixed traffic
211a	Off net mobile to fixed traffic
211b	Off net mobile to mobile traffic
212	Mobile to international traffic
213	Incoming traffic on mobile network
214	International Incoming traffic on mobile network
215	IP telephony traffic
V)	Roaming
216a	Roaming minutes in foreign networks
216b	Roaming minutes by foreign networks
216c	Countries in which licensee has at least one roaming partners
VI)	SMS and MMS
217a	On net SMS
217b	On net MMS
218a	Outgoing local SMS
218b	Outgoing local MMS
218c	Outgoing International SMS
218d	Outgoing International MMS
219a	Incoming local SMS
219b	Incoming local MMS
219c	Incoming international SMS
219d	Incoming international MMS
2190	Number of SMS originated and terminated on a given PIP's network through a given PSP
2191	Number of outgoing SMS from a given NTO/CTO/PIP network terminating on another local network through the given PSP

VII) Internet Customers and Access

301	Number of fixed internet subscribers
302a	Number of fixed customers with total capacity less or equal to 64kbps in both directions distinguishing between shared and dedicated/guaranteed customers
302b	Number of fixed customers guaranteed more than 64 kbps but less or equal to 128 kbps in both directions
302c	Number of customers guaranteed more than 128 kbps but less or equal to 192 kbps in both directions
302d	Number of fixed customers guaranteed more than 192 kbps but less than 256 kbps in both directions
302e	Number of fixed customers with 256 kbps or more in both directions
302f	Number of active mobile wireless internet accounts
302g	Provide details/status of non speed based internet access usage e.g. capacity based pricing
303	Number and Distribution of wireless hotspots
304	Type and number of internet subscribers eg number of residential subscribers, business subscribers, government subscribers regardless of access speeds
305	Number and distribution of public internet access cafes served regardless of access speeds
306	Number and location (by district) of educational institutions served with internet access regardless of access speeds
307a	Total international bandwidth (307b + 307c)
307b	Total international uplink bandwidth
307c	Total international downlink bandwidth
307d	Total local bandwidth

VII) Billing and Complaints

400	%age of postpaid accounts that have been billed in a month
401	Billing complaints as a % age of total bills issued
402	%age of billing complaints resolved within 5 days of receipt
403	%age of billing complaints resolved within 20 days of receipt of complaint
404	%age of billing complaints resolved within 30 days of receipt of complaint
405	Volume and number of non billing complaints received
406	Number of non billing complaints resolved within 1 working day of receipt of complaint
407	Service activation/provisioning time
408	%age of service restoration requests fulfilled within 1 working day. Specify the various services.

409 %age of service restoration requests fulfilled within 2 working days of reporting

VIII) Network Performance

410 TCH Congestion
411 Call Drop rate
412 Call Block Rate
413 Success call rate
414 Network availability (MSC, BSS and BTS)
415 Number of faults on network. Distinguish between faults on the various networks e.g. fixed wire line, GSM network, CDMA network etc

XI) Rates and charges

606e A list of charges and rates of all services offered by the licensee This should be regardless of whether these rates are for approval or notification.

X) Employment

607a Total full time staff
607b Number of expatriate staff
607c Number of female permanent employees
607d Number of male permanent employees
607e Number of contract/semi permanent employees

2.1.2 Quarterly Reporting Requirements for PSP Licensees

Licensed PSP shall be required to submit the following information on a quarterly basis;

XI) Fixed Network Traffic

110a Volume of own net fixed to fixed traffic carried by a PSP for the various PIP licensees
111a Fixed to own mobile network traffic of a PIP/Infrastructure provider carried by a PSP
112a Fixed to off net fixed traffic of a given PIP carried by a PSP
113a Fixed to off net mobile networks of a given PIP carried by a PSP. Specify originating and terminating PIPs
114a Fixed traffic to East African networks of the various PIPs carried by a PSP
115 Fixed network traffic to the rest of the world of the various PIPs carried by a PSP. Specify number of minutes for each originating PIP

- 117 Incoming international traffic to the various infrastructure providers carried by a PSP. Specify originating and or hubbing partners.
- 118b International incoming transit traffic through the PSP terminated on local mobile and fixed networks. Specify transit partners
- 118c Cross border transit traffic via a PSP. Specify transit partners
- 118d Dialup minutes of the various PIPs handled by a PSP
- 118e IP traffic handled by a PSP

XII) Mobile Network Traffic

- 210a On net mobile traffic of the various infrastructure providers handled by the PSP
- 210b On net mobile to fixed traffic of the various PIPs handled by a PSP
- 211a Mobile to fixed off net traffic of the various PIPs handled by a PSP
- 211b Mobile to mobile off net traffic of the various PIPs handled by a PSP
- 212 Mobile to international traffic of the various PIPs handled by a PSP
- 214 International Incoming traffic on mobile networks via a PSP. Specify originating and or international wholesale and hubbing partners and local terminating partners
- 2190 Number of SMS originated and terminated on a given PIP's network through a given PSP
- 2191 Number of outgoing SMS from a given PIP network terminating on another local PIP's network through the given PSP

XII) Internet Customers and Access

- 301 Number of fixed internet subscribers served by the PSP
- 302a Number of fixed customers with total capacity less or equal to **64kbps** in both directions
- 302b Number of fixed customers **guaranteed** more than **64 kbps** but less or equal to **128 kbps** in both directions
- 302c Number of customers **guaranteed** more than **128 kbps** but less or equal to **192 kbps** in both directions
- 302d Number of fixed customers **guaranteed** more than **192 kbps** but less than **256 kbps** in both directions
- 302e Number of fixed customers with **256 kbps** or more in both directions
- 302f Number of active mobile wireless internet connections/accounts
- 302g Provide details of non speed based internet access usage e.g. capacity based pricing
- 304 Type and number of internet subscribers
- 305 Number and distribution of public internet access cafes served regardless of access speeds
- 306 Number and district distribution of educational institutions served regardless of access speeds

307a	Total international bandwidth (307b + 307c)
307b	Total international uplink bandwidth
307c	Total international downlink bandwidth
307d	Total local bandwidth

XIV) Billing and Complaints

400	%age of postpaid accounts that have been billed in a month
401	Billing complaints as a % age of total bills issued
402	%age of billing complaints resolved within 5 days of receipt
403	%age of billing complaints resolved within 20 days of receipt of complaint
404	%age of billing complaints resolved within 30 days of receipt of complaint
405	Volume and number of non billing complaints received
406	Number of non billing complaints resolved within 1 working day of receipt of complaint
407	Service activation/provisioning time
408	%age of service restoration requests fulfilled within 1 working day
409	%age of service restoration requests fulfilled within 2 working days of reporting

XV) Rates and charges

606e	Service charges of all services offered by the PSP
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XVI) Employment

607a	Total full time staff
607b	Number of expatriate staff
607c	Number of female permanent employees
607d	Number of male permanent employees
607e	Number of contract/semi permanent employees

2.2 ANNUAL REPORTING BY NTO, CTO AND PIP LICENSEES

Annual reports should provide an overview of milestones, problems and achievements reached within a given calendar year.

