



**UGANDA
COMMUNICATIONS
COMMISSION**

CONSULTATION DOCUMENT

**QUALITY OF SERVICE MEASUREMENT AND
MONITORING FRAMEWORK**

CONSULTATION PROCESS

Background

The Uganda Communications Commission is in the process of reviewing the QoS standards for the communications sector. The provision for a review was made within the current QoS standards document which has been in effect since 2007.

It has become necessary to carry out a full review of the QoS standards so as to address changes that have taken place in the sector in the recent past. These changes include, but are not limited to, increased dissatisfaction of consumers and the changing economic and technological characteristics of the market.

The review process is currently in advanced stages. Quality of service parameters have been developed and agreed upon by Uganda Communications Commission and industry stake holders.

The Commission has now embarked on the process of establishing the method of monitoring of the performance of the telecom operators on the agreed upon parameters. This process will also include the definition of the target values for each performance indicator.

In accordance with this process, UCC has developed a proposal for the “Quality of Service measurement and monitoring framework”.

UCC herewith presents the proposed framework for your review, comments and queries.

Making a submission

Only written submissions (Electronic/hard copy) will be considered. The close of submissions to this paper is 5.00 pm on **Monday 10th September, 2012.** Submissions received after the above indicated date may not be considered.

Submissions can be sent to:

Hand delivery:

Telecoms and Broadcasting
Uganda Communications Commission,
UCC House,
Plot 42-44 Spring Road,
Bugolobi - Kampala

Or by post to:

Telecoms and Broadcasting
Uganda Communications Commission,
P O Box 7376
Kampala – Uganda

Or by email to:

telecoms@ucc.co.ug

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