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S T A T U T O R Y I N S T R U M E N T S

2019 No. 87

THE UGANDA COMMUNICATIONS (CONSUMER  
PROTECTION) REGULATIONS, 2019

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S T A T U T O R Y   I N S T R U M E N T S

2019 No. 87

**The Uganda Communications (Consumer Protection)  
Regulations, 2019**

*(Under sections 5, 45, 56, 57 and 93 of the Uganda Communications  
Commission Act, 2013, Act 1 of 2013)*

IN EXERCISE of the powers conferred upon the Minister by section 93 of the Uganda Communications Act, 2013 and in consultation with the Uganda Communications Commission these Regulations are made this 5th day of July, 2019.

PART I—PRELIMINARY

**1. Title.**

These Regulations may be cited as the Uganda Communications (Consumer Protection) Regulations, 2019.

**2. Application.**

These Regulations apply to all matters relating to consumer protection in communications services in Uganda.

**3. Objective.**

The objective of these Regulations is—

- (a) to promote and safeguard the interests of consumers and operators;
- (b) to empower the Commission to receive, investigate and determine consumer complaints relating to communications services offered by the Commission; and
- (c) to provide for the investigation of any consumer related complaints referred to the Commission by the Minister.

#### 4. Interpretation.

In these Regulations, unless the context otherwise requires—

“Act” means the Uganda Communications Act 2013;

“advertising” means any visual or oral communication, representation, reference or notification of any kind-

- (a) which is intended to promote the sale, leasing or use of any goods or services;
- (b) which appeals for, or promotes the support of any cause; and
- (c) includes promotional content of display material, menus, labels and packaging;

“appropriate testing facilities” means testing facilities approved by the Commission for the testing of technology, devices, materials, and equipment used in communications services;

“broadcaster” means a person licensed to package and distribute television or radio programmed services for reception by subscribers or the public, regardless of the technology used;

“broadcasting” means the transmission of sound, video, or data, intended for simultaneous reception by the public;

“child” means a person under the age of eighteen years;

“Commission” means the Uganda Communications Commission established by the Act;

“communications” means telecommunications, data communication, radio communications and postal communications; and includes broadcasting;

“communications services” means services performed consisting of the dissemination or interchange of audio-visual or data content using postal, radio, or telecommunications media or data communications; and includes broadcasting and value added services;

“complaint” means any written or oral representation of a dissatisfaction about the provision of or failure to provide a communications service or product;

- “consumer” means a final user of communications apparatus, communications services or value added services or a customer and includes a purchaser for value of communications apparatus or communications services regulated by the Commission under the Act; but does not include an operator, wholesaler or retailer of communications apparatus or communications and value added services;
- “content” means any sound, text, still picture, moving picture or other audio-visual representation, tactile representation or any combination of the preceding which is capable of being created, manipulated, stored, retrieved or communicated electronically;
- “currency point” has the value assigned to it in Schedule 1 to these Regulations;
- “distributor” means a person who markets or distributes, in a given territory in Uganda, communications apparatus, products and services on behalf of an operator;
- “operator” means a person licensed to provide a communications or broadcasting service under the Act;
- “quality of service” means quality of service parameters prescribed in the Uganda Communications (Quality of Service) Regulations, 2019;
- “Service Level Agreement” means an agreement for the provision of communications apparatus or communications services between an operator and a consumer;
- “telemarketing call” means a voice call made to a telephone number to offer, supply, provide or advertise goods or services, land or an interest in land, or a business opportunity;
- “Tribunal” means the Uganda Communications Tribunal established by section 60 of the Act;
- “value added services” includes secondary or incidental communications services provided to consumers on a communications apparatus or network.

