



25

ICT MINISTRY
LAUDS UCC

P 24

25-YEAR MILESTONES,
FUTURE PRIORITIES

P 26

CONSUMER PROTECTION
AGAINST FRAUDSTERS

P 38

COMMUNICATION FOR ALL



By Vision Reporter

“May this milestone serve as a source of inspiration and motivation as we continue to strive for excellence in advancing the ICT agenda through implementing the digital transformation roadmap for the prosperity of our nation and its people,” Zawedde added.

MTN LAUDS UCC ON SILVER JUBILEE

Sylvia Mulinge, CEO of MTN Uganda, spoke to our journalist about the significance of the Uganda Communications Commission's 25-year celebrations.

UCC regulates the communications sector, which includes telecommunications, broadcasting, radio communication, postal communications, data communication, and infrastructure. Below are excerpts from the conversation.

Q What message would you like to convey to George William Nyombi Thembo on his appointment as the Executive Director of the Uganda Communications Commission (UCC) and to UCC as they celebrate 25 years?

A We extend our heartfelt congratulations to George William Nyombi Thembo and the entire team at the Uganda Communications Commission on their 25th anniversary. Their dedication and leadership have played a pivotal role in shaping Uganda's telecommunications landscape and driving digital transformation. We look forward to continued collaboration with the UCC in advancing our shared goals of connectivity, innovation, and economic empowerment for all Ugandans. Cheers to 25 years of excellence, and here's to many more years of success ahead!

Let us delve into some of the milestones achieved in partnership with the UCC. Firstly, could you elaborate on MTN Uganda's support for UCC's projects such as the Uganda Film Awards?

Thank you. Indeed, our partnership with the UCC has been instrumental in driving initiatives like the Uganda Film Awards.

At MTN Uganda, we believe in the power of youth and creativity in propelling Uganda's development forward. Supporting platforms like the Uganda Film Awards not only celebrate local talent but also empower the youth to showcase their creativity on a global stage.

That is commendable. Another area where MTN Uganda has made significant contributions is the Uganda Communications

Universal Service and Access Fund (UCUSAF). Could you shed some light on MTN's involvement with UCUSAF and its impact? MTN Uganda has always been committed to bridging the digital divide and ensuring that all Ugandans have access to essential communication services because we believe everyone deserves the benefits of a modern connected life. Since its inception, our contribution of UGX 36 billion alone to the Uganda Communication Universal Service and Access Fund in 2023 underscores this commitment. This investment has facilitated the expansion of communication infrastructure to underserved communities, ultimately enhancing connectivity and socio-economic development across the country.

Let's shift gears now to the groundbreaking announcement of MTN Uganda being granted a 5G spectrum license by the UCC. What does this milestone mean for MTN Uganda and the country's digital landscape?

Receiving the first 5G spectrum license from the UCC is a testament to our shared vision of driving economic growth and empowerment in the digital era. Embracing 5G technology opens up a world of possibilities for Uganda, from attracting more investments to fostering innovation and positioning the country as a digital hub in the region. We are excited about the prospects that 5G promises and remain committed to leveraging this technology to transform lives and businesses across Uganda. It's these collaborations that

inspire our brand's clarion call that together, we are unstoppable in the pursuit of common aspirations to progress our communities.



Sylvia Mulinge, CEO of MTN Uganda



UGANDA COMMUNICATIONS COMMISSION



Congratulations on hitting the milestone of 25 years. Your exceptional work has shaped the Ugandan communications industry for years to come. Here's to your unstoppable legacy.

This message is regulated by MTN Uganda Limited



UCC'S 25-YEAR MILESTONES, FUTURE

Over the past 25 years, the Uganda Communications Commission (UCC) voyage has etched an enduring legacy across the country, propelling institutional growth and catapulting the broader communications sector into a new digital era. **NYOMBI THEMBO**, the executive director, says this has been made possible by strategic interventions in line with UCC's statutory mandate and national development objectives.

Q Give us a sense of how you have brought services closer to the people.

A We have expanded our presence with regional offices in Gulu, Mbale, Mbarara and Masindi, ensuring that our services and regulatory tools, including monitoring sites and digital loggers, are readily accessible to consumers of communication services countrywide.

Tell us about the Universal Service and Access Fund (UCUSAF). The transition from the Rural Communications Development Fund to the Uganda Communications

Universal Service and Access Fund (USAF) signifies our commitment to drive the adoption and usage of ICTs for ALL Ugandans, especially those who are unserved and underserved.

