



## **Licensing and Standards FAQ**

### **1. What are the types of licences available in the Telecommunications Sector in Uganda today?**

There are three main types of licences -Public Infrastructure Provider (PIP) licence; Public Service Provider (PSP) - Voice and Data licence; Public Service Provider (PSP) - Capacity Resale licence:

#### **Public Infrastructure Provider**

This is the license required to establish and operate infrastructure facilities in Uganda that are being used to provide services to public or for re-sell to a third party.

To provide public telecommunications services, there are the following licences:

#### **Public Service Provider (PSP) - Voice and Data**

This is issued to persons that offer voice telephony services (operated like public switched telephony services whether fixed or mobile) and data services. This includes Internet Access Services or Internet Service providers.

#### **Public Service Provider (PSP) - Capacity Resale**

This is issued to persons buying capacity from operators and reselling this to others, re-branded or otherwise. This may take on the form of international termination and calling cards. This however does not include the leasing of infrastructure facilities by a PSP to distribute the PSP's services to its customers.

#### **General Authorisation**

This third type has two sub-categories:

- Any person running public pay phone services, fax bureau, and/or Internet café/cyber café would fall under the public pay communications services category.

- If you are setting up services for only your own use, you fall in the private network category of General Authorisation.

## **2. Can I use my PSP - Voice and Data licence to provide Capacity Resale services?**

If a person wishes to offer services associated with the PSP - Voice and Data Services as well as those associated with PSP - Capacity Resale, and

- already has a PSP - Voice and Data licence, his/her PSP - Voice and Data licence shall be modified in scope to include Capacity Resale services upon completion of application processing (*similarly if a person has a Capacity Resale licence, modification shall include Voice and Data services*).
- " he/she doesn't have either of the licences, he/she shall obtain a licence from UCC whose scope covers voice and data as well as capacity resale services

In both cases, the licensee shall be required to pay annual licence fees associated with having both licence scopes.

## **3. What is meant by technology neutral under the new licensing regime?**

The licences available are no longer hinged to a type of technology (cellular, Public Switched Telephony Network - PSTN or Internet Protocol). Instead, the product or output is what is licensed. The licensee is therefore given a licence to provide for example Voice and it is the licensee that chooses what technology he/she will use to provide this voice to his/her customers.

## **4. Is VoIP allowed in Uganda?**

VoIP (Voice over Internet Protocol) is considered simply as another form of voice service like we have GSM (Global System for Mobile Communication) or traditional PSTN service. VoIP is therefore an acceptable service in Uganda for personal and public use.

## **5. If I wish to offer VoIP in Uganda, which licence do I require?**

Although most people generally talk of VoIP, the use of the Internet to carry or provide voice takes on different forms. In Uganda,

- If what a customer receives from you is a voice service similar to the conventional personal/organisational telephone service (fixed or mobile phone), then you require a PSP - Voice and Data licence.
- If what you are offering is a calling card or pre-paid (meaning that the person does not use any or all the credit/airtime there and then in your shop) pay phone system, then you require a PSP - Capacity Resale licence
- If you are offering public payphone kiosk services using VoIP or have customers using VoIP applications available on the Internet as they surf, then you are eligible for General Authorisation licensing.

#### **6. How can I tell if our network is a private network under the licensing regime?**

A private network under the new licensing regime must conform to all the following:

- It must be established for the sole use of members of the owning body/entity in a private closed user group;
- It must be established within property boundaries, only extending into public domain to link up geographically separated branches owned, leased or rented by the entity and only upon receipt of the necessary permission from the respective public authorities;
- Telecommunication services on the network must not be offered for monetary gain to the users;
- It must be established, operated and maintained in line with public safety requirements.

#### **7. If am setting up or operating a private network, do I need any licences or authorisation from UCC?**

If a private network wishes to use spectrum or set up its own international gateway (including VSAT - Very Small Aperture Terminals), the respective authorisation must firstly be obtained from UCC. This includes equipment type approval.

#### **8. If I wish to set up and operate a call centre, which licence do I require?**

Call centre businesses currently do not require a licence from UCC to operate.

**9. When I have a PSP licence, can I get spectrum or VSAT authorisation?**

All spectrum (except the ISM bands - 2.4GHz and 5.7GHz) that is available for provision of services necessitates one having a PIP licence.

However, VSAT authorisation can be obtained with or without a PSP or PIP licence depending on what the VSAT is to be used for.

**10. How long does it take to get a licence after submitting an application?**

The standard process, if all necessary information is submitted well documented and all payments made on time, is a month long process.