

GOVERNