



PROCESSING OF APPLICATIONS FOR SHORT CODES

1. Background

Short Codes are telephone numbers with fewer digits than the standard national significant number and dialed without a national destination code. They are commonly used to access specific services.

In the case of Uganda, these Short Codes can either be three (3) or four (4) digits long, with the 3-digits Short Codes being reserved for emergency and safety services, network customer services as well as innovation and the 4-digit numbers being reserved for individuals and business entities that successfully demonstrate a need for them.

UCC retains the responsibility of managing all the numbers in the National Numbering Plan including the revised Short Codes provision.

SHORT CODE	APPLICATION	Elaboration	LICENCE FEE
110 – 119	Emergency and Safety Services	The number must be common to all networks for the particular service	Exempt from authorisation fees
120 - 129	Customer Service enquiries	Selected numbers common to all networks depending on the service	Exempt from authorisation fees (However, if the provider decides to charge for the service, they shall also be required to pay for the use of the number)
130 - 139	Billing related enquiries	Selected numbers common to all networks depending on the service	Exempt from authorisation fees (However, if the provider decides to charge for the service, they shall also be required to pay for the use of the number)
140 - 189	Other Network Services	May be network dependent. It caters for those network services that may be defined uniquely by	Exempt from authorisation fees (However, if the provider decides to charge for the service, they shall also be required to pay for the use of the number)

		the respective operators	
190 - 198	Specially – defined UCC applications; e.g <i>Directory Services</i>	For those services specially defined by UCC at different times	Exempt from 2uthorization fees (However, if the provider decides to charge for the service, they shall also be required to pay for the use of the number)
200 - 298	Application Information Service Providers, Vaue Added Service Providers and other	For SMS, MMS and USSD based services and applications by various service providers	Authorisation fee (US \$ 10,000 p.a) excluding VAT
900 - 999	Emergency Services and Safety Services (e.g 911 & 999);	The number must be common to all networks for the particular service	Exempt from authorisation fees (However, if the provider decides to charge for the service, they shall also be required to pay for the use of the number)
6000 - 8999	Application /Information Service Providers	May be network dependent	Authorisation fee (US \$ 2,000 p.a) excluding VAT

Prior to submitting an application to UCC, applicants must ensure that the planned application and short code applied for can be implemented by the service provider(s) over whose network the application is to be access by the targeted users.

3. Processing procedure

i) An application shall be made by submitting the dully completed form with all associated requirements to the Executive Director, UCC. These requirements include the application processing fee of US \$250 excluding VAT

ii) Application shall be reviewed and if found to be eligible for the code applied for, the applicant shall be assigned the requested code based on a first come first serve. (All the legal documents should be certified)

iii) The successful applicant shall then proceed to enter into a contractual agreement agreements with the service/network provider to provide the services associated with the number.

N.B: UCC shall not involve itself in the commercial arrangements between the assignee and the service / network provider unless consumer interests are compromised.