

## 3.3 Ukraine Telecommunications

Mostly every citizen of Ukraine has telephone and/or mobile phone connection. Internet access is available in cities and main transport corridors, expanding into smaller settlements.

All types of communication network throughout Ukraine are well developed and modernized. Changes over a recent period in the Eastern Non-Government Controlled region have seen many operator change from Ukrainian to Russian service providers.

For more information on telecoms contacts, please see the following link: [4.5 Ukraine Additional Service Provision Contact List](#)

Ukrtelecom ([www.ukrtelecom.ua](http://www.ukrtelecom.ua)) is major Ukrainian national telecommunication operator. It provides telephone communication services throughout Ukraine, rendering all kinds of telecommunication services. Ukrtelecom covers 78% of fixed-line local telephone. This company no longer operates in the NGCA region.

Telephone Services	
Is there an existing landline telephone network?	Yes
Does it allow international calls?	Yes
Number and Length of Downtime Periods (on average)	No
Mobile Phone Providers	List
Approximate Percentage of National Coverage	100

### Telecommunications Regulations

Under the Article 17 of the Law of Ukraine "On Telecommunications" National Commission for the State Regulation of Communications and Informatization" (NCCIR) is an authority of state regulation in the area of telecommunications. The NCCIR was established by the Decree of the President of Ukraine as of 23 November 2011 No. 1067/2011 on the Law of Ukraine "On Telecommunications". The Regulations on the NCCIR was approved by the same Decree. Website of the NCCIR is available at the link: [www.nkrzi.gov.ua](http://www.nkrzi.gov.ua).

Regulations on Usage and Import		
	Regulations in Place?	Regulating Authority
Satellite	Yes	<a href="http://www.nkrzi.gov.ua">www.nkrzi.gov.ua</a>
HF Radio	Yes	State Service of Communication of Ukraine
UHF/VHF/HF Radio: Handheld, Base and Mobile	Yes	NCCIR <a href="http://www.nkrzi.gov.ua">www.nkrzi.gov.ua</a>
UHF/VHF Repeaters	Yes	NCCIR <a href="http://www.nkrzi.gov.ua">www.nkrzi.gov.ua</a>
GPS	Yes	<a href="http://www.nkrzi.gov.ua">www.nkrzi.gov.ua</a>
VSAT	Yes	<a href="http://www.nkrzi.gov.ua">www.nkrzi.gov.ua</a>
<b>Individual Network Operator Licenses Required</b>		
Yes		
<b>Frequency Licenses Required</b>		
Yes		

### Existing Humanitarian Telecoms Systems

No humanitarian telecoms systems are operating in the country due to laws and limited requirement.

### Internet Service Providers (ISPs)

[Ukrtelecom](#) is the largest Internet access provider (as well as [fixed telephone provider](#)) and the only [UMTS 3G](#) provider in Ukraine. In particular, it was serving over 1.4 million [DSL/SDN](#) fixed access clients in June 2012. The second-largest provider [Volia](#) is a major player specializing in [cable access combined with TV signal](#). Both [MTS](#) and [Kyivstar](#) (Ukraine's largest [mobile phone](#) operators) also offer fixed broadband access along with their mobile Internet services. Both companies also offer a [3G](#) mobile access: the Kyivstar is reselling the Ukrtelecom's UMTS services and the MTS is maintaining its own [CDMA2000](#) network in major urban areas.

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Internet Service Providers		
Are there ISPs available?	Yes	
If yes, are they privately or government owned?	Private	
Dial-up only?	No	
Approximate Rates ( <i>local currency and USD - \$</i> )	Dial-up	Vary, different levels available
	Broadband	Vary, different levels available
Max Leasable 'Dedicated' Bandwidth	100 Mbs/sec	

## Mobile Network Operators (MNOs)

On the NGCA only 3 mobile operators provide connection, namely MTS, Lugacom for Luhansk and Phoenix for Donetsk.

According to Expert & Consulting (E&C), the top-10 Ukrainian fixed Broadband Internet service providers had about 3, 36 million subscribers as of the 2nd quarter of 2012; as of the 3rd quarter, that figure rose to about 3, 46 million subscribers. According to estimations of Expert & Consulting (E&C), there were 7,06 mln. subscribers of fixed Broadband Internet at the end of 1st half of 2013.

For information on MNOs please visit the [GSM Association website](#).

Company	Number of Agent Outlets by Area	Network Strength by Area	Contracted for Humanitarian or Government Cash Transfer Programmes?	Services Offered (i.e. Merchant Payment, Bulk Disbursement, Receive & Make Payment)
Kyivstar <a href="http://www.kyivstar.ua">www.kyivstar.ua</a>	Not in NGCA	Very good	No	All
MTS <a href="http://www.mts.ua">www.mts.ua</a>	Whole of Ukraine	Very good	No	All
Life <a href="http://www.life.ua">www.life.ua</a>	Not in NGCA	Very good	No	All
Fenix <a href="http://www.phoenix-dnr.ru">www.phoenix-dnr.ru</a>	Only in NGCA	Very good	No	All
Lugacom <a href="http://www.lugacom.su">www.lugacom.su</a>	Only in NGCA	Very good	No	All