Annual reports should include;

701	Telephone customer distribution by districts distinguished by service category i.e. fixed telephone, internet and mobile telephony
702	Sub county by sub county distribution of pay phones
703	Status of various license obligations. These may include; Roll out and quality of service obligations, environmental compliance among other obligations

- 704** Technological innovations and developments
- 705** Any changes in ownership/shareholding and or administration of licensee
- 706** Major milestones reached by the licensee
- 707** Major planned activities
- 708** Major problems and hindrances experienced during the reporting period
- 709** Any major Corporate Social Responsibility initiatives undertaken during the period

2.3 Reporting Requirements for Major Postal License Holder

Code	Indicator
XVII)	Post Office Distribution
501	Distribution of permanent post offices
501a	Distribution of permanent post offices manned by agents
502a	Distribution of mobile post offices including rural delivery staff
502b	Distribution of post offices accepting financial transactions like money orders
502c	Distribution of sorting centres by type
502d	Number and distribution of post offices providing Public Internet access points
502f	Number of permanent post offices connected to a LAN
502g	Number and distribution of post offices using counter automation systems
502h	Total number of private letter boxes
XVII)	Ordinary Letter Post Volumes
503a	Volume of domestic letter post excluding official mail
503b	Volume of East African ordinary letter traffic
503c	Volume African ordinary letter post traffic
503d	Volume of ordinary letter post between Postal administration and Europe
503e	Volume of letter post between Postal Administration and the rest of the World
XIX)	Registered Mail
504a	Volume of domestic registered items
504b	Volume of registered mail between the postal administration and the East Africa
504c	Volume of registered letter post between Postal administration and the Rest of Africa
504d	Volume of registered mail between Postal administration and Europe
504e	Volume of registered mail between Postal administration and North America
504f	Volume of registered mail between Postal administration and Rest of the World
XX)	Insured Items
505a	Volume of insured domestic items handled by the postal administration
505b	Volume of insured items from abroad handled by the postal administration

505c Volume of insured items from abroad handled by the postal administration

XXI) News Papers and Advertising items

506a Volume of domestic hybrid mail handled

506b Volume of international hybrid mail

XXII) EMS Items and Postal Parcels

507a Volume of domestic EMS items

507b Volume of EMS items between the postal administration and the East **Africa**

507c Volume of EMS items between the postal administration and the Rest of **Africa**

507d Volume of EMS items between the postal administration and the Europe

507e Volume of EMS items between the postal administration and the North **America**

507f Volume of EMS items between the postal administration and the Rest of **the world**

508a Volume of ordinary domestic parcels

508b Volume ordinary domestic parcels handled between the postal administration and **East Africa**

508c Volume ordinary domestic parcels handled between the postal administration and **Rest of Africa**

508d Volume ordinary domestic parcels handled between the postal administration and **Europe**

508e Volume ordinary domestic parcels handled between the postal administration and **North America**

508f Volume ordinary domestic parcels handled between the postal administration and **Rest of the World**

508g Volume of insured domestic parcels

508h Volume of insured international parcels dispatched

509a Volume of domestic money order business

509b Volume of outgoing international money orders

509c Volume of incoming international money orders

XXIII) Postal Quality of Service

509d Status of logistic services

510a Intra HPO delivery time

510b Inter HPO, DPO and agency delivery time

510c Delivery times for out bound East Africa postal items

510d Delivery times to the rest of Africa. Provide country by country delivery times

510e European delivery times

510f North American delivery times

511a	Types and number of customer complaints received
511b	Number of letter mis - sorts
511c	Volume of lost mail
511d	Redress procedures for lost or undelivered mail

2.4 Quarterly Reporting Requirements for Courier Licensees

Code	Indicator
XXIV)	Distribution of Access points (For all courier operators)
601a	Distribution of courier collection points
601b	Distribution of courier drop points
601c	Distribution of center that are both collection and drop centers
601d	Number of collection/drop agents
XXV)	Domestic Courier Traffic (For all courier operators)
602e	Volume of courier items collected and dropped within the Kampala metropolitan
602f	Volume items posted and received from outside Kampala
XXVI)	Regional and African Courier Traffic (For international and regional couriers)
603a	Volume of East African courier traffic
603b	Volume of COMESA courier traffic
603c	Volume of courier traffic with NON COMESA African countries
XXVII)	Other International Courier Traffic (For international couriers)
604a	Volume of European courier traffic
604b	Volume of North American courier traffic
604c	Volume of courier traffic with the rest of the world
604d	Value added services
XXIX)	Courier Quality of Service (All courier licensees)
605a	Intra Kampala delivery times
605b	Delivery times for deliveries outside Kampala
605c	International delivery times
XXX)	Complaints and Lost Mail (For all courier licensees)
606a	Volume of lost mail
606b	Volume of late deliveries

606c Redress procedures for lost, undelivered or lately delivered mail

XXXI) Rates and Charges (All couriers)

606e Service charges of ALL services offered by the licensee

XXXII) Employment

607a Total full time staff

607b Number of expatriate staff

607c Number of female permanent employees

607d Number of male permanent employees

607e Number of contract/semi permanent employees

2.5 ANNUAL REPORTING

Annual reports should provide an overview of milestones, problems and achievements reached within a given budget year i.e. the period beginning June and ending 30th June of the following year.

Annual reports should include;

710 Status of various license obligations. These may include; Roll out and quality of service obligations among other obligations

711 Any changes in ownership and or administration of licensee

712 Major milestones reached by the licensee

713 Major planned activities

714 Major problems and hindrances experienced during the reporting period

715 Any major Corporate Social Responsibility initiatives undertaken during the period

3. FINANCIAL REPORTING

3.0 Reporting licensees

Financial reporting is applicable to **ALL LICENSED OPERATORS**

3.1 Financial Reporting

All licensees shall provide audited books of account/financial statements and annual reports **at most four (4) calendar months** after the end of the financial year to the Commission.

ANNEX 1

INDICATOR DEFINITIONS AND REPORTING FREQUENCY

UCC Code	Indicator	Definition	Reporting frequency
Fixed telephone network			
101	Fixed telephone lines in operation	A telephone line connecting the subscribers' terminal equipment to the PSTN and has a dedicated port in the telephone exchange. Should also include fixed wireless customers and ISDN lines	At every end of month within the quarter
101a	Fixed line access modes	Provide number of customers connected to the various fixed line access modes i.e. ISDN, Leased lines, Fixed wireless GSM etc	At every end of month within the quarter
102	Number of <i>residential</i> fixed lines in operation	Number of fixed lines in residences i.e. lines neither used for business, government, any professional purposes nor as public pay phones. <i>See definition of a household/residence</i>	At every end of month within the quarter
103	Total capacity of Fixed line switch	Maximum number of main lines that can be connected to the digital and analogue exchange. Includes main lines already connected , main lines available for future connection	At every end of month within the quarter
104	Number of main lines connected to digital exchanges		At every end of month within the quarter
105	Number of lines connected to analogue exchanges		At every end of month within the quarter
106	Switch capacity of the digital exchange	Number of main lines that can be connected to Digital exchanges	At every end of month within the quarter
107	Fixed line network Geographic coverage	List of sub counties in which operator offers fixed line services. Annexed is a list of sub counties in the country for purposes of reporting on coverage Also specify the fixed line access technology employed in the respective sub counties e.g. Wire line, Fixed GSM terminals, CDMA terminals among others Annex 3 further provides an illustration for reporting	At every end of the quarter
108	Distribution of payphones	Provide a sub county by sub county distribution of fixed payphones Use the annexed list of sub counties to show number of fixed payphones owned by the licensee per sub county including card and coin operated. Also show pay phone technology e.g. fixed wireless terminal,	At every end of the quarter