**5. Rights of consumers.**

A consumer has the right —

- (a) to receive, at the point of purchase or connection, whichever comes first, clear, complete and transparent information about rates, terms and conditions for all available communications apparatus and communications services in an appropriate medium or language used in Uganda;
- (b) to protection enshrined in the Act which sets out the basis, requirements and parameters for consumer protection in respect of communications services and products;
- (c) to freely choose from a range of communications apparatus, products and communications services available on the market;
- (d) to freely choose from the full range of operators;
- (e) to be billed or charged only for the products and services subscribed to and consumed;
- (f) to access and to be provided with quality and reliable products and services that meet clearly defined, published and regularly monitored quality of service standards and parameters;
- (g) to receive accurate, understandable and itemised billing for the products and services that have been agreed to or authorised;
- (h) to access readily available channels of complaint-resolution that are free or inexpensive and user friendly and which provide timely, effective and fair redress and clear escalation procedures;
- (i) to equal opportunity for access to the same type and quality of services as other consumers in the same area, at the same rates;
- (j) to fair and responsible marketing of products and services and protection against advertising that is misleading or false and from unfair trade practices or anti-competitive behaviour by operators;

- (k) to personal privacy, security of private data and protection against unauthorised use of personal information and unsolicited communication or messages;
- (l) to receive or consume communications products and equipment that adequately meet appropriate safety standards;
- (m) to consume licensed communications services that meet the Commission's established quality of service parameters;
- (n) to be informed about his or her rights and have access to all relevant information to enable the consumer to exercise his or her rights; and
- (o) to make his or her voice heard through any form of advocacy group and to participate in public fora relating to consumer protection and proceedings that affect rights of consumers.

**6. Obligations of consumers.**

A consumer is obliged —

- (a) to use the communications equipment, products and services in a proper manner as stipulated in the relevant service level agreement;
- (b) to pay bills or charges for the products and services consumed as provided for in the relevant service level agreement;
- (c) to make genuine complaints against an operator;
- (d) to ensure appropriate disposal of waste arising from the products and services consumed;
- (e) to adhere to the provisions of service level agreements;
- (f) to respect the privacy and safety of other consumers; and
- (g) to report to the authorities, any offence or illegal activity committed by any consumer or operator using communications apparatus, products or communications services.

PART III — CONSUMER SAFETY AND FILING OF CONSUMER  
COMPLAINTS.

**7. Powers of the Commission.**

The Commission shall—

- (a) promptly investigate any complaint relating to the safety of any communications apparatus or communications services provided or supplied in Uganda under section 45(a) of the Act;
- (b) promptly receive, investigate and arbitrate any consumer complaint relating to communications services, including quality of service and take necessary action;
- (c) compel an operator to resolve any consumer complaint filed with the Commission;
- (d) confiscate any communications apparatus possessed, installed, connected or operated under section 6(2) of the Act;
- (e) modify an operator's licence in accordance with section 40(1) of the Act;
- (f) remove or impound any communications apparatus for further examination in accordance with section 50(1)(a) and (b) of the Act;
- (g) issue an order suspending or revoking a licence under section 41(1) of the Act;
- (h) issue an order to an operator under section 41(2) of the Act;
- (i) recall communications apparatus upon investigation and a finding that the apparatus is hazardous to the public; and
- (j) where necessary, refer a complaint to other law enforcement agencies for investigation and prosecution.

**8. Procedure for filing consumer complaint with the Commission.**

(1) An aggrieved consumer may file a consumer complaint with the Commission—

- (a) in writing, in the form prescribed in Schedule 2 to these Regulations;
- (b) by telephone or electronic means using the contact information provided by the Commission; or



(c) by walking into any of the offices of the Commission and making an oral or written complaint.

(2) Where a complaint is made under subregulation (1) (b) or (c), a member of staff of the Commission shall substantially reduce the complaint in writing in the form set out in Schedule 2 to these Regulations.

(3) A complaint made under this regulation may be in English or in a local language.

(4) Where the complaint is made in a local language it shall be translated into English by the Commission.

(5) Where the complaint is written in English, it shall be written in simple English without insults directed at the person or institution complained about.

(6) Where the complaint is recorded, the recorded complaint shall be read back to the complainant who shall sign or endorse it with a thumbprint as proof that it is a true and accurate statement.

(7) A complaint made under subregulation (1) shall contain the following particulars—

- (a) the name of the complainant;
- (b) a description of the complainant, whether adult, child, group or other legal entity, where applicable;
- (c) the physical address of the complainant and other relevant contact information;
- (d) material particulars describing the complaint; including, date, time, pricing, billing, defective equipment, denial of service or credit, offensive content, false advertising or frequency of particulars or incidents being complained of;
- (e) where fire or physical injury is recorded, the nature of damage or physical injury caused; and

(f) a report of any prior interaction with the operator or licensed person against whom the complaint is being filed.

(8) The complainant may indicate the names and addresses of possible witnesses.

(9) The Commission may, before considering a complaint, require the complainant to supply further information and documents relating to the complaint as the Commission may consider necessary.

(10) Upon receipt of a complaint, the Commission shall—  
(a) investigate the complaint;  
(b) where the facts allege possible commission of a criminal offence, except for an offence under the Act, refer the complainant to the relevant law enforcement agencies.

(11) Where the commission concludes an investigation and establishes that there is a valid complaint, it shall require the operator to respond to or take appropriate action to resolve a consumer complaint.

(12) The Commission may, in handling a complaint under subregulation (5)—

(a) give all affected parties notice of its investigations and a copy of the complaint;  
(b) give the complainant and any person or operator accused in the complaint, an opportunity to appear and provide any further evidence required by the Commission to make a decision;  
(c) where necessary, impound apparatus possessed, installed, connected or operated unlawfully;  
(d) make findings and take appropriate action to—  
(i) require an operator to supply goods or services for a specified period;  
(ii) require an operator to supply goods or services under specified terms and conditions;

- (iii) make an order requiring an operator or licensee to pay costs to a consumer;
- (iv) make an order requiring a consumer to pay costs to an operator;
- (v) make an order requiring an operator or licensee to replace or repair defective or malfunctioning equipment or in lieu thereof, refund the consumer the cost of the purchase;
- (vi) require an operator to appear at a hearing or to produce documents;
- (vii) dismiss a complaint;
- (viii) impose a fine, depending on the nature of the complaint; or
- (ix) order a consumer refund.

(13) Every decision or order of the Commission shall be in writing and shall state the reasons for the decision.

**9. Power to demand records.**

The Commission may, during the course of an investigation under regulation 8, order an operator to provide records kept by the operator under regulation 25.

PART IV — PROHIBITED PRACTICES.

**10. Prohibited advertising.**

An operator shall not transmit in any medium—

- (a) false advertising intended to deceive persons who receive it;
- (b) misleading advertising that is likely to deceive persons who receive it;
- (c) bait and switch advertising intended to mislead consumers on the true cost of a broadcasting or communications service;
- (d) indecent advertising content that is age inappropriate for a child or prohibited by any law including the Uganda

- Communications (Content) Regulations, 2019; or  
(e) falsely label any communications apparatus.

**11. Prohibition of unsolicited telemarketing calls.**

(1) Subject to subregulation (2), an operator shall not engage in unsolicited telemarketing.

(2) An operator shall conduct telemarketing in accordance with “call” or “do not call” preferences recorded by the consumer at the time of entering a service agreement.

(3) Telemarketing includes distribution and delivery of unsolicited promotional and commercial material through audio-visual or text messages.

**12. Prohibition of unsolicited postal marketing.**

(1) Subject to subregulation (2), an operator shall not engage in unsolicited postal marketing.

(2) An operator shall conduct postal marketing in accordance with the preference scheme for consumers who do not wish to receive unsolicited postal articles.

(3) For the purposes of this regulation, unsolicited postal marketing includes distribution and delivery of unsolicited promotional and commercial material through postal articles.