Can you take us through your flagship programmes and initiatives.

Our flagship programmes and initiatives, including the Content Development Support Programme and Uganda Film Festival for the creative content sector, National Conference on Communications (NCC) for collaboration with academia, and Computer Emergency Response Team (UG-CERT) CEO breakfast have not only sparked creativity and

innovation, but also fostered meaningful connections among our stakeholders and partners.

How do your activities align with the National Development Plans (NDP)?

In this journey, we have witnessed ICTs take their rightful pivotal place in the national

development agenda.

NDP I: Although ICT wasn't directly mentioned as a sector, it laid the groundwork for connectivity and infrastructure.

NDP II: ICT took the driver's seat, focusing on

expanding coverage to underserved areas.

NDP III: ICT transformed into an enabler, emphasising usage and integration across sectors such as education, health, and agriculture.

What has been UCC's impact on other sectors?

Through strategic partnerships and collaborations, we have seen ICTs improve efficiency and productivity in other sectors, including public services:

In education, we have bridged the gap with digital

resources, offering students and teachers countrywide access to computer labs, internet connectivity, school content, and e-learning platforms.

In agriculture, precision farming has empowered farmers with real-time data and market access, boosting digital skilling, ICT farmers extension services, free e-agricultural academy, and resources, as well as Apps. The tourism sector thrives with seamless connectivity, enriching tourist experiences and propelling economic growth.

SMEs have witnessed increased ICT adoption, leading to enhanced productivity and performance through digital skilling.

Tell us about your global engagement.

Our global engagement has left an indelible footprint, shaped by three key pillars: Firstly, involvement in setting and aligning global standards has charted the course of international



KYAMBOGO UNIVERSITY



P. O. BOX 1, KYAMBOGO, Tel: 041 -285037/285001, Fax: 041 -220464,
Email: arkyu@kyu.ac.ug/prokyu@kyu.ac.ug, Website: www.kyu.ac.ug

Happy Silver Jubilee UCC



Hon. Janet Kataha Museveni
First Lady and Minister of Education and Sports



Dr. Mary Goretti Nakabugo (PhD)
Chairperson of Council



Prof. Eli Katunguka Rwakishaya
Vice Chancellor



The University Council, Management, Staff and the entire community of Kyambogo University extend sincere and warmest congratulations to Uganda Communications Commission on your Silver Jubilee as you continue to drive the development of a robust communications sector. Congratulations!!!

PRIORITIES

telecommunications, ensuring Uganda's voice is heard on the world stage. Secondly, our active participation in numerous treaty organisations and technical affiliations has forged a national brand synonymous with dependability and technical authority, strengthening our global reputation. Thirdly, our leadership roles in esteemed international bodies such as ITU Council, International Telecommunications Satellite Organisation (ITSO), Pan-African Postal Union (PAPU), Universal Postal Union (UPU), and East African Communications Organisation (EACO) have not only elevated Uganda's presence but also reinforced our commitment to playing a pivotal role in shaping the future of global communications.

Describe for us the sector growth over the years. Over the last 25 years, the communications sector growth has been nothing short of remarkable. We've witnessed an explosion in the number

WE HAVE BRIDGED THE GAP WITH DIGITAL RESOURCES, OFFERING STUDENTS AND TEACHERS COUNTRYWIDE ACCESS TO COMPUTER LABS, INTERNET CONNECTIVITY, SCHOOL CONTENT, AND E-LEARNING PLATFORMS.

of service operators, now boasting 325 radio stations, 48 TV channels, broadcasts in every language, and 5,000 telecommunication masts. Under UCC oversight, our sector has evolved through a technological journey,

from 2G to 3G, 4G, and the cutting-edge 5G technology, while seamlessly migrating from analogue to digital terrestrial broadcasting. Our commitment to expanding access infrastructure has brought connectivity even to the most remote areas. Usage metrics have soared, with mobile phone penetration,

WHAT ARE YOUR PRIORITIES?

1. Enhance Broadband Access:

Continue efforts to expand high-speed Internet coverage to undeserved areas, fostering broadband connectivity for all Ugandans. This involves strategic engagement with key stakeholders to address bottlenecks associated with complementary infrastructure, such as electricity, to facilitate a smoother and faster roll-out.