		wire line connection employed in the respective sub counties	
Fixed network traffic			
110	Volume of own fixed network traffic	Number of minutes originating and terminating on licensee's fixed line network for example Network A fixed to Network A fixed traffic	For every month within the quarter
111	Fixed to mobile Own network	Total Traffic in minutes originating from a licensee's fixed network and terminating on the same licensee's mobile network	For every month within the quarter
112	Fixed to Fixed off net traffic	Total traffic in minutes originating on licensee's fixed network and terminating on another local fixed network Distinguish volume of traffic terminating the various local networks	For every month within the quarter
113	Fixed to Mobile off net traffic	Traffic originating from licensee's fixed network and terminating in another licensee's mobile network Distinguish volume of traffic terminating in the respective mobile networks	For every month within the quarter
114	Fixed traffic to East African networks	Traffic (in minutes) originating on licensee's fixed line network and terminating in East African networks. Specify terminating and or transit partners	For every month within the quarter
115	Fixed network traffic to the rest of the world	Traffic (in minutes) originating o licensee's fixed line network and terminating in foreign networks outside East Africa. Specify terminating and or originating partners.	For every month within the quarter
116 a	Incoming traffic from other local fixed networks	Traffic in minutes terminating on the licensee's fixed network originating from local fixed networks Specify the individual originating networks	For every month within the quarter
116 b	Incoming traffic from other local mobile networks	Traffic in minutes terminating on the licensee's fixed network originating from local mobile networks Specify the individual originating networks	For every month within the quarter
117	Incoming international traffic to fixed network (Excluding transit	Traffic in minutes terminated on the licensee's fixed line network from abroad. Specify originating and or hubbing partners	For every month within the quarter

	traffic)		
118 a	International outgoing transit traffic	Traffic originating from other local networks transiting through a licensee's network to foreign networks. Specify originating and terminating partners	For every month within the quarter
118 b	International incoming transit traffic	Number of minutes of traffic terminated in other local networks via the licensee's fixed network Specify originating and terminating partners	For every month within the quarter
118 c	Cross border transit traffic	Volume of traffic originating and terminating in foreign networks but transiting via a licensee's network	For every month within the quarter
119 a	Dialup minutes	Total volume in minutes of dialup sessions over the fixed network to access the internet	For every month within the quarter
119 b	IP traffic	Volume of IP originated traffic terminating on the fixed line network	For every month within the quarter
119 0	Number of on net fixed minutes handled by a PSP	Number of minutes originating and terminating on the fixed network through PSP. Specify the volume of on net traffic handled for the various Infrastructure providers	For every month within the quarter
119 1	Volume of cross network traffic handled by a given PSP	Number of minutes originated on one network and terminated on another network via a given PSP. PSP should specify originating and terminating partners	For every month within the quarter
119 2	Out going international traffic handled by a PSP	Number of outgoing international traffic minutes handled by a PSP. PSP to specify volume handled by the applicable infrastructure providers	For every month within the quarter

UCC Code	Indicator	Definition	Reporting frequency
Mobile network customers and coverage			
201a	Mobile cellular subscriber(post paid + Prepaid)	Refers to the use of portable telephones subscribing to a public mobile telephone service and provides access to Public Switched Telephone Network (PSTN) using cellular technology. This can include analogue and digital cellular systems. Include 2G, 3G, digital and analogue active cellular subscribers that have used at least one network service in last 90 days	At every end of month within the quarter
201b	Number of	Total number of mobile cellular	At every end of month within

	mobile pre paid customers	subscribers using pre paid cards. These are subscribers that rather than paying monthly subscription fees choose to purchase blocks of usage/air time. Only active prepaid subscribers who have used the network in the last 90 days should be reported.	the quarter
202	Number of mobile subscribers to low and medium speed mobile networks	Number of subscribers to low and medium speed mobile networks e.g. GPRS, WAP, imode etc with a capacity of less than 144kbit/s in both directions for data communications via the internet	At every end of month within the quarter
203	Number of active 3G (high speed) subscriber lines in service	Number of subscribers to high speed networks with a capacity of more than 144kbit/s in both directions regardless of whether they are using multi media services. These may include; CDMA 2000 1X, WCDMA, HSPDA etc	At every end of month within the quarter
204	Mobile network switching capacity	Maximum number of subscribers that can be connected to the switch. Include number of connected customers and those that can be connected to the switch.	At every end of month within the quarter
205	Telephone network geographic coverage	List of sub counties in which the licensee has a mobile cellular signal. Licensee should show which technology is available in a given area. Attached is a list of sub counties for this reporting	At every end of the quarter
206	Number and distribution of BTS sites, frequencies and locations	Coverage, BTS and fiber and other infrastructure network maps should also be provided	At every end of the quarter
Mobile network traffic			
210a	On net mobile traffic	Volume of traffic in minutes originating and terminating on a licensee's mobile network	For every month within the quarter
210b	On net mobile to fixed traffic	Volume of traffic in minutes originating on a licensee's mobile network and terminating on the licensee's fixed line network	For every month within the quarter
211a	Mobile to fixed off net traffic	Volume of traffic originating on a licensee's mobile network and terminating on a fixed line network of other local licensees	For every month within the quarter

		Specify terminating networks	
211b	Mobile to mobile off net traffic	Volume of traffic originating on licensee's mobile network and terminating on other local mobile networks Specify terminating networks	For every month within the quarter
212	Mobile to international traffic	Volume of traffic originating on licensee's mobile net and terminating in international networks Specify terminating and or transit partners or hubbing partners	For every month within the quarter
213	Incoming traffic on mobile network	Volume of traffic terminating in licensee's mobile network originating from local networks Specify volume from fixed and mobile networks	For every month within the quarter
214	International Incoming traffic on mobile network	Volume of traffic originating in foreign networks terminating on mobile networks	For every month within the quarter
215	IP telephony traffic	Volume of IP originated traffic terminating on the mobile network	For every month within the quarter
Roaming			
216a	Roaming minutes in foreign networks	Roaming minutes in foreign networks by licensee's subscribers	For every month within the quarter
216b	Roaming minutes by foreign	Roaming minutes by foreign subscribers in the licensee's network	For every month within the quarter
216c	Countries in which licensee has roaming partners	Provide list of countries and operators with whom licensee has roaming partners	At the end of every quarter
SMS and MMS			
217a	On net SMS	Number of SMS originated and terminated on licensee's mobile network	For every month within the quarter
217b	On net MMS	Number of MMS originated and terminated on licensee's mobile network	For every month within the quarter
218a	Outgoing local SMS	Number of SMS originating on licensee's network terminating on other local networks Specify terminating partners	For every month within the quarter
218b	Outgoing local MMS	Number of MMS originating on licensee's network terminating on other local	For every month within the quarter

		networks Specify terminating partners	
218c	Outgoing International SMS	Number of SMS originating on licensee's mobile network and terminating in foreign networks. Specify terminating partners	For every month within the quarter
218d	Outgoing International MMS	Number of MMS originating on licensee's mobile network and terminating in foreign networks. Specify terminating partners	For every month within the quarter
219a	Incoming local SMS	Number of SMS terminating on licensee's mobile network originating from other local networks	For every month within the quarter
219b	Incoming local MMS	Number of SMS terminating on licensee's mobile network originating from other local networks Specify originating partners	For every month within the quarter
219c	Incoming international SMS	Number of SMS terminated on licensee's mobile from foreign networks	For every month within the quarter
219d	Incoming international MMS	Number of MMS terminated on licensee's mobile from foreign networks. Specify originating networks	For every month within the quarter
2190	Number of SMS originated and terminated on a given PIP's network through the PSP		For every month within the quarter
2191	Number of outgoing SMS from a given NTO/CTO/PIP network terminating on another local network through the given PSP		For every month within the quarter