**13. Denial of access or service and equality of treatment.**

The following practices are prohibited in relation to broadcasting or communications services—

- (a) denial of access or service except for nonpayment of dues or for any other just cause under section 56 of the Act; and
- (b) discriminatory treatment prohibited by section 57 of the Act to different consumers in a given area in terms of—

- (i) quality of service;
- (ii) pricing of communications products and services;  
and
- (iii) availability of appropriate technologies required to serve specific subscribers.

**14. Misleading advertising.**

(1) Advertising practices prohibited under these Regulations include —

- (a) sale of equipment or communications apparatus to consumers based on misleading claims, false labeling and deceptive marketing schemes forcing consumers to purchase equipment in order to enjoy a communications service;
- (b) any statements or visual presentations which, directly or by implication, omission, ambiguity, inaccuracy, exaggerated claims or otherwise, are likely to mislead the consumer;
- (c) undisclosed prohibitive penalty schemes applied by the operator in the event of early termination of service;
- (d) misleading practices published by the Commission from time to time in the advertising code and the consumer code of practice issued by the Commission;
- (e) false or misleading statements about operators' licences or approvals from the Commission.

(2) Where prices are published by an operator, including prices for provision of value added services, an operator or agent of an operator shall not charge consumers a price different from the published price.

**15. Defective, counterfeit and dangerous communications apparatus and services.**

(1) An operator or a distributor appointed by an operator shall not sell defective, counterfeit or dangerous communications apparatus and services to consumers.

(2) A vendor, whether retail or wholesale, shall not sell defective, counterfeit or dangerous communications apparatus and services to consumers.

**16. Protection of consumer information.**

(1) An operator may only collect and maintain information on consumers where the information is required for the business purposes of the operator or when directed to do so by the Commission.

(2) Information collected and maintained on consumers under subregulation (1) shall—

- (a) be fairly and lawfully collected and processed;
- (b) be processed for clearly identified purposes;
- (c) be accurate;
- (d) be processed in accordance with the rights of the consumer;
- (e) be protected against improper or accidental disclosure; and
- (f) not be transferred to any party except—
  - (i) as permitted by any terms and conditions agreed with the consumer and the terms and conditions shall be clearly explained to the consumer;
  - (ii) as permitted or approved by the Commission; or
  - (iii) as otherwise permitted or required by any other applicable law.

(3) Any information collected under subregulation (1) shall not be sold or transferred for economic or other benefit in instances where—

- (a) a consumer has not expressly consented; or
- (b) a consumer has not expressed interest in receiving such information.

(4) An operator collecting consumer information shall ensure that—

- (a) notice is given to the consumer of the consumer information that has been collected about the consumer;

- (b) a consumer is given a choice as to what information is collected, used and disclosed to third parties;
- (c) a consumer whose information is collected has access to that information;
- (d) security measures are put in place to protect the information; and
- (e) enforcement measures are put in place to remedy any failure to protect the information, including data breaches and loss or theft of personal data.

(5) Subregulation (4) (a), (b) and (c) apply to instances where information is collected verbally.

**17. Equality of treatment.**

(1) An operator shall provide equal opportunity for access to the same type and quality of service to all consumers in a given area.

(2) Where possible, an operator shall make provision for persons with disability without discrimination in pricing.

(3) Any discriminatory conduct based on age, gender, social or economic status is prohibited.

**18. Protection of consumers from unsolicited and harmful content.**

(1) An operator shall take appropriate measures and put in place mechanisms to protect consumers against unsolicited communications or spam, scams, unsolicited calls, advertising, messages and inappropriate or harmful content.

(2) An operator shall put in place a mechanism which allows a consumer to either accept or reject unsolicited communications, unsubscribe or opt out of the list of recipients at no cost to the consumer.

**19. Advertising code and guidelines.**

(1) The Commission may issue advertising codes or guidelines to regulate advertising content.

(2) All operators and third party content providers authorised by the Commission shall comply with the advertising guidelines issued by the Commission.

PART V — APPARATUS AND EQUIPMENT TESTING

**20. Consumer complaints on communications apparatus or equipment.**

(1) The Commission may, upon receipt of a consumer complaint relating to communications apparatus or equipment, take the following action—

- (a) conduct or order testing at an appropriate testing facility determined by the Commission for material defects and threats to consumer safety;
- (b) require a vendor or distributor to stop the sale of the communications apparatus complained of;
- (c) where the defect covers a wider span of goods, issue a recall of specified communications apparatus;
- (d) where appropriate, issue directions to cure and remedy the offending act or conduct in accordance with section 41(2)(a) of the Act;
- (e) where appropriate, levy a fine not exceeding ten percent of the licensed operator's gross annual revenue in accordance with section 41(2)(b) of the Act; and
- (c) where appropriate, require additional labeling, including warning language on communications apparatus or equipment.

**21. Protection of minors.**

The Commission shall, in exercising its powers to inspect and approve equipment, take reasonable steps to ensure that materials that are hazardous to the health, safety and welfare of children are regulated and carry appropriate warning language prominently displayed on the apparatus or equipment.



PART VI — COMPLAINTS HANDLING MANAGEMENT

22. Consumer assistance.

(1) Every operator shall devise, operate and maintain a complaints handling manual.

(2) The complaints handling procedures and processes contained in the manual shall be approved by the Commission.

(3) The complaints handling manual shall deal with consumer complaints including —

- (a) consumer complaints on the quality of service, price and billing disputes; and
- (b) consumer complaints on quality of communications equipment or apparatus, sold or serviced by an operator.

(4) Every communications operator shall have a 24 hour customer care line which shall be free of charge to customers.

(5) An operator other than one referred to in subregulation (4) shall have a customer care department which shall be open during business hours.

(6) Every operator shall have a walk-in customer care center that is accessible to persons with disabilities.

(7) An operator shall, in so far as possible, provide low cost methods of filing consumer complaints including—

- (a) toll-free access;
- (b) web access;
- (c) e-mail access;
- (d) telecopier; and
- (e) mail or letter access.

(8) A consumer shall be assigned a unique identifier to allow the consumer to check and follow up on filed complaints.

(9) The Commission may refer a complaint from a consumer back to the operator to be remedied.

(10) An operator shall resolve a consumer complaint within thirty days of receipt.

**23. Publications.**

(1) An operator shall make available to consumers and publish quarterly —

- (a) product information and service terms, including pricing and terms and conditions in printed and electronic format where the operator's products and services are sold;
- (b) safety information for products sold;
- (c) information relating to quality of service;
- (d) information relating to service support, complaints handling procedures and dispute resolution; and
- (e) information on any upgrades available.

(2) Information under subregulation (1) shall be complete, accurate, current and in a language that is simple and easy to understand.

**24. Service Level Agreements.**

(1) Every operator shall, within 30 days after the commencement of these Regulations, submit to the Commission a standard service level agreement for vetting and approval.

(2) Every applicant for a licence under the Act shall, where applicable, file a proposed service level agreement with the application for a licence.

(3) An operator providing a service contract shall seek the written consent of the consumer prior to offering services under a service contract.

(4) Any updates to a service contract shall be in writing or in electronic format, where feasible.

(5) Where an operator offers “bundled” services, the operator shall remain contractually responsible for the performance of the service and conduct of third parties engaged by the operator to provide the services.

(6) Where a dispute arises between a consumer and an operator on the interpretation of any term in a service level agreement, the Commission shall determine dispute.

