An Application for any telecommunications licence shall be by way of a letter to the Commission, signed by the applicant, addressed to the Executive Director of the Uganda Communications Commission on the Applicant’s letterhead, and must include the respective details as indicated in the table below.

A licence will only be granted to an applicant that demonstrates financial capacity and technical capability to establish and provide the respective services in the respective designated service area or region of Uganda. The country has been divided into four regions as per the attached map.

### LICENSE APPLICATION REQUIREMENTS FOR THE NEW TELECOM LICENSES

<table>
<thead>
<tr>
<th>No.</th>
<th>LICENCE CATEGORY OF SERVICES</th>
<th>APPLICATION REQUIREMENTS</th>
<th>APPLICATION FEES (EXCLUSIVE VAT)</th>
<th>LICENSE FEES (VAT EXCLUSIVE)</th>
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</table>
| 1.  | PUBLIC SERVICE PROVIDER LICENCE (PSP) | These can be;  
(a) Regional Public Service Provider (RPSP);  
Or  
(b) National Public Service Provider (NPSP) | (1) The name of the Applicant (Entity). The applicant must be a legal person in Uganda.  
(2) The business address in Uganda.  
(3) The contact telephone number, email address, address, as well as website address/ULR where available.  
(4) The applicant’s Tax Identification Number (TIN) and a Tax clearance certificate issued by URA at least 30 days before the date of submission of the application.  
(5) Name of proposed brand/trade name, if different from the applicant’s full name.  
(6) Name and Address of the applicant’s Contact Person in Uganda.  
(7) Name, Location, Postal address, Mobile phone No., E-mail and Designation of the contact person within the applicant’s organisation/company. | USD $2500 | Regional PSP  
Kampala region-  
- Annual licence fees- USD 43,015 or 0.89% of the licensee’s audited Gross Annual Revenue, whichever is higher.  
- 2% levy on Gross Annual earnings payable each year  
Other regions (Eastern, Northern or Western)  
- Annual License fees USD 14,338 or 0.89% of the audited Gross Annual Revenue whichever is higher. |
Nationwide (for the NPIP) or in the particular region (for the RPIP).

**PSP- Voice and Data services** allows the license to provide public Voice and Data including Cellular, Fixed telephony, Internet access, and inter branch communication.

A holder of this license shall leases infrastructure from a licensed NTO or any other licensed public infrastructure provider in the designated service area to provide telecommunication services to end users or third parties

**PSP-Capacity Resale** allows the license to resell the telecommunication services of an NTO, PSP (voice and data) or capacity of a PIP.

**Please Note that:**

A person cannot apply for or hold a Regional Service Provider License for more than two regions in the country.

In addition to the above requirements, the application letter shall be accompanied by the following separated /standalone annexes;

1. **The Company Profile**
   (i) This must clarify whether the applicant is:
   (a) Partnership
   (b) Public limited Liability Company
   (c) Private limited Liability Company
   (d) NGO
   (e) Other (please specify)
   
   (Attach certified copies of certificate of registration, certificate of incorporation, memorandum and articles of association, or certificate of Registration from the NGO board where applicable).

   In the case of a Government agency established by statute reference to such Statute

   (ii) List and particulars of owners/shareholders/directors
   
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<th>Nationality</th>
<th>Country of usual residence</th>
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   (Attach photocopies of National IDS and or passports copies)

- 2% levy on Gross Annual earnings payable each year

**National PSP**

- Annual licence fees:
  USD 86,030 or 0.89% of the licensee’s audited Gross Annual Revenue, whichever is higher.

- 2% levy on Gross Annual earnings payable each year

**Licence transfer fees**

2.5% of licensee’s previous year’s Gross Annual Revenue or USD 50,000 whichever is higher
| Licence Duration: 5 years | (iii) Sufficient details about trademarks, brands and other entities related to the application.  
(iv) The applicant must submit a Statutory declaration sworn by the applicant’s principal officer confirming the accuracy and authenticity of the documents submitted. |

2. **The Business plan**  
This will include:  
(i) Executive summary of the company.  
(ii) Markets, products and competitors:  
This should include;  
- A description of products on offer and purpose and target market.  
- Value proposition. Effort should be made to describe the applicant’s would be services & value proposition to among others establish appropriateness of the license category applied for as well as linkages with other licensees (horizontal, vertical).  
(iii) Financial Resources. This should include details showing the availability and sufficiency of financial/strategic resources and partnerships to support the application. These may include;  
- Commitments and undertakings from potential funding and strategic partners, prospective Joint Venture funders or project sponsors. Sources of Funding for the proposed project (Ugx/ $.000).  
- Share capital contribution (specify foreign or local).  
- Loan capital (specify source and provide evidence)  
- Any Other sources of funding (specify) |
(iv) Projected Sales/Revenue projections for at least five (5) years. This should include detailed revenue assumptions and models used in the projections.

(v) Audited financial statements and accounts for the last 3 years prior to application

(vi) Bankers and Financial References
Name and address of bankers/financiers (including telephone and fax)

(vii) Consumer Complaint Handling mechanism.

3. **Technical plan**

This should include the following:

**(a) Description of the proposed services.**

The applicant should provide a detailed description of all services to be provided, and any special operational features available including;

(i) Intended coverage areas upon the commissioning the services;
(ii) Technology to be used in provision of the services;
(iii) The expected service launch date;
(iv) Implementation schedule of the proposed services if the proposed services are to be introduced in stages;
(v) Measures to be put in place to ensure that the licensor’s Quality of standard levels are met and maintained.

The technical plan of the applicant should include commitment to provide the proposed services in Uganda.
at a minimum as detailed in their applications, submissions and representations.

(b) Description of the System
The applicant should provide a detailed description of the service provision system(s) to be installed, including:

(i) System configuration, architecture and operation including diagram(s) illustrating how the system is to be interconnected and peering with other public telecommunications networks/services;
(ii) The planned location of system to be installed;
(iii) An illustration of how the applicant would operate, maintain and provide a good, efficient and continuous service.
(iv) Measures to be put in place to ensure that any equipment used meets the standards;

(c) Technical Support
The application should provide the details of the technical support facilities in Uganda, including:

(i) A description of the technical personnel responsible for the day-to-day operation;
(ii) The maintenance of the facilities and the routine maintenance schedule/procedure.

(d) Previous Relevant Experience
The applicant should provide details on their previous experience in providing similar services including information on;
| (i) | The shareholders and key personnel in establishing and running the proposed telecommunications services; |
| (ii) | Current status of the services (d)(i) |
| (iii) | The applicant and its shareholders’ experience in running other relevant businesses in Uganda or elsewhere. |

(e) **Arrangements to support provision of planned services**

The applicant should submit supporting documents to demonstrate its intention to obtain infrastructure services or other hosted communications service. The supporting documents shall include an interconnection agreement or a MoU signed with a licensed operator for provision of the hosted service, a purchasing agreement or a MoU signed with an equipment provider for acquiring the ownership or usage right of relevant network equipment and infrastructure, etc., as the case may be.

(f) **Other Information**

(i) The applicant may submit any other information not specified above which it considers helpful to the application.