UCC Code	Indicator	Definition	Reporting frequency
301	Number of fixed internet subscribers	<p>The number of total Internet subscribers with fixed internet access. Specify the number of customers connected to the various access modes e.g. DSL, Dial up, cable modem etc.</p> <p>Only active subscribers that have used the system within the last 3 months should be included.</p> <p>Here fixed access refers to access at fixed locations excluding hot spots.</p> <p>Licensees should also distinguish between paying and free subscribers in case of no internet access fees</p>	For every month within the quarter
302a	Number of fixed customers with total capacity less or equal to 64kbps in both directions	Distinguish between shared and dedicated access subscribers	For every month within the quarter
302b	Number of fixed customers guaranteed more than 64 kbps but less or equal to 128 kbps in both directions	Distinguish between shared and dedicated access subscribers	For every month within the quarter
302c	Number of customers guaranteed more than 128 kbps but less	Distinguish between shared and dedicated access subscribers	For every month within the quarter

	or equal to 192 kbps in both directions		
302d	Number of fixed customers guaranteed more than 192 kbps but less than 256 kbps in both directions	Distinguish between shared and dedicated access subscribers	For every month within the quarter
302e	Number of fixed customers with 256 kbps or more in both directions	Distinguish between shared and dedicated access subscribers	For every month within the quarter
302f	Number of customers who have used mobile wireless internet connections	Mobile wireless customers are those who have accessed the internet from public hot spots for at least 4 hours in the last 3 months	For every month within the quarter
302g	Provide details of non speed based internet access usage e.g. capacity based pricing	Provide access details of active accounts, geographic access and usage volumes of non speed based internet access e.g. Capacity based pricing schemes.	For every month within the quarter
303	Distribution and wireless hotspots	Provide details of the geographic distribution and access technologies of Public Wireless Local Area networks.	For every quarter
304	Type of internet subscribers	Provide number of residential, business and Government subscribers regardless of access speeds	For every quarter
305	Number and distribution of public internet access cafes served regardless of access speeds	Provide district by district distribution of public internet cafes served	For every quarter
306	Number and district distribution of		For every quarter

	educational institutions served regardless of access speeds		
307a	Total international bandwidth (307b + 307c)	Summation of total downlink and uplink international bandwidth in mbps Licensees should also provide volume of bandwidth purchased by the various international bandwidth vendors	For every month within the quarter
307b	Total international uplink bandwidth	Total capacity of international outgoing internet bandwidth in mega bits per second Provide details and capacity of various bandwidth suppliers	For every month within the quarter
307c	Total international downlink bandwidth	Total capacity of international incoming internet bandwidth in mega bits per second Provide details and capacity of various bandwidth suppliers	For every month within the quarter
307d	Total local bandwidth	Provide capacity of local bandwidth supplied by the various bandwidth suppliers	For every month within the quarter

Quality of service

UCC code	Indicator	Definition	Reporting frequency
Billing and complaints			
400	%age of postpaid accounts that have been billed in a month	Total number of accounts that have received monthly bills as a %age of total number of post paid accounts. Distinguish these for mobile, fixed line and internet post paid customers	For every month within the quarter
401	Billing complaints as a % age of total bills issued	Total number of billing complaints as a percentage of total bills issued Distinguish these for mobile, fixed line and internet post paid customers	For every month within the quarter
402	%age of billing complaints resolved within 5 days of receipt	Total number of billing complaints resolved within 5 days as a %age of total complaints received	For every month within the quarter
403	%age of billing complaints resolved within 20 days of receipt of complaint	Total number of billing complaints resolved within 20 days as a %age of total complaints received	For every month within the quarter

404	%age of billing complaints resolved within 30 days of receipt of complaint	Total number of billing complaints resolved within 30 days as a %age of total complaints received	For every month within the quarter
405	Volume and number of non billing complaints received		For every month within the quarter
406	Number of non billing complaints resolved within 1 working day of receipt of complaint		For every month within the quarter
407	Service activation/provisioning time	Time taken to provide service. Distinguish service provisioning time for the various services	For every quarter
408	%age of service restoration requests fulfilled within 1 working day	Number of service restoration requests fulfilled within a day as a %age of all service restorations requests received	For every month within the quarter
409	%age of service restoration requests fulfilled within 2 working days of reporting	Number of service restoration requests fulfilled within 2 days as a %age of all service restorations requests received	
Network Performance			
410	TCH Congestion	Probability of not accessing a traffic channel	
411	Call Drop rate	%age number of calls that are dropped after connection to the system or network during call duration	
412	Call Block Rate	%age number of calls that are blocked after call set up	
413	Success call rate	Distinguish between intra network, inter network and international success call rate	
414	Network availability (MSC, BSS and BTS)	Time that the network resources are available to the consumer. Distinguish between MSC, BSS and BTS availability	

UCC Code	Indicator	Definition	Reporting Frequency
Access and distribution of postal offices			
501	Distribution of permanent post offices	Number, category and geographic distribution of permanent post offices including those manned by permanent staff and agencies.	At every end of quarter

		Specify whether the offices are HPOs, DPOs or Sub post offices and also provide number of private letter boxes at the respective offices	
501a	Distribution of permanent post offices manned by agents	Number, category and geographic distribution of permanent post offices staffed by individuals not directly employed by the licensee Specify whether the offices are HPOs, DPOs or Sub post offices and also provide number of private letter boxes at the respective offices	At every end of quarter
502a	Distribution of mobile post offices including rural delivery staff	Number and geographic distribution of mobile post offices including rural delivery staff and street posting boxes	At every end of quarter
502b	Distribution of post offices accepting financial transactions like money orders	Number and geographic distribution of post offices accepting financial transactions like money orders	At every end of quarter
502c	Distribution of sorting centres by type	Number and geographic distribution of sorting centres by type	At every end of quarter
502d	Number and distribution of post offices providing Public Internet access points		At every end of quarter
502e	Number and distribution of post offices providing Public Internet access points		At every end of quarter
502f	Number of permanent post offices connected to a postal internet network		At every end of quarter
502g	Number and distribution of post offices using counter automation systems		At every end of quarter
502h	Total number of private letter boxes		At every end of quarter
Ordinary Letter Post usage			

503a	Volume of domestic letter post	Number of ordinary domestic letter post items handled within the country	For every month within a quarter
503b	Volume of East African ordinary letter traffic	Number of ordinary letter post dispatched to and received by the postal administration and East African postal Administrations Provide numbers of incoming and outgoing items	For every month within a quarter
503c	Volume African ordinary letter post traffic	Number of ordinary letter post between (dispatched to and received from) Postal administration and the Rest of Africa Provide numbers of incoming and outgoing items	For every month within a quarter
503d	Volume of ordinary letter post between Postal administration and Europe	Number of letter post between Postal administration and Europe Provide numbers of incoming and outgoing items	For every month within a quarter
503e	Volume of letter post between Postal Administration and the rest of the World		For every month within a quarter
Registered mail			
504a	Volume of domestic registered items	Number of registered mail items posted and delivered within the country	For every month within a quarter
504b	Volume of registered mail between the postal administration and the East Africa	Number of registered mail items between Postal administration and East Africa Provide numbers of incoming and outgoing items	For every month within a quarter
504c	Volume of registered letter post between Postal administration and the Rest of Africa	Number of registered mail items between Postal administration and Rest of Africa Provide number of incoming and outgoing items	For every month within a quarter
504d	Volume of	Number of registered mail items between Postal	For every month

	registered mail between Postal administration and Europe	administration and Europe Provide number of incoming and outgoing items	within a quarter
504e	Volume of registered mail between Postal administration and North America	Number of registered mail items between Postal administration and North America Provide number of incoming and outgoing items	For every month within a quarter
504f	Volume of registered mail between Postal administration and Rest of the World	Number of registered mail items between Postal administration and Rest of the World Provide number of incoming and outgoing items	For every month within a quarter
Insured items			
505a	Volume of insured domestic items handled by the postal administration	Number of insured items handled within the country	For every month within a quarter
505b	Volume of insured items from abroad handled by the postal administration	Number of insured items posted abroad	For every month within a quarter
505c	Volume of insured items from abroad handled by the postal administration	Number of insured items received from abroad	For every month within a quarter
News papers and advertising items			
506a	Volume of domestic hybrid mail handled	Number of hybrid mail items handled within the country	For every month within a quarter

