



Ref: ECO/436

13th January 2026

To: The Chief Executive Officers
All Licensed Mobile Network Operators (MNOs)
and Internet Service Providers (ISPs)

Dear All,

RE: Temporary Suspension of Public Internet Access and Selected Mobile Services During the Election Period

Following a strong recommendation from the Inter-Agency Security Committee, the Uganda Communications Commissions (UCC) duly directs all licensed Mobile Network Operators (MNOs) and Internet Service Providers (ISPs) to implement a temporary suspension of the following services:

- a) Public internet access
- b) Sale and Registration of New Simcards
- c) Outbound data roaming services to One Network Area countries

This measure is necessary to mitigate the rapid spread of online misinformation, disinformation, electoral fraud and related risks, as well as preventing of incitement of violence that could affect public confidence and national security during the election period.

The suspension is effective **13th January 2026, at 1800hrs** and will remain in force until a restoration notice is issued by the UCC. During this period, all non-essential public internet traffic must be blocked. Public internet traffic includes but not limited to social media platforms, web browsing, video streaming, personal email services, and messaging applications among others. The suspension applies to Mobile Broadband (Cellular), Fibre Optic, Leased Lines, Fixed Wireless Access, Microwave Radio Links, and Satellite Internet Services.

To safeguard public safety, critical national functions, and the operational integrity of communications infrastructure, a strictly defined exclusion list has been established by the UCC. These exclusions permit continued access to essential services and systems required for network monitoring and management and is strictly for non-mobile internet services. If operators detect abuse of internet services by excluded services and systems, immediate suspension is required.

Access to these excluded systems must be limited exclusively to authorized personnel and implemented through secure, whitelisted mechanisms (e.g., dedicated IP ranges, VPNs, or private circuits).

Communication for All

Operators are prohibited from extending this list or allowing any form of public bypass. Access to social media and message applications is strictly prohibited within the accessible service provider environments. Operators must submit to the UCC the whitelisted systems and service accounts corresponding to the exclusion list immediately upon implementation of this directive. Operators shall further ensure that mobile VPN services are disabled on their networks.

Any Operator that shall not be able to implement the instruction must shut down their entire internet infrastructure for the duration of this suspension. Non-compliance will attract severe sanctions, including fines and potential license suspension.

1. Exclusion List for Essential Services and Network Monitoring/Management (Strictly for non-mobile internet services)

The following categories and systems have been excluded from the public internet suspension and are strictly applicable to non-mobile internet services. Access to social media and message applications is strictly prohibited within the accessible service provider environments. All Operators must ensure that internet access remains operational to these services specifically while all other internet services are blocked. Robust access controls, logging, and auditing are mandatory.

1.1 Essential Public Services and Critical Infrastructure

1.1.1 Healthcare systems at National Referral Hospitals.

1.1.2 Financial services essential for public welfare including core banking networks, Interbank funds transfer and clearing systems, ATM networks, URA tax payment systems, government department to department payment gateways, government international payment systems/gateways.

1.1.3 Critical Government administrative services including immigration, electoral commission secure portals, voter verification systems, result tabulation networks.

1.1.4 Utilities management including power grid and payment systems, water supply control and payment, and fuel distribution logistics.

1.1.5 Transportation and aviation control systems including air traffic control, and railway signalling.

1.1.6 Sim swaps and sim upgrade systems within existing regulations.

1.2 Network Management and Monitoring Tools

- 1.2.1 Network Operations Centers (NOCs) and associated monitoring platforms.
- 1.2.2 Core routing diagnostics and operator-to-operator peering for infrastructure stability.
- 1.2.3 Fault detection, bandwidth monitoring, and latency tracking tools.
- 1.2.4 Operator to Operator, and Cross Border IP Transit Services.