2. Affordable ICT Solutions:

Drive collaborative efforts with multiple stakeholders to reduce the cost of ICT products, services and devices. Engage strategically with influential government and private entities to positively influence the overall affordability of services.

3. Digital Transformation Roadmap

Support the Ministry of ICT and National Guidance in the implementation of the Digital Transformation Roadmap by accelerating the adoption of emerging technologies such as artificial intelligence, block-chain and Internet

of Things, among others. This initiative spans sectors such as healthcare, agriculture, and finance in alignment with the roadmap.

4. Cybersecurity and Data Protection:

Uphold robust cybersecurity standards and data protection regulations as a key pillar in the Ministry of ICT's roadmap. Address the growing importance of cybersecurity and data privacy, positioning UCC as a pivotal player in setting and enforcing these critical standards.

5. Consumer Empowerment:

Continue to recognize consumers as our top priority and multiply efforts to empower them through digital skilling and awareness programs. These initiatives aim to drive the adoption and integration of ICTs into their daily lives.

6. Strengthen Collaboration with Stakeholders:

Foster stronger partnerships with key stakeholders, including the media, government agencies, private

sector players, and civil society organizations. This collaborative approach aims to collectively address challenges and seize opportunities in the dynamic ICT sector.

7. International Collaboration:

Strengthen Uganda's and UCC's role in international telecommunications by actively participating in global forums, shaping international policies, and continuing to represent Uganda's interests in international bodies, especially in East Africa and Africa.

8. Promote Sustainable Development:

Advocate for sustainability in the ICT sector by promoting eco-friendly practices, including energy-efficient data centres, reduced e-waste, and fostering green initiatives.

9. Transparency and Accountability:

Maintain a commitment to transparency and accountability in all regulatory activities.

internet penetration, and the adoption of value-added services such as mobile money and digital financial services reaching unprecedented levels.

How have you leveraged collaborations and partnerships for mutual benefit.

Collaborations and partnerships have been the cornerstone of our journey. We recognise that we haven't reached this point alone. We owe our success to the unwavering support of our strategic partners, both locally and internationally, spanning the public and private sectors, and extending beyond our

industry. As the saying goes, "a hand does not clap alone." Today, as we celebrate these milestones, we extend our heartfelt gratitude to all our partners who have walked this path with us. Together, we've achieved so much, but we are reminded that there is still much more to accomplish on our collective journey.






Congratulations

TO UCC UPON REACHING A REMARKABLE MILESTONE OF 25 YEARS.

Your unwavering commitment to communications for all as a regulator has played a pivotal role in shaping Uganda's communications landscape. May your continued dedication lead to even greater achievements in the years ahead. Cheers to a quarter century of impactful work, innovation and progress.

Huawei Technologies Uganda Co. Ltd

**IRENE KAGGWA -
DIRECTOR ENGINEERING
AND COMMUNICATION
INFRASTRUCTURE**



WHO IS WHO AT UCC?


CHRISTINE MUGIMBA - DIRECTOR OF ICT AND RESEARCH



Mugimba has 19 years of experience in communications regulation, with a focus on quality of service, spectrum management, research and development, and innovation promotion. She is a registered engineer with the Engineers Registration Board. Mugimba has a

in Communications Systems and Signal Processing from Bristol University and a Master of Science in Economic Management and Policy (Business Economic Pathway) from Strathclyde University. She graduated

GEORGE WILLIAM NYOMBI - EXECUTIVE DIRECTOR



George William Nyombi Thembo was appointed the executive director of Uganda Communications Commission (UCC) in November 2023. He previously served as director of the Uganda Communications Universal Service and Access Fund (UCUSAF) from January 2017. He brings a wealth of experience to the position from both the public and private sectors. He served as an MP from 2001 to 2015 and went on to become Primary Education, Luwero Triangle, and Information and Information Communications Technology minister. Nyombi holds a Bachelor of Arts degree in Economics and Social Administration from Makerere University (1989), and a Master of Science in Development Economics from Uganda Martyrs University (UMU) with distinction in 2008. He also has a postgraduate diploma in Project Management from Uganda Management Institute and an advanced diploma in national development and project planning from Bradford University, UK (1994). He trained in telecommunications regulation at the University of Florida, USA, and holds certificates in communications regulatory frameworks from the same institution (2018).

from Makerere University with a BS in Electrical Engineering. Kagwa

served as acting executive director of UCC for three years till November 2023.