506b	Volume of international hybrid mail	Number of incoming and outgoing hybrid mail	For every month within a quarter
Express/EMS items and postal parcels			
507a	Volume of domestic express items	Number of EMS items handled within the country	For every month within a quarter
507b	Volume of Express/EMS items between the postal administration and the East Africa	Number of EMS items handled between the postal administration and East Africa Provide number of incoming and outgoing items	For every month within a quarter
507c	Volume of Express/EMS items between the postal administration and the Rest of Africa	Number of EMS items handled between the postal administration and Rest of Africa Provide number of incoming and outgoing items	For every month within a quarter
507d	Volume of Express/EMS items between the postal administration and the Europe	Number of EMS items handled between the postal administration and Europe Provide number of incoming and outgoing items	For every month within a quarter
507e	Volume of Express/EMS items between the postal administration and the North America	Number of EMS items handled between the postal administration and North America Provide number of incoming and outgoing items	For every month within a quarter
507f	Volume of Express/EMS items between the postal administration and the Rest of the world	Number of EMS items handled between the postal administration and Rest of the world Provide number of incoming and outgoing items	For every month within a quarter

508a	Volume of ordinary domestic parcels	Number of ordinary domestic parcels handled	For every month within a quarter
508b	Volume of ordinary domestic parcels handled between the postal administration and East Africa	Number of ordinary domestic parcels handled between the administration and the rest of East Africa. Provide detail of incoming and outgoing parcel volumes	For every month within a quarter
508c	Volume of ordinary domestic parcels handled between the postal administration and Rest of Africa	Number of ordinary domestic parcels handled between the administration and the rest of Rest of Africa	For every month within a quarter
508d	Volume of ordinary domestic parcels handled between the postal administration and Europe	Number of ordinary domestic parcels handled between the administration and Europe	For every month within a quarter
508e	Volume of ordinary domestic parcels handled between the postal administration and North America	Number of ordinary domestic parcels handled between the administration and North America	For every month within a quarter
508f	Volume of ordinary domestic parcels	Number of ordinary domestic parcels handled between the administration and Rest of the World	For every month within a quarter

	parcels handled between the postal administration and Rest of the World		
508g	Volume of insured domestic parcels	Number of insured domestic parcels	For every month within a quarter
508h	Volume of insured international parcels dispatched	Number of insured international parcels dispatched. Provide breakdown of incoming and outgoing insured international items.	For every month within a quarter
509a	Volume of domestic money order business	Number and value of domestic money orders	For every month within a quarter
509b	Volume of outgoing international money orders	Number and value of international money orders dispatched to international destinations	For every month within a quarter
509c	Volume of incoming international money orders	Number and value of international money orders dispatched from international destinations	For every month within a quarter
509d	Status of logistic	Details of logistic services offered by the postal administration	At the end of the quarter
Postal service quality of service			
510a	Intra HPO delivery time	Delivery time in hours within a Head Post Office	Monthly average
510b	Inter HPO, DPO and agency delivery time	Delivery time of domestic mail items between HPOs, DPOs and agencies Specify delivery times for ordinary and express items	Monthly average
510c	Delivery times for out bound East Africa postal items	Delivery time of items dispatched to East African destinations	Monthly average
510d	Delivery times to the rest of Africa	Delivery times of items dispatched to the rest of Africa Distinguish the delivery times for the various postal services	Monthly average
510e	European delivery times	Delivery times of items dispatched to Europe Distinguish the delivery times for the various postal services	Monthly average

510f	North American delivery times	Delivery times of items dispatched to North America Distinguish the delivery times for the various postal services	Monthly average
511a	Types and number of customer complaints received	Describe type of complaints	For every month within the quarter
511b	Number of letter mis-sorts		For every month within the quarter
511c	Volume of lost mail		For every month within the quarter
511d	Redress procedures for lost or un delivered mail	Provide these for the various postal services	For every month within the quarter

UCC code	Indicator	Definition	Reporting frequency
Courier access points			
601a	Distribution of courier collection points	Number and geographic distribution of courier pickup and drop centers	At the end of every quarter
601b	Distribution of courier drop points		At the end of every quarter
601c	Distribution of center that are both collection and drop centers	Number and distribution of centres that are both collection and drop centres	At the end of every quarter
601d	Number of collection/drop agents		At the end of every quarter
Domestic Courier traffic			
602e	Volume of courier items collected and dropped within the Kampala metropolitan	Number of courier items (packets/parcels/documents) within the Kampala metropolitan	For every month within the quarter
602f	Volume items posted and received from outside Kampala	Number of items to and out side other parts of the country	For every month within the quarter
Regional and African courier traffic			
603a	Volume of East	Number of courier items	For every month within the quarter

	African courier traffic	dispatched to and received from other East African countries Specify country of origin within East Africa and type of courier item e.g. ordinary, express etc	
603b	Volume of COMESA courier traffic	Number of courier items dispatched to and received from other COMESA countries excluding East Africa Specify country of origin within COMESA and type of courier item e.g. ordinary, express etc	For every month within the quarter
603c	Volume of courier traffic with NON COMESA African countries	Number of courier items dispatched to and received from African countries outside the COMESA region Specify type of courier items e.g. ordinary, express etc	For every month within the quarter
Other international courier traffic			
604a	Volume of European courier traffic	Number of courier items dispatched to and received from Europe Specify type of courier items e.g. ordinary, express etc	For every month within the quarter
604b	Volume of North American courier traffic	Number of courier items dispatched to and received from North America Specify type of courier items e.g. ordinary, express etc	For every month within the quarter
604c	Volume of courier traffic with the rest of the world	Number of courier items dispatched to and received from the rest of the world (Excluding Africa, Europe and North America) Specify type of courier items e.g. ordinary, express etc	For every month within the quarter
604d	Value added services	Provide types and volume of value added service offered by the licensee during the reporting period	For every month within the quarter
Courier Quality of Service			

605a	Intra Kampala delivery times	Time taken to deliver a courier item posted and to be received in Kampala. Specify delivery times for express and or ordinary courier items	For every quarter
605b	Delivery times for deliveries outside Kampala	Time taken to deliver courier items to destinations outside Kampala Specify delivery times for express and or ordinary courier items	
605c	International delivery times	Time taken to deliver courier items to International destinations Specify delivery times for ordinary and domestic items	
Complaints and lost mail			
606a	Volume of lost mail	Number of items lost before delivery	
606b	Volume of late deliveries	Number of items not delivered on time and provide reason for late delivery	For every month within the quarter
606c	Redress procedures for lost, undelivered or lately delivered mail		For every month within the quarter
Employment			
607a	Total full time staff		At every end of month within the quarter
607b	Number of expatriate staff		At every end of month within the quarter
607c	Number of female permanent employees		At every end of month within the quarter
607d	Number of male permanent employees		At every end of month within the quarter
607e	Number of contract/semi permanent employees		

ANNEX 2

List of Districts, Counties and Sub counties (as at June 2007) for service coverage reporting

	DISTRICT	COUNTY/MUNICIPALITY / CITY DIVISION	SUB COUNTY /TOWN COUNCIL / MUNICIPAL DIVISION
1	ABIM	LABWOR	ABIM
			ALEREK
			NYAKWAE
2	ADJUMANI	ADJUMANI	ADROPI
			ADJUMANI T.C#
			CIFORO
			DZAIPI
			OFUA
3	AMOLATAR	KYOGA	APUTI
			AWELLO
			MUNTU
			NAMASALE
			AMOLATAR T.C.
4	AMURIA	AMURIA	ABARILELA
			ASAMUK
			KUJU
			ORUNGO
			WERA
5	AMURU	KILAK	AMURU
			ATIAK
			LAMOGI
			PABBO
		NWOYA	ALERO
			ANAKA (PAYIRA)
			KOCH-GOMA
			PURONGO
6	APAC	KOLE	ABOKE
			AKALO
			ALITO
			AYER

			BALLA
		KWANIA	ADUKU
			CEWENTE
			INOMO
			NAMBIESO
		MARUZI	AKOKORO
			APAC
			APAC T. C
			CEGERE
			IBUJE
7	ARUA	AYIVU	ADUMI
			AROJ
			OLUKO
			PAJULU
			ARUA M/C
		MADI-OKORO	OFFAKA
			OGOKO
			OKOLLO
			RHINO CAMP
			RIGBO
		VURRA	AJIA
			ARIVU
			LOGIRI
			VURRA
8	BUDAKA	BUDAKA	BUDAKA
			IKI-IKI
			KADERUNA
			KAMONKOLI
			LYAMA
			NABOA
9	BUDUDA	MANJIYA	BUDUDA
			BUKIGAI
			BULUCHEKE
			BUSHIKA
10	BUGIRI	BUKOOLI	BUGIRI T.C
			BULESA
			BULUGUYI
			BUYINJA
			BUWUNGA
			KAPYANGA

			MUTERERE
			NABUKALU
			NANKOMA
			SIGULU ISLAND
11	BUKWA	KONGASIS	BUKWA
			CHESOWER
			KABEI
			SUAM
			MOUNT ELGON
12	BUKEDEA		BUKEDEA
			KACHUMBARA
			KIDONGOLE
			KOLIR
			MALERA
13	BULIISA	BULIISA	BIISO
			BULIISA
14	BUNDIBUGYO	BWAMBA	BUBANDI
			BUBUKWANGA
			BUNDIBUGYO T.C
			BUSARU
			HARUGALI
			KASITU
		NTOROKO	KARUGUTII
			RWEBISENGO
15	BUSHENYI	BUHWEJU	1.BIHANGA
			2.BURERE
			3.KARUNGU
			4.RWENGWE
		BUNYARUGURU	5.KATERERA
			6.KATUNGURU
			7.KICHWAMBA
			8.RYERU
		IGARA	BUSHENYI T.C
			BUMBEIRE
			KAKANJU
			KYABUGIMBI
			KYAMUHUNGA
			KYEIZOBA
			NYABUBARE

		RUHINDA	BITEREKO
			KABIRA
			KANYABWANGA
			KASHENSHERO
			MITOOMA
			MUTARA
		SHEEMA	BUGONGI
			KAGANGO
			KIGARAMA
			KITAGATA
			KYANGYENYI
			SHUUKU
16	BUSIA	SAMIA-BUGWE	BUHEHE
			BULUMBI
			BUSIA T.C
			BUSITEMA
			BUTEBA
			DABANI
			MASAFU
			LUMINO
			LUNYO
17	BUTALEJA	BUNYOLE	BUDUMBA
			BUSABA
			BUSOLWE
			BUTALEJA
			KACHONGA
			MAZIMASA
18	DOKOLO	DOKOLO	AGWATTA
			BATTA
			DOKOLO
			KANGAI
			KWERA
19	GULU	OMORO	BOBI
			KORO
			LALOGI
			ODEK
			ONGAKO
		GULU MUNICIPALITY	PECE
		ASWA	AWACH
			BUNGATIRA

			PAICHO
			PATIKO
			PALARO
20	HOIMA	BUGAHYA	BUHANIKA
			BISERUKA
			BUSIISI
			HOIMA T.C
			KIGOROBYA
			KITOBA
		BUHAGUZI	KYABIGAMBIRE
			BUGAMBE
			BUHIMBA
			KABWOYA
			KIZIRANFUMBI
			KYANGWALI
21	IBANDA	IBANDA	BISHESHE
			ISHONGORORO
			KIKYENKYE
			NYABUHIKYE
			RUKIRI
22	IGANGA	BUGWERI	BUYANGA
			IBULANKU
			MAKUUTU
			NAMALEMBA
		KIGULU	NABITENDE
			NAMBALE
			NAMUNGALWE
			NAWANDALA
			BULAMAGI
			IGANGA T.C
			NAKALAMA
			NAKIGO
		LUUKA	BUKANGA
			BUKOOMA
			BULONGO
			IKUMBYA
			IRONGO
			NAWAMPITI
			WAIBUGA
23	ISINGIRO	ISINGIRO	BIRERE

			KABINGO
			KABINGO (MBARARA)
			KIKAGATI
			NYAKITUNDA
24	JINJA	KAGOMA	BUTAGAYA
			BUWENGE T.C
			BUYENGO
			BUDONDO
		JINJA MUNICIPALITY	WALUKUBA
			JINJA CENTRAL
			MPUMUDDE
		BUTEMBE	MASESE
			KAKIRA
			MAFUBIRA
25	KAABONG	DODOTH	KAABONG T.C
			KAABONG
			KAPEDO
			KATHILE
			LOLELIA
			LOYORO
			NAPORE (KARENGA)
			SIDOK
26	KABALE	KABALE M.C.	KABALE CENTRAL
			KABALE NOTHERN
			KABALE SOUTHERN
		NDORWA	BUHARA
			KAHARO
			KYANAMIRA
			KAMUGANGUZI
			KITUMBA
			RUBAYA
			MAZIBA
		RUBANDA	BUBALE
			BURUNDI
			HAMURWA
			IKUMBA
		RUKIGA	MUKO
			BUKINDA
			KAMWEZI
			KASHAMBYA
			RWAMUCUCU

27	KABAROLE	BUNYANGABU	BUHESI
			KIBIITO
			KISOMORO
			RWIMI
		BURAHYA	BUKUUKU
			BUSORO
			HAKIBALE
			KICWAMBA
			MUGUSU
			RUTEETE
		FORT PORTAL MUN.	EASTERN ZONE
			SOUTHERN ZONE
28	KABERAMAIDO	KABERAMAIDO	ALWA
			KABERAMAIDO
			KABERAMAIDO T.C
			KOBULUBULU
			OCHERO
		KALAKI	ANYARA
			BULULU
			KALAKI
			OTUBOI
29	KALANGALA	BUJUMBA/KYAMUSWA	BUJUMBA
			KALANGALA T.C.
			MUGOYE
			BUFUNIRA
			JANA
			KYAMUSWA
			MAZINGA
30	KALIRO	BULAMOJI	BUMANYA
			GADUMIRE
			NAMUGONGO
			NAMWIWA
			NAWAIKOKE
31	KAMPALA	KAMPALA CITY COUNCIL	KAMPALA CENTRAL
			KAWEMPE DIVISION
			MAKINDYE DIVISION
			NAKAWA DIVISION
			RUBAGA DIVISION