(ii) The Commission may request the applicant to submit any other information it considers necessary for its consideration of the application.
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</table>
| 2.  | PUBLIC INFRASTRUCTURE PROVIDER LICENCE (PIP) | This can either be;  
  (a) National Infrastructure Service Provider (RPIP);  
  Or  
  (c) National Public Infrastructure Provider (NPIP) | (1) The name of the Applicant (Entity). The applicant must be a legal person in Uganda.  
(2) The business address in Uganda.  
(3) The contact telephone number, email address, address, as well as website address/ULR where available.  
(4) The applicant's Tax Identification Number (TIN) and a Tax clearance certificate issued by URA at least 30 days before the date of submission of the application.  
(5) Name of proposed brand/trade name, if different from the applicant’s full name.  
(6) Name and Address of the applicant’s Contact Person in Uganda.  
(7) Name, Location, Postal address, Mobile phone No., E-mail and Designation of the contact person within the applicant’s organisation/company. | USD 2500 (Exclusive of VAT) | (1) NATIONAL PIP  
(a) Initial Entry Fees (One off- USD $ 100,000) [Existing operators are exempted from this fee]  
(b) Annual licence fees- USD 86,030 or 0.89% of the audited Gross Annual Revenue, whichever is higher  
(c) 2% levy on Gross Annual earnings payable each year |  
|     |         | Scope of the license | In addition to the above requirements, the application letter shall be accompanied by the following separated/standalone annexes; | | |  
|     |         | This will allow the license holder to establish, install and provide infrastructure services across the designated area of the country - Telecommunications Infrastructure Nationwide (for the NPIP) or in the particular region (RPIP). Infrastructure includes  
  • last mile and radio access network facilities and equipment,  
  • backhaul or transmission facilities & equipment, | 1. The Company Profile  
(i) This must clarify whether the applicant is:  
(a) Partnership  
(b) Public limited Liability Company  
(c) Private limited Liability Company  
(d) NGO  
(e) Other (please specify) | | |  
|     |         | | | | |  
|     |         | Kampala region  
  • Annual licence fees- USD 43,015 or 0.89% of the audited Gross Annual Revenue, whichever is higher for Kampala region  
  • 2% levy on Gross Annual earnings payable each year | | | |
core network or switching equipment irrespective of technology, A Public Infrastructure Provider licensee shall be entitled to provide infrastructure services to licensed National Telecom Operators, Public Infrastructure Provider and Public Service Providers, duly licensed to operate in the respective area as well as duly authorised Private Networks in Uganda. Holders of this license will not be allowed to provide communication services to final consumers, except where the operator also holds a PSP license. Where a person holds a RPSP and RPIP in the same region, licence fees shall be paid only in respect of one licence. A person can only apply for or hold a Regional Infrastructure Provider License for not more

\[(\text{Attach certified copies of certificate of registration, certificate of incorporation, memorandum and articles of association, or certificate of Registration from the NGO board where applicable).}\\

In the case of a Government agency established by statute reference to such Statute

(ii) List and particulars of owners/shareholders/directors

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(Attach photocopies of National IDS and or passports copies).

(iii) Sufficient details about trademarks, brands and other entities related to the application.

(iv) The applicant must submit a Statutory declaration sworn by the applicant’s principal officer confirming the accuracy and authenticity of the documents submitted.

2. **The Business plan**

This will include:

(i) Executive summary of the company.

(ii) Markets, products and competitors:

This should include;

- A description of products on offer and purpose and target market.
- Value proposition. Effort should be made to describe the applicant’s would-be services &

Other regions

USD14,338 or 0.89% of the audited Gross Annual Revenue whichever is higher
than two regions in the country.

**Licence duration: 15 years**

value proposition to among others establish appropriateness of the license category applied for as well as linkages with other licensees (horizontal, vertical).

(iii) Financial Resources. This should include details showing the availability and sufficiency of financial/strategic resources and partnerships to support the application. These may include:

- Commitments and undertakings from potential funding and strategic partners, prospective Joint Venture funders or project sponsors. Sources of Funding for the proposed project (Ugx/ $.000).
- Share capital contribution (specify foreign or local).
- Loan capital (specify source and provide evidence)
- Any Other sources of funding (specify)

(iv) Projected Sales/Revenue projections for at least five (5) years. This should include detailed revenue assumptions and models used in the projections

(v) Audited financial statements and accounts for the last 3 years prior to application

(vi) Bankers and Financial References
Name and address of bankers/financiers (including telephone and fax)

(vii) Consumer Complaint Handling mechanism.
3. Technical Plan

(a) Scope of Proposed infrastructure Services
The applicant should specify the scope of services proposed to be provided under the licence including:
   (i) A detailed description of all services to be provided.
   (ii) The target customers.
   (iii) The intended coverage areas upon the commissioning of the facilities.
   (iv) The expected service launch date.
   (v) A detailed description of the arrangements for offering wholesale and/or retail services to the applicable persons.
   (vi) Evidenced explanation that the applicant is not primarily relying on the interconnection and wholesale services of other infrastructure operators to roll out or to provide services.

The applicant must submit a commitment to provide the proposed services in Uganda at a minimum as detailed in their applications, submissions and representations.

(b) Technical Details of the Facilities
The applicant’s proposals should provide a detailed description of the facilities including:
   (i) This description should cover the following areas;
       • The technical configuration including:
         ✤ Network infrastructure and components;
         ✤ The technology to be employed;
         ✤ The equipment to be used;
- The system design and capacity;
- How the network and its ancillary equipment and facilities are planned to meet the proposed capacity;
- Planned connectivity to destinations outside Uganda, if applicable;
- Any other technological characteristics.