**FRED OTUNNU—DIRECTOR
CORPORATE AFFAIRS**

Fred Otunnu has a background in law and social science. He is a graduate of Makerere University with a Bachelor of Laws (LLB), a Master of Science in International Relations and Diplomatic Studies, and a Bachelor of Social Sciences. He also has a Post-Graduate Diploma in Legal Practice from the Law Development Centre in Kampala. International relations, consumer protection, corporate communications, and information and communication technology regulation are areas in which Otunnu possesses extensive expertise.

UGANDA COMMUNICATIONS COMMISSION

25
Years

CHEERS TO UGANDA COMMUNICATIONS COMMISSION

Your remarkable dedication over the years to advancing a modern communications sector for an inclusive digital economy is truly commendable.

BLUECRANE COMMUNICATIONS
LET'S TECH YOU AHEAD

0200306200 +256 786 390465
www.bcc.co.ug customercare@bcc.co.ug

Blue Crane Communications is regulated by the Uganda Communications Commission



Congratulations

The Board, Management and Staff of
Uganda Telecommunications Corporation
wishes to congratulate the Uganda
Communications Commission on 25 years of
dedicated service and innovation!

As a vital partner in Uganda's
telecommunications landscape, we applaud
your commitment to fostering growth,
connectivity and progress.

**Here's to many more years of
collaboration and success.**

UTCL is regulated by the Uganda Communications Commission

JULIANNE MWEHEIRE - DIRECTOR INDUSTRY AFFAIRS & CONTENT DEVELOPMENT



Mweheire has over 13 years of expertise in the telecommunications sector, having worked for MTN Uganda. She earned a Master of Science in Telecommunications Management – Global Innovations in Telecommunications from Stevens Institute of Technology in New Jersey, USA.

She also has a Bachelor of Arts in Business Management, with majors in management, economics, and accounting. Mweheire has extensive experience in the telecommunications industry, including competition, consumer protection, and economic regulation, among other crucial areas of policy and regulation.

ALICE NYANGOMA - DIRECTOR INTERNAL AUDIT



Alice Nyangoma is a certified chartered accountant and professional auditor with expertise in internal and external audits, financial and treasury management, and risk management. Makerere University awarded her a Master and Bachelor of Business Administration.

Nyangoma has extensive experience in auditing, financial analysis, revenue collection, tax assessment, tax returns, and risk assessment. The Association of Chartered Certified Accounts (FCCA) - UK, the Institute of Internal Auditors, and the Certified Public Accountants of Uganda all recognise Nyangoma as a professional auditor. She is an elected IRM-UK certificate and holds an international Certificate in Risk Management (CIRM)-UK. She has certificates in Check Point Security Administrator R70 (Information Security Systems [Pty] Ltd, South Africa), Fraud Prevention and Detection (Ernst & Young Limited), and Audit Specialist Skills (Pricewaterhouse Coopers Limited).

SUSAN ATENGO WEGOYE - DIRECTOR LEGAL AFFAIRS AND COMMISSION SECRETARY



Advocate Susan Atengo Wegoye has over 15 years of legal expertise in Uganda. She has a Bachelor of Laws (Makerere University, Kampala), Postgraduate Diploma in Legal Practice (Law Development Centre), and Diploma in Legislative Drafting (International Law Institute).

She has corporate knowledge in civil aviation, broadcasting, and telecommunications. She helped advance legislation and worldwide lobbying. As a well-rounded lawyer, she excels in policy formulation, corporate governance, commercial transactions, and legal and regulatory compliance.

JOYCE KASIRYE - DIRECTOR OF HUMAN RESOURCES & ADMINISTRATION



Joyce Kasirye is a chartered human resources analyst and member of Uganda's Human Resource Managers Association. She has

15 years of hands-on experience managing human resource functions in national and regional organisations and holds a Master's degree in Sociology from the University of Nairobi, a Bachelor's degree in Education from Makerere University, a Post Graduate Diploma in Human Resource Management from Kenya Institute of Management, and a Post Graduate Diploma in Human Resource Management from ICS London.