32	KAMULI	BUDIOPE	BUGAYA
			BUYENDE
			KAGULU
			KIDERA
		BUGABULA	NKONDO
			BALAWOLI
			BULOPA
			BUTANSI
			KAMULI T.C.
			KITAYUNJWA
			NABWIGULU
		BUZAAYA	NAMASAGALI
			BUGULUMBYA
			KISOZI
			MBULAMUTI
			NAWANYAGO
			WANKOLE
33	KAMWENGE	KIBALE	KAHUNGE
			KAMWENGE T.C.
			NKOMA
		KITAGWENDA	KICHECHE
			MAHYORO
			NYABANI
34	KANUNGU	KINKIIZI	KAMBUGA
			KAYONZA
			KIHIIHI
			KIRIMA
			NYAMIRAMA
			RUGYEYO
			RUTENGA
35	KAPCHORWA	KWEEN	BINYINY
			KAPRONRON
			NGENGE
		TINGEY	KAPCHORWA T.C.
			KAPTANYA
			KASEREM
			SIPI
36	KASESE	BUKONJO	BWERA
			IHANDIRO
			KARAMBI

			KISINGA
			KITHOLI
			KYARUMBA
			KYONDO
			MAHANGO
			MUKUNYU
			NYAKIYUMBU
		BUSONGORA	BUGOYE
			KARUSANDARA
			KASESE T.C.
			KICWAMBA
			KILEMBE
			MALIBA
			MUKHOYA
			RUKOKI
			LAKE KATWE
37	KATAKWI	KAPELEBYONG	ACHOWA
			KAPELEBYONG
		USUK	OBALANGA
			KAPUJAN
			KATAKWI
			MAGORO
			NGARIAM
			TOROMA
			USUK
38	KAYUNGA	BBAALE	BBAALE
			GALIRAYA
			KAYONZA
			KITIMBWA
		NTENJERU	BUSAANA
			KANGULUMIRA
			KAYUNGA
			KAYUNGA T.C.
			NAZIGO
39	KIBAALE	BUGANGAIZI	BWANSWA
			KAKINDO
			KASAMBYA
			NARWEYO
			NKOOKO
		BUYAGA	BWAKIRA
			KAGADI

			KIRYANGA
			KYANAISOKE
			MABAALE
			MUHORO
		BUYANJA	BWAMIRAMIRA
			MATALE
			MUGARAMA
40	KIBOGA	KIBOGA	BUKOMERO
			BUTEMBA
			KIBOGA T.C.
			LWAMATA
			NTWETWE
41	KIRUHURA	KAZO	BUREMBA
			BURUNGA
			KANONI
		NYABUSHOZI	KASHONGI
			KENSHUNGA
			KINONI
			NYAKASHASHARA
			SANGA
42	KISORO	BUFUMBIRA	BUFUMBIRA
			BUKIMBIRI
			BUSANZA
			CHAHI
			KISORO T.C.
			NYABWISHENYA
			NYAKABANDE
			NYARUSIZA
43	KITGUM	CHUA	LABONGO
			KITGUM T.C.
			KITGUM MATIDI
			MUCHWINI
			NAM-OKORA
			OROM
		LAMWO	AGORO
			LOKUNG
			MADI-OPEI
			PADIBE
			PALABEK

44	KOBOKO	KOBOKO	LOBULE
			LUDARA
			MIDIA
45	KOTIDO	JIE	KACHERI (RENGEN)
			KOTIDO
			KOTIDO TOWNSHIP
			NAKAPERIMORU
			PANYANGARA
46	KUMI	KUMI	ATUTUR
			KANYUM
			KUMI
			KUMI T.C.
			MUKONGORO
			NGERO
			ONGINO
		NGORA	KAPIR
			KOBWIN
			MUKURA
			NGORA
47	KYENJOJO	KYAKA	HAPUYO
			KAKABARA
			KASULE
			KYEGEGWA
			MPARA
		MWENGE	BUFUNJO
			BUGAAKI
			BUTIITI
			KATOOKE
			KIHUURA
			KYARUSOZI
			NYANTUNGO
48	LIRA	ERUTE	ADEKOKWOK
			AMACH
			AROMO
			BARR
			OGUR
		MOROTO	ABAKO
			ALOI
			AMUGU
			APALA

			OMORO
		OTUKE	ADWARI
			OKWANG
			OLILIM
			ORUM
		LIRA MUNICIPALITY	LIRA CENTRAL
			OJWINA
49	LUWERO	KATIKAMU	BOMBO T.C.
			BUTUNTUMULA
			LUWERO
			LUWERO T.C.
			KATIKAMU
			MAKULUBITA
			NYIMBWA
			WOBULENZI T.C.
		WABUSANA	BAMUNANIKA
			KALAGALA
			KIKYUSA
			ZIROBWE
50	LYANTONDE	KABULA	KALIIRO
			KASAGAMA
			KINUUKA
			LYANTONDE T.C.
			LYANTONDE
			MPUMUDDE
51	MANAFWA	BUBULO	BUBUTU
			BUGOBERO
			BULWABWALA
			BUMBO
			BUPOTO
			BUTIRU
			BUWABWALA
			BUWAGOGO
			BUBIITA
52	MARACHA /TEREGO	MARACHA	KIJOMORO
			NYADRI
			OLEBA
			OLUVU
			YIVU

			NYADRI T.C.
		TEREGO	AII-VU /AJIVU
			BELEAFE
			KATRINI
			OMUGO
			UDUPI
53	MASAKA	BUKOMANSIMBI	BIGASA
			BUTENGA
			KIBINGE
			KITANDA
		BUKOTO	BUKAKATA
			BUWUNGA
			KINGO
			KISEKKA
			KYANAMUKAKA
			LWENGO
			MALONGO
			MUKUNGWE
		KALUNGU	BUKULULA
			KALUNGU
			KYAMULIBWA
			LWABENGE
		MASAKA MUNICIPALITY	KATWE /BUTEGO
			KIMANYA /KYABAKUZA
			NYENDO /SENYANGE
54	MASINDI	BUJENJE	BUDONGO
			BWIJANGA
		BURULI	KARUJUBU
			KIMENGO
			MASINDI T.C.
			MIIRYA
			NYANGAHYA
			PAKANYI
		KIBANDA	KIGUMBA
			KIRYANDONGO
			MASINDI PORT
			MUTUNDA
55	MAYUGE	BUNYA	BUWAYA
			BAITAMBOGWE
			IMANYIRO
			KIGANDALO