**25. Contents of service level agreements.**

(1) A service level agreement shall, at a minimum, contain—

- (a) a full description of each component and the full scope of service to be offered to the consumer;
- (b) a confidentiality clause;
- (c) the right of the operator to periodically review the agreement;
- (d) the right of the consumer to be notified of any changes to the agreement;
- (e) the rights and obligations of either party;
- (f) an attestation clause;
- (g) specific information regarding any compensation, refund or other arrangements which may apply if the contracted quality service levels are not met;
- (h) the procedures and methods of resolving disputes;
- (i) the commencement and termination date of the service contract or service agreement, including terms relating to delivery, installation and activation of service;
- (j) quality of service parameters and procedures for compensation for failure to meet benchmarks for quality of service;
- (k) the procedure for terminating the agreement or contract;
- (l) the terms and conditions for renewing the contract, including an opt-out clause for a consumer who does not wish to renew the service or contract within a reasonable time of expiry of the initial contract or agreement;

- (m) a statement of instances where the operator is entitled to suspend or terminate service to the consumer;
- (n) the terms, conditions and time frame for issuing consumer refunds for purchased but unused services; and
- (o) the terms and conditions governing interruption, withdrawal or discontinuation of service.

(2) An operator shall inform and advise a consumer about any changes to the service contract or agreement at least 30 days before the change takes effect.

(3) An operator is ultimately responsible for services delivered to a consumer from third party providers contracted or engaged by the operator.

**26. Record keeping.**

(1) An operator shall keep the following records at the operator's ordinary place of business—

- (a) a written log of telephonic and electronic mail complaints; including the date and time of filing of a consumer complaint and the record of disposal of the complaint;
- (b) a file containing written complaints; including the date and time of filing of the consumer complaint, where it was filed and whether it was resolved or not.

(2) A summary of customer complaints lodged with the operator shall be submitted to the Commission in each month monthly in a format approved by the Commission.

(3) The record referred to in subregulation (1) shall be kept by the operator for a period of one year and a summary of the records shall be included in any application for renewal of a licence .

PART VII — COMPLIANCE.

**27. Monitoring operator complaint handling mechanisms.**

(1) The Commission may install apparatus and other infrastructure to monitor the day to day performance of any operator's consumer complaint handling mechanisms.

(2) The Commission may intervene in the event of an emergency and order an operator to take immediate corrective action.

**28. Action by Commission.**

(1) Where the Commission writes to an operator directing any form of action under these Regulations and a time prescribed for a response, the operators shall respond within the prescribed time.

(2) Where an operator fails to respond in the time prescribed under subregulation (1), the Commission may take appropriate action which may include one or more of the following—

- (a) impose a fine;
- (b) make a public demand in the media that corrective action be taken;
- (c) make a public reprimand or admonishment as the case may warrant;
- (d) deny an operator any services offered by the Commission;
- (e) refuse to renew the operator's licence;
- (f) revoke the operator's licence.

PART VIII — CONSUMER EDUCATION AND AWARENESS

**29. General public education and consumer awareness.**

(1) The Commission shall conduct regular public campaigns to educate —

- (a) consumers of their rights and obligations, and the rights and obligations of operators under the Act and these Regulations ; and

- (b) operators of their rights and obligations, and the rights and obligations of consumers under the Act and these Regulations.

(2) The Commission shall conduct regular public campaigns to educate consumers on—

- (a) complying with their contractual obligations;
- (b) use and return of operator leased equipment;
- (c) responsibilities of consumers upon termination of service agreements;
- (d) movement restrictions on operator owned equipment;
- (e) unauthorised modifications to operator's equipment;
- (f) disposal of communications apparatus waste in accordance with the National Environment Act, 2019;
- (g) conduct that interferes with the normal operation of the equipment of an operator; whether physically or through use of unauthorised communications apparatus; and
- (h) use of operator's equipment to commit fraud.

**30. Consumer code of conduct.**

The Commission may issue a consumer code of conduct to be adopted by operators.

**31. General technical evaluations.**

(1) The Commission may, in exercise of its consumer protection mandate, conduct or authorise any person in accordance with section 5(1)(g) of the Act to conduct technical evaluations relating to communications services or devices and apparatus used to deliver communications services.

(2) The Commission may publish its findings under subregulation (1) to protect and inform consumers.