HARUNA MUSINGUZI - DIRECTOR FINANCE



Haruna Musinguzi is a fellow of the Association of Chartered Certified Accountants (FCCA - UK) and a member of Uganda's Institute of Certified Public

Accountants. Musinguzi has a Master's degree in Business Administration from Makerere University and a Bachelor's Degree in Business Studies (Accounting) from Uganda's Islamic University. He also studied finance at the University of Oxford's Said Business School and regulation at the University of Florida's Public Utility Research Centre in Gainesville (USA). He has a thorough understanding of financial management, strategic planning, risk management, controls and governance, budgeting, and management information systems.



K&K ADVOCATES

Congratulates the Board of Directors, Management and staff of



UGANDA COMMUNICATIONS COMMISSION

upon accomplishing 25 years of driving the development of a modern communications sector and ensuring an inclusive digital economy.

K&K Advocates is proud to be associated with UCC's achievement of this great milestone.

K&K Chambers, Plot 5A2, Acacia Avenue Kololo (+256)-393-276464

P.O. Box 6061, Kampala, Uganda

advocates@kandk.co.ug

www.kandk.co.ug



Kampala Siti Cables Ltd

Congratulations

UCC on celebrating 25 years of service.

Plot 201, Upper Mawanda Road | P. O. Box 24547, Kampala - Uganda

Tel: 0200 777 220 / 0700 220 124

www.simbatv.co.ug



ENG. IRENE KAGGWA
DIRECTOR ENGINEERING
AND COMMUNICATIONS
INFRASTRUCTURE AT UCC

GUIDE TO TELECOM QUALITY

operator's switch that searches for the location of the called party and forwards the call to the tower that is nearest to their phone and then to the phone itself.

Communication between the phone and the tower is carried by invisible radio waves that move in the air. Operators, therefore, set up base stations (towers) in different areas so that phones (and other communication terminals) can connect to their network.

In Uganda, network roll out typically followed the money, with deployments starting in areas that have the greatest potential for subscription, usage and thus revenue. If the caller or the called party is in an area that has no coverage, a connection cannot happen. Absence of coverage at a location may be momentary or longer. Imagine following a guide who is speaking softly or is far from you. You will likely not hear and, therefore, not act on the guidance. Similarly, the strength of the signal between the tower and the phone matters.

There is a signal bar on the top right-hand corner of every phone.



A telecome mast. Communication between the phone and the tower is carried by invisible radio waves that move in the air

Depending on your age, and/or where you grew up, you have probably tried the telephone of two tins joined by a string. Quality of Service (QoS) in communication is a combination of all the elements along the connection, from the caller to the called party.

Using a mobile network for context, when a person makes a phone call, their request is sent by the device to the nearest tower, which sends it to the

The more bars that are lit, the better. What is most desirable is for all the 5 bars to be lit. No bars lit means there is no signal and thus no coverage at that spot or location. Sometimes you

might need to just move slightly, and you get more bars lit. That is because movement improves Light of Sight (LoS). Light of Sight is like a straight path/line between the phone and

the tower. If there is an obstacle in this path, you may fail to get a signal on your phone despite the tower being in your vicinity.

Obstacles include hills, trees, and buildings. That is why you may have poor network inside your house, and commonly in building basements.


Radio waves have different frequencies. The low frequency waves travel far before they lose their energy and fade. They also penetrate walls better. The higher frequency waves get tired faster and thus travel shorter distances, but these enable better internet speeds/bandwidth.

Mobility is enabled by a handover process between towers. The network is made up of overlapping cells with a cell being the coverage circle of each tower. The phone continuously looks out for which tower is loudest and connects to that one. As you move, the strongest tower may change.

If at any location, the phone can no longer hear the signal from any tower well enough, the call will drop. This may be due to the obstacles already mentioned or total absence of coverage -



toa TOWERCO OF AFRICA



CELEBRATING 25 YEARS OF UGANDA COMMUNICATIONS COMMISSION

TowerCo of Africa Uganda Limited wishes to extend heartfelt congratulations to Uganda Communications Commission on their 25th Anniversary.

We are honored to be your partners in driving the development of a modern communications sector towards an inclusive digital economy. **We wish you many more years of growth.**



UGANDA COMMUNICATIONS COMMISSION

OF SERVICE EXPERIENCE

typically referred to as mobile blackspots. In telecommunication, a blackspot refers to a geographical location that has poor or no communication coverage.

Each tower can handle a certain volume of traffic/subscribers. Therefore, more capacity is required in high subscriber/usage areas. If a person initiates a call in a place where the tower has already reached its maximum number of users, the call will not go through.