1.3 Regulatory, Security and Cybersecurity Systems

- 1.3.1 Intrusion Detection/Prevention Systems, firewalls, and threat intelligence feeds.
- 1.3.2 Security Information and Event Management (SIEM) platforms.
- 1.3.3 Vulnerability scanning and patch management for critical infrastructure.
- 1.3.4 Regulatory and Compliance Systems
- 1.3.5 Secure Regulator reporting portals and APIs for real-time compliance submissions.
- 1.3.6 Designated monitoring interfaces for Regulator oversight of network status.

2. **Implementation Guidance**

2.1 Immediate Actions:

- 2.1.1 Isolate and secure access to excluded systems as indicated above.
- 2.1.2 Verify that no public-facing services can bypass the suspension.
- 2.1.3 Establish 24/7 incident response teams.

2.2 Ongoing Compliance:

Maintain detailed logs of all traffic on excluded systems and make them available for UCC inspection upon request.

2.3 Incident Reporting:

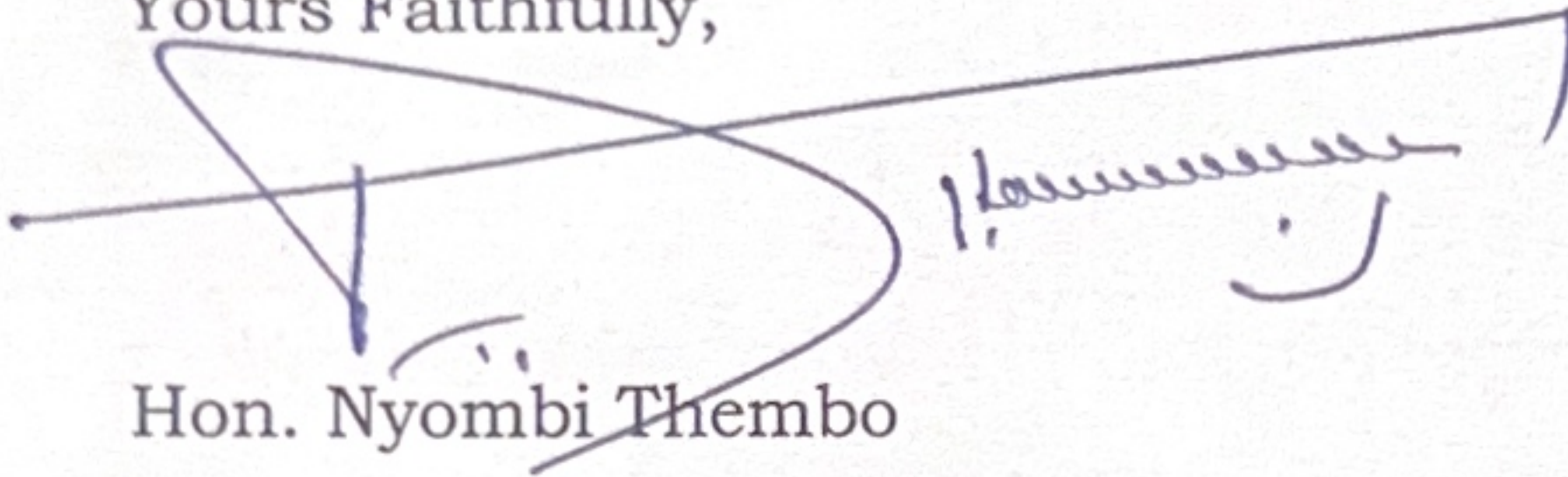
Report any technical issues, suspected breaches, or compliance challenges to the UCC within 30 minutes.

2.4 Restoration:

Services will be restored only upon receipt of explicit written notice from the UCC. A phased restoration plan will be submitted to all operators.

The UCC acknowledges the operational challenges this directive may impose and appreciates your full cooperation in upholding national stability during this sensitive period.

Yours Faithfully,

A handwritten signature in dark ink, appearing to read 'Hon. Nyombi Thembo', is written over a large, stylized, and somewhat illegible signature that spans across the 'Yours Faithfully,' line and the name 'Hon. Nyombi Thembo'.

Hon. Nyombi Thembo

EXECUTIVE DIRECTOR