**32. Appeals against decisions of Commission.**

A person dissatisfied with a decision of the Commission under these Regulations may appeal to the tribunal within 30 days of notification of the decision.

**33. Filing false records.**

A person who knowingly files a false record with the Commission under these Regulations commits an offence and is liable, on conviction, to a fine not exceeding forty eight currency points or imprisonment for a term not exceeding two years, or both.

**34. Abuse of information.**

A person who uses consumer information for unauthorised purposes contrary to regulation 16 commits an offence and is liable on conviction to a fine not exceeding forty eight currency points or imprisonment for a term not exceeding two years, or both.

**SCHEDULES**

**SCHEDULE 1**

*Regulation 4*

**CURRENCY POINT**

A currency point is equivalent to twenty thousand shillings.



SCHEDULE 2

Regulation 8 (1) (a) and (2).

FORMS

FORM A

CONSUMER COMPLAINTS FORM

Ref (UCC): \_\_\_\_\_ operator

Ref) \_\_\_\_\_

1. Full name: \_\_\_\_\_ Date: \_\_\_\_\_

2. Tel. No.: \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

3. P.O. Box: \_\_\_\_\_

4. City: \_\_\_\_\_

5. District : \_\_\_\_\_ Town: \_\_\_\_\_

6. Street \_\_\_\_\_ Plot.No. \_\_\_\_\_

7. Nature of business or if personal/individual: \_\_\_\_\_

8. Service provider complained against: \_\_\_\_\_

9. Type of service/product purchased: \_\_\_\_\_

*(Please select the category that best describes your complaint)*

- Equipment use and safety
- Discrimination in access to service(s)
- Billing dispute
- Unsolicited text messages/calls
- Caller ring back tones
- Quality of service issues
- Access to customer care services
- Promotions
- Non-delivery of mail
- False and misleading advertisements

- Intrusion of Privacy
  - Internet/GPRS issues
  - Poor customer service
  - Airtime loading
  - Broadcasting
  - Other (please specify)
- 

10. Facts/explanation of the complaint (*Briefly narrate the complaint or alleged practice by the Operator*)

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11. Verification

Have you exhausted the complaints mechanism provided by your operator?

- If yes - Please indicate date you reported your complaint to your operator and reference number.
- If no - Kindly forward your complaint to your service provider.

12. Indicate the remedy sought: \_\_\_\_\_

Name/contact of person complained to (*if applicable*): \_\_\_\_\_

Other contacts: \_\_\_\_\_

13. Have you taken any legal action?

- No.
- Yes. With whom? \_\_\_\_\_
- Current status? \_\_\_\_\_

14. Attachments to support your complaint(s)

- (a) \_\_\_\_\_
- (b) \_\_\_\_\_
- (c) \_\_\_\_\_
- (d) \_\_\_\_\_

I confirm to the best of my knowledge that the information provided above is true and I understand that I will be liable if the information is proved to be untrue.

Complainant's signature or thumb print: \_\_\_\_\_

Signature of authorised UCC officer: \_\_\_\_\_

Date: \_\_\_\_\_ Place: \_\_\_\_\_

Acknowledgment by operator

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**FOR UCC USE ONLY.**

UCC Complaints Ref: \_\_\_\_\_

Authorised UCC Officer complained to: \_\_\_\_\_

**ACTION TAKEN:**

| <b>ACTION</b>                 | <b>REMARKS</b> | <b>DATE</b> |
|-------------------------------|----------------|-------------|
| Forwarded to user Department  |                |             |
| Forwarded to Service Provider |                |             |

| ACTION                        | REMARKS | DATE |
|-------------------------------|---------|------|
| Complaint withdrawn/discarded |         |      |
| Resolved and closed           |         |      |
| Other (please specify)        |         |      |

Comment \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***Cross References***

Uganda Communications (Content) Regulations, 2019.

Uganda Communications (Quality of Service) Regulations, 2019.

**Frank Tumwebaze**

*Minister of Information and Communications  
Technology and National Guidance*