Similarly, if the caller or called party is moving in a car or other form of transport during the phone call and moves into a cell (area of a tower) that is full or congested at that time, or enters a mobile blackspot, connectivity will be lost, and the call will drop.

Such congestion can occur when: Subscription grows beyond the capacity deployed in that area

There is a temporary increase in demand due to a temporary flow of people into the area, eg, in case of an event.

Unavailability of network or capacity in an area may also emanate from factors that cause an outage of a network element,

IF OTHER PEOPLE AROUND YOU HAVE A GREAT SIGNAL FROM THE SAME OPERATOR AT THE SAME LOCATION, BUT YOU DO NOT EXPERIENCE THE SAME, THEN THE PROBLEM IS LIKELY TO BE YOUR DEVICE

e.g., power outage at a tower, outage on the link between tower and switching centre (e.g., an optical fibre cut) and a software problem (e.g., cyber-attack).

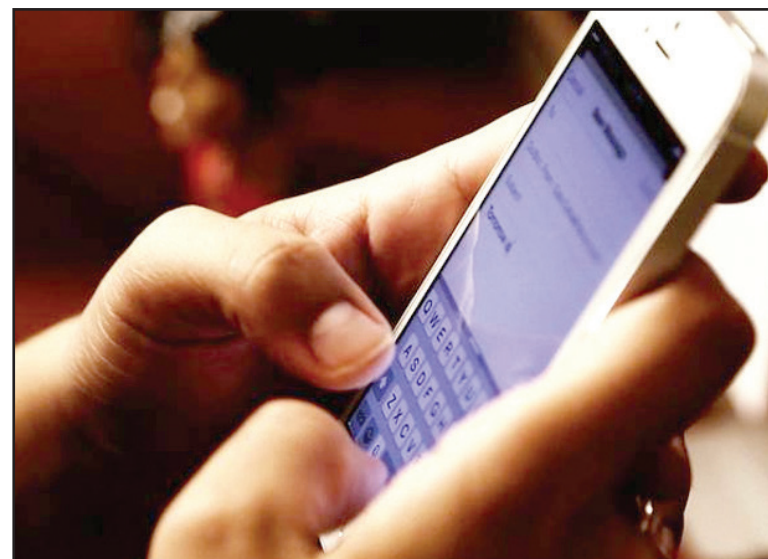
In the case of mobile cellular networks, the underlying technology matters (2G, 3G, 4G, etc). If you make a cup of thick porridge, the amount of time you

would take drinking it through a thin straw is longer than you would if you drank the same out of a huge mug. Similarly, a 2G connection is slower than 3G and 4G while accessing the same content.

However, the coverage of 2G networks in Uganda is still greater than 3G and 4G technology. To enjoy 4G performance, you must have 4G connection, a 4G capable device and a 4G enabled SIM card. A 3G SIM card in a 4G device will give you 3G connection!

While 100% geographical coverage of 4G is yet to be achieved in Uganda despite our national aspiration to have broadband coverage across the country, operators are now required to extend the reach of their service to 90% of their license area within five years.

That notwithstanding, if other people around you have a great signal from the same operator at the same location, but you do not experience the same, then the problem is likely to be your device. In trying to reduce the cost of their products, manufacturers tend to compromise on performance/



If at any location, the phone can no longer hear the signal from any tower well enough, the call will drop. This may be due to the obstacles already mentioned or total absence of coverage - typically referred to as mobile blackspots

quality and standards conformity. This results in less than optimum consumer experience, and that is why UCC alongside other stakeholders seeks to eliminate illegitimate devices.

UCC has set standards for operators as contained in the Uganda Communications (Quality of Service) Regulations 2019, and

annually monitors QoS received from the operators. The findings are published in the press and online as we continue to drive improvement of QoS enjoyed in Uganda (See: <https://www.ucc.co.ug/quality-of-service-qos/>).

Turn to page 39 for related story



ATC UGANDA

**LIVE
WORK
ROKE**



A QUARTER CENTURY OF UCC EXCELLENCE

ATC Uganda extends its **congratulations to the Uganda Communications Commission (UCC)** on its silver jubilee. UCC's progressive regulatory framework has played an instrumental role in the transformation of Uganda's telecommunication sector.