			KITYERERA
			MALONGO
56	MBALE	BUNGOKHO	BUFUMBO
			BUKHIENDE
			BUNGOKHO
			BUSIU
			BUSOBA
			NAKALOKI
			WANALE
		MBALE MUNICIPALITY	INDUSTRIAL BOROUGH
			NORTHERN BOROUGH
			WANALE BOROUGH
57	MBARARA	BUKANGA	KASHUMBA
			NGARAMA
			RUGAAGA
		KASHARI	BUBAARE
			KAKIKA
			RUBAYA
			RWANYAMAHEMBE
		MBARARA MUNICIPALITY	KAKOBA
			KAMUKUZI
			NYAMITANGA
		RWAMPARA	BUGAMBA
			MWIZI
			NDEIJA
			NYAKAYOJO
			RUGANDO
58	MITYANA	MITYANA	BULERA
			BUSIMBI
			KIKANDWA
			MITYANA T.C.
			SSEKANYONYI
59	MOROTO	BOKORA	IRIRI
			LOKOPO
			LOPEI
			LOTOME
			MATANY
			NGOLERAT
		MATHENIKO	KATIKEKILE
			MOROTO T.C

			NADUNGET
			RUPA
60	MOYO	OBONGI	ALIBA
			GIMARA
			ITULA
		WEST MOYO	DUFILE
			METU
			MOYO
			MOYO T.C.
61	MPIGI	BUTAMBALA	BULO
			BUDDE
			KALAMBA
			KIBIBI
			NGANDO
		GOMBA	KABULASOKE
			KYEGONZA
			MADDU
			MPENJA
		MAWOKOTA	BUWAMA
			KIRINGENTE
			KAMENGO
			KITUNTU
			MPIGI
			MPIGI T.C.
			MUDUMA
			NKOZI
62	MUBENDE	BUWEKULA	BAGEZZA
			BUTOLOGO
			KASAMBYA
			KITENGA
			KIYUNI
			MADUDU
			MUBENDE T.C.
		KASSANDA	BUKUYA
			KASSANDA
			KIGANDA
			MYANZI
		BUSUJU	BUTAYUNJA
			KAKINDU
			MALAGALA
			MAANYI

63	MUKONO	BUIKWE	BUIKWE
			KAWOLO
			LUGAZI T.C.
			NGOGWE
			NYENGA
			WAKISI
			NAJEMBE
			NAJJA
			NJERU T.C.
			NKOKONJERU T.C.
		BUVUMA ISLANDS	SSI
			BUGAYA
			BUSAMUZI
			NAIRAMBI
		MUKONO	GOMA
			KYAMPISI
			NAMA
			KKOME ISLANDS
			NAKISUNGA
			KASAWO
			KIMENYEDDE
			NABBALE
			NAGOJJE
			NAMUGANGA
			NTUNDA
64	NAKAPIRIPIRIT	KADANI (CHEKWII)	KAKOMONGOLE
			MORUITA
			NAMALU
		PIAN	LORCHAT
			LORENGEDWAT
			NABILATUK
		UPE	AMUDAT
			KARITA
			LOROO
65	NAKASEKE	NAKASEKE	KAPEEKA
			KIKAMULO
			NAKASEKE
			NGOMA (LUWERO)
			SEMUTO
			WAKYATO

66	NAKASONGOLA	BURULI	KAKOOGI
			KALUNGI
			LWAMPANGA
			NABISWERA
			WABINYONYI
67	NAMUTUMBA	BUSIKI	BULANGE
			IVUKULA
			KIBAALE
			MAGADA
			NAMUTUMBA
			NSINZE
68	NEBBI	JONAM	PAKWACH
			PANYANGO
			PANYIMUR
			WEDELEY
		OKORO	ATYAK
			JANGOKORO
			KANGO
			NYAPEA
			PAIDHA
			ZEU
		PADYERE	AKWORD
			ERUSSI
			KUCWINY
			NEBBI T.C.
			NYARAVUR
			PAROMBO
69	NTUNGAMO	KAJARA	BWONGYERA
			IHUNGA
			KABATSI
			NYABIHOKO
		RUHAAMA	ITOJO
			NTUNGAMO
			RUKONI
			RWEKINIRO
		RUSHENYI	KAYONZA
			NGOMA
			RUBAARE
			RUGARAMA
70	OYAM	OYAM	ABER

			ACHABA
			ICHEME
			LORO
			MINAKULU
			NGAI
			OTWAL
71	PADER	ARUU	ATANGA
			AWERE
			ACHOLI-BUR
			PADER
			PAJULE
		AGAGO	ADILANG
			LIRA-PALWO
			PAIMOL
			PARABONGO
			PATONGO
72	PALLISA	BUTEBO	BUTEBO
			KABWANGASI
			KAKORO
			KIBALE
		KIBUKU	BULANGIRA
			BUSETA
			KADAMA
			KIBUKU (KATAKA)
		PALLISA	AGULE
			APOPONG
			KAMEKE
			KASODO
			GOGONYO
			PALLISA
			PUTI-PUTI
73	RAKAI	KAKUUTO	KASASA
			KAKUUTO
			KIBANDA
			KIFAMBA
		KOOKI	KYEBE
			KACHEERA
			KACHEERA (RAKAI)
			KAGAMBA (BUYAMBA)
			BYAKABANDA
			LWANDA

			LWAMAGGWA
			KYALULANGILA
		KYOTERA	KABIRA (RAKAI)
			KALISIZO
			KASAALI
			KIRUMBI
			NABIGASA
74	RUKUNGIRI	RUBABO	BUYANJA
			KEBISONI
			NYAKISHENYI
			NYARUSHANJE
		RUJUMBURA	BUGANGARI
			BUHUNGA
			BWAMBARA
			KAGUNGA
			RUKUNGIRI T.C.
			RUHINDA
			NYAKAGYEME
75	SEMBABULE	LWEMIYAGA	LWEMIYAGA
			NTUSI
		MAWOGOLA	LWEBITAKULI
			MATEETE
			MIJWALA
76	SIRONKO	BUDADIRI	BUHUGU
			BUMASIFWA
			BUSULANI
			BUYOBO
			BUWALASI
		BULAMBULI	BULAGO
			BUNAMBUTYE
			BUGINYANYA
			MUYEMBE
			SISIYI
77	SOROTI	KASILO	BUGONDO
			KADUNGULU
			PINGIRE
		SERERE	ATIIRA
			KATETA
			KYERE
			AERERE /OLIO

		SOROTI	ASURET
			ARAPAI
			GWERI
			KAMUDA
			KATINE
			TUBUR
		SOROTI MUNICIPALITY	CENTRAL SOROTI
			NOTHERN SOROTI
78	TORORO	KISOKO(WEST BUDAMA)	IYOLWA
			KIREWA
			KISOKO
			MULANDA
			NABUYOGA
			NAGONGERA
			RUBONGI
			PAYA
		TORORO	KWAPA
			MUKUJU
			MOLO
			OSUKURU
		TORORO MUNICIPALITY	TORORO EASTERN
			TORORO WESTERN
79	WAKISO	BUSIRO	NSANGI
			WAKISO
			WAKISO T.C.
			KAKIRI
			KIZIBA (MASULIITA)
			NAMAYUMBA
			KASANJE
			KATABI
			SSISA
		KYADONDO	KIRA T.C.
			NANGABO
			GOMBE
			KYAMBOGO
			NABWERU
			NANSANA T.C.
		ENTEBBE MUNICIPALITY	DIVISION A
			DIVISION B
80	YUMBE	ARINGA	DRAJINI/ARIJAM
			KEI

			KURU
			ROMOGI
			YUMBE T.C.
			ODRAVU

ANNEX 3

An illustration of coverage reporting

District	Sub county	Fixed line service availability as at 31 st March 2XX9 (Indicate with a tick availability of the respective technology in a given sub county)		
		CDMA	Copper Wire line	Other technology (specify)
Yumbe	Drajini	√		
	Kei		√	
	Kuru	√		
	Romogi	√		
	Yumbe TC		√	
	Odravu		√	