- A description of the facilities upon launch of service and the facilities expansion plan for the first five years of operation;
- The planned location of equipment to be installed;
- The planned facilities and traffic management, signalling, metering and billing arrangements (where applicable) to be adopted;
- Standards or specification(s) to which the equipment would comply with. The specification(s) should be widely recognised standard(s) covering functional specification(s), where applicable;
- Proposed interface for interconnection with other networks;
- Illustration of how the proposed facilities are designed and implemented to ensure delivery of
good, efficient and continuous services;

- Measures to be put in place to ensure that the licensor’s Quality of standard levels are met and maintained;

- An indication of the preferred frequency bands that will or wishes to be used for the provision of the proposed service. A separate application must to be submitted for the grant of spectrum authorisation.

- Other technical proposals for interconnection with other telecommunications networks in Uganda and beyond (including signalling, transmission and synchronization requirements, and covering the interconnection configuration, point of interconnection interface requirements and diversity arrangements).

(c) Technical Support
The applicant’s proposals should include:

- Details of technical support facilities and maintenance centres which the applicants have or intend to set up in Uganda;
- A description of the technical personnel responsible for the design, construction, day-to-day operation, maintenance of the facilities and the routine maintenance schedule/procedure.
(d) Contingency Plan
The applicant should provide the contingency plan for its proposed services in response to major breakdown or network/service outage. It should include:

- A brief description of the contingency plan and arrangement;
- The designed level of resilience in terms of percentage of affected services recovered and the time within which the recovery will be completed;
- The amount of backup capacity (relative to the capacity level required for normal operation) and the spare resources such as backhaul equipment for contingency connection;
- Prior and post arrangements for re-allocating resources, re-routing the affected traffic and resource planning arrangements to recover the affected services;
- Internal procedures for monitoring and reporting critical network outage, composition of the team responsible for handling the major incidents and the responsibility of the respective major team members; and
- A brief description of the action and procedures to
  - Assess the impact of major incident; and
disseminate the information to the management, UCC and the customers.

(e) Previous Relevant Experience
The applicant should include:
- Details on the previous experience of the applicant, its shareholders and key personnel in establishing and running the proposed telecommunications networks, as well as information on the current status of these networks and services;
- Information on the applicant and its shareholders' experience in running other relevant businesses in Uganda and other counties.

(f) Implementation Plan
The applicant's proposals should include:
- An implementation schedule for the proposed services, giving the key milestones of implementation for the first five years starting from the date of grant of the licence including where applicable:
  - the network planning;
  - placing of order for equipment;
  - delivery of equipment;
  - acquisition of sites;
  - securing access to buildings;
  - construction of any required equipment buildings/rooms; earth stations or access to under cable landing;
  - conclusion of any cable construction and maintenance of agreements;
- laying of cables or fibre optic;
- negotiations on interconnection arrangements;
- installation of equipment and
- testing.

The applicant will be required to adhere to this plan if a licence is subsequently granted.

(g) Security
The applicant should submit the planned measures for cyber security, data security and physical network protection arrangements and facilities to be installed

(h) Other Information
Applicants may submit any other information not specified above which they consider helpful to their applications.

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| 3.  | NATIONAL TELECOMMUNICATIONS OPERATOR (NTO) | (a) SCOPE | The NTO license will allow the license holder to establish and provide both infrastructure and services across the entire country. An NTO license holder will be allowed to provide all telecommunications services, and Value Added Services. | USD 2500 | Licence fees  

- USD 21,300,000 or 1.84% of the prior year's Gross annual revenue multiplied by the licence term Payable in advance for every 10 years of the licence.
- 2% levy on Gross Annual earnings payable each year |
(b) Licence duration: 20 years

(6) Name and Address of the applicant’s Contact Person in Uganda.

(7) Name, Location, Postal address, Mobile phone No., E-mail and Designation of the contact person within the applicant’s organisation/company.

In addition to the above requirements, the application letter shall be accompanied by the following separated/standalone annexes;

1. The Company Profile

   (i) This must clarify whether the applicant is:
      (a) Partnership
      (b) Public limited Liability Company
      (c) Private limited Liability Company
      (d) NGO
      (e) Other (please specify)

      (Attach certified copies of certificate of registration, certificate of incorporation, memorandum and articles of association, or certificate of Registration from the NGO board where applicable)

      In the case of a Government agency established by statute reference to such Statute

   (ii) List and particulars of owners/shareholders/directors

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(iii) Sufficient details about trademarks, brands and other entities related to the application.