We look forward to our continued collaboration to take Uganda's telecommunication sector forward. **Here's to 25 years of excellence and boundless possibilities.**



FAST SPEEDS AT OFFICE

Boost your businesses with **Roke Enterprise**

Roke Telkom lauds UCC's 25 Years of Advancing Communication in Uganda

Roke Telkom, joins the nation in celebrating the Uganda Communications Commission's (UCC) 25th anniversary. We commend UCC's dedication to fostering innovation and technology to improve communication throughout the country.

Founded in 2006, Roke Telkom, a fully Ugandan owned and operated Internet service provider shares in UCC's vision of advancing quality communication for all Ugandans through innovation.

As we celebrate the UCC's 25th anniversary, we look forward to a future empowered by a robust information and communication technology sector.

Congratulations

From The Management and Staff of Roke Telkom



Overall, the mobile voice quality of service in Uganda is steadily improving and meeting the needs of the growing customer base. With the increasing competition among mobile service providers in the country, there has been a significant improvement in the overall voice quality offered to customers.

Many users have reported clear and crisp voice calls with minimal disruptions or dropped calls. However, there are still some areas, especially in rural areas, where the quality of service may not be as consistent.

Uganda Communications Commission regularly conducts measurements to assess the quality of service (QoS) received by consumers of mobile voice telephony and data services across the country. The last such measurement was conducted from November 11-22, 2023 within the areas of Kampala, Mukono and Entebbe and the results were published in the dailies.

Based on the countrywide measurement results, the quality of service has been

MOBILE VOICE QUALITY OF SERVICE MADE BETTER



There has been significant improvement in the overall voice quality offered to customers

improving steadily. We note a consistent improvement in performance over the last five years for both mobile voice and data services.

ENFORCING QUALITY OF SERVICE

According to Section 5 (k) of the Uganda Communications Act of 2013, the commission has a responsibility of promoting and safeguarding the

ADDRESSING DROPPED CALLS

To address and mitigate the challenge of dropped calls, mobile network operators continually work on improving network infrastructure, implementing advanced technologies, and optimising network performance.

Users can also help minimise dropped calls by keeping their devices updated, ensuring good battery health, and providing feedback to their mobile service providers regarding areas

with connectivity issues.

Additionally, users can improve their call experience by avoiding areas with poor reception and utilising Wi-Fi calling when available. Mobile network operators also conduct regular network maintenance and upgrades to enhance coverage and reliability. By working together, both users and operators can create a more seamless and reliable mobile communication experience for all.

- QoS benchmarking audits
- Complaints handling mechanisms.
- Consumer awareness campaigns, e.g. SIMU KLEAR (anti-illegitimate devices campaign)

CAUSES OF DROPPED CALLS

Mobile dropped calls can occur due to various reasons, and they are often attributed to issues within the mobile network or the device itself.

Some of the common causes include: limited network coverage, network congestion, radio frequency interference from other sources, equipment or software issues with the mobile handset, and problems with the mobile device, such as faulty hardware, outdated software, or incompatible settings.

such as the:

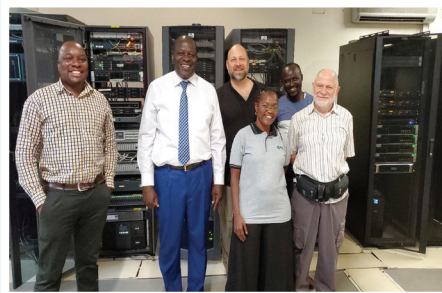
- Type approval of communications equipment
- Licensing of communication service providers who have minimum QoS obligations



**COLLEGE of
COMPUTING & INFORMATION
SCIENCES**

Celebrating an enduring partnership with UCC.

The academic partnership with UCC has endured and yielded significant benefits as well as tremendous progress toward the advancement of ICTs and the skilling of our population, thus increasing the digital literacy footprint and technical capacity of Ugandans. We are super excited to join in the celebration of these efforts and look forward to further enhancement of our partnership to deliver a transformed nation with a deepened and hugely dependent knowledge-based economy.



The Makerere University College of Computing and Information Sciences (CoCIS) in Action creating a knowledge-based economy through building a digital infrastructure and ICT training and research activities.

Plot 56 Pool Road, PO Box 7062, Kampala, Uganda
Telephone: +256-756-121329
Primary email: tonny.oyana@mak.ac.ug
or principal.cis@mak.ac.ug
Secondary email: toyana@cit.ac.ug