(iv) The applicant must submit a Statutory declaration sworn by the applicant's principal officer confirming the accuracy and authenticity of the documents submitted.

2. **The Business plan**

This will include:

(i) Executive summary of the company.

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This should include;
- A description of products on offer and purpose and target market.
- Value proposition. Effort should be made to describe the applicant’s would-be services & value proposition to among others establish appropriateness of the license category applied for as well as linkages with other licensees (horizontal, vertical).

(iii) Financial Resources. This should include details showing the availability and sufficiency of financial/strategic resources and partnerships to support the application. These may include:
- Commitments and undertakings from potential funding and strategic partners, prospective Joint Venture funders or project sponsors. Sources of Funding for the proposed project (Ugx/ $.000).
• Share capital contribution (specify foreign or local).
• Loan capital (specify source and provide evidence)
• Any Other sources of funding (specify)

(iv) Projected Sales/Revenue projections for at least five (5) years. This should include detailed revenue assumptions and models used in the projections

(v) Audited financial statements and accounts for the last 3 years prior to application

(vi) Bankers and Financial References
Name and address of bankers/financiers (including telephone and fax)

(vii) Consumer Complaint Handling mechanism.

3. Technical Plan

(a) Scope of Proposed infrastructure Services
The applicant should specify the scope of services proposed to be provided under the licence including;

(i) A detailed description of all services to be provided.
(ii) The target customers.
(iii) The intended coverage areas upon the commissioning of the facilities.
(iv) The expected service launch date.
(v) A detailed description of the arrangements for offering wholesale and/or retail services to the applicable persons.
(vi) Evidenced explanation that the applicant is not primarily relying on the interconnection and wholesale services of other infrastructure operators to roll out or to provide services.

The applicant must submit a commitment to provide the proposed services in Uganda at a minimum as detailed in their applications, submissions and representations.

(b) Technical Details of the Facilities
The applicant’s proposals should provide a detailed description of the facilities including;

(i) This description should cover the following areas;

- The technical configuration including;
  - Network infrastructure and components;
  - The technology to be employed;
  - The equipment to be used;
  - The system design and capacity;
  - How the network and its ancillary equipment and facilities are planned to meet the proposed capacity;
  - Planned connectivity to destinations outside Uganda, if applicable;
  - Any other technological characteristics;
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(c) Technical Support
The applicant's proposals should include;

- Details of technical support facilities and maintenance centres which the applicants have or intend to set up in Uganda;
- A description of the technical personnel responsible for the design, construction, day-to-day operation, maintenance of the facilities and the routine maintenance schedule/procedure.

(d) Contingency Plan
The applicant should provide the contingency plan for its proposed services in response to major breakdown or network/service outage. It should include;

- A brief description of the contingency plan and arrangement;
• The designed level of resilience in terms of percentage of affected services recovered and the time within which the recovery will be completed;

• The amount of backup capacity (relative to the capacity level required for normal operation) and the spare resources such as backhaul equipment for contingency connection;

• Prior and post arrangements for re-allocating resources, re-routing the affected traffic and resource planning arrangements to recover the affected services;

• Internal procedures for monitoring and reporting critical network outage, composition of the team responsible for handling the major incidents and the responsibility of the respective major team members; and

• A brief description of the action and procedures to
  ❖ Assess the impact of major incident; and
  ❖ disseminate the information to the management, UCC and the customers.

(e) Previous Relevant Experience
The applicant should include
• Details on the previous experience of the applicant, its shareholders and key personnel in establishing and running the proposed telecommunications networks, as well as
information on the current status of these networks and services;

- Information on the applicant and its shareholders' experience in running other relevant businesses in Uganda and other counties.

(f) Implementation Plan
The applicant’s proposals should include:
- An implementation schedule for the proposed services, giving the key milestones of implementation for the first five years starting from the date of grant of the licence including where applicable:
  - the network planning;
  - placing of order for equipment;
  - delivery of equipment;
  - acquisition of sites;
  - securing access to buildings;
  - construction of any required equipment buildings/rooms; earth stations or access to under cable landing;
  - conclusion of any cable construction and maintenance of agreements;
  - laying of cables or fibre optic;
  - negotiations on interconnection arrangements;
  - installation of equipment and testing.

The applicant will be required to adhere to this plan if a licence is subsequently granted.
(g) Security
The applicant should submit the planned measures for cyber security, data security and physical network protection arrangements and facilities to be installed.

(h) Other Information
Applicants may submit any other information not specified above which they consider helpful to their applications.

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<td>4.</td>
<td>Communal Access Operator</td>
<td>(a) Scope: A communal access licensee shall be granted to a group of persons to collectively deploy, operate and administer shared telecommunication infrastructure to meet their own communication needs on a not for profit basis.</td>
<td>(1) The name of the Applicant (Entity). (2) The business address in Uganda. (3) The contact telephone number, email address, address, as well as website address/ULR where available. (4) Name and Address of the applicant's Contact Person in Uganda. (5) Name, Location, Postal address, Mobile phone No., E-mail and Designation of the contact person within the applicant's organisation/company. In addition to the above requirements, the application letter shall be accompanied by the following separated/standalone annexes; 1. Company profile This should clearly include; (a) Objectives for establishment of the entity.</td>
<td>USD 2500</td>
<td>• Annual license fee: USD 3000 • 2% levy on Gross Annual earnings payable each year</td>
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(b) Details about the targeted community, showing the common characteristics and interests of the said community.
(c) Evidence of inability by the targeted community to access or utilise the available commercial telecommunication services.

2. Business plan
This should include the details prescribed above, and also;

(a) Indicate the source of funding that will sustain its operations, whether through grants, donation or development assistance. (Evidence of any commitment from prospective funders should be attached).
(b) Value proposition. Effort should be made to describe the applicant’s would-be services & value proposition to the targeted community.
(c) Strategic partnerships
(d) Sustainability plan

3. Technical Plan
This should include the following;

1) Scope of Proposed Services
   a) The applicant should specify the scope of services proposed to be provided under the licence.
   b) Proposals should include
      a. a detailed description of all services to be provided,
b. intended coverage areas upon the commissioning of the facilities,
c. expected service launch date,
d. implementation schedule if the proposed services are to be introduced in phases and plans for the introduction of new services.

2) Technical Details of the Facilities

(a) Proposals should give a detailed description of the proposed facilities, including –

(i) Technical configuration, which should show;
• network infrastructure and components,
• the technology to be employed,
• the likely choice of equipment,
• system design, capacity,
• how the network and its ancillary equipment and facilities are planned to meet the proposed capacity.
• diagram(s) illustrating how the system is interconnected with other public telecommunications networks/services; and connectivity to destinations outside Uganda, if applicable, and other technological characteristics;
• the facilities upon launch of service and the facilities expansion plan for the first five of operation;
• the planned location of equipment to be installed;
• the planned facilities and traffic management, signalling, metering and billing arrangements (where applicable) to be adopted;
standards or specification(s) to which the equipment would comply with. The specification(s) should be widely recognised standard(s) covering functional specification(s), where applicable; and

(ii) Proposal should illustrate how the proposed facilities are designed and implemented to ensure delivery of good, efficient and continuous services.

(iii) Proposals should give an indication of the preferred frequency bands that will or wishes to be used for the provision of the proposed service. A separate application must to be submitted for the grant of spectrum authorisation.

3) Technical Support
Proposals should include details of technical support facilities, including a description of the technical personnel responsible for the design, construction, day-to-day operation, maintenance of the facilities and the routine maintenance schedule/procedure.

4) Arrangements to support provision of planned services
The applicant should submit supporting documents to demonstrate its intention to obtain infrastructure services or other hosted communications service. The supporting documents shall include an interconnection agreement or a MoU signed with a licensed operator for provision of the hosted service, a purchasing agreement or a MoU signed with an
equipment provider for acquiring the ownership or usage right of relevant network equipment and infrastructure, etc., as the case may be.

5) Other Information
   a) The applicant may submit any other information not specified above which it considers helpful to the application.
   b) UCC may request the applicant to submit any other information it considers necessary for its consideration of the application.
Map of Uganda showing the Four Regions
Table 1: Districts Under the Four Designated Spectrum Service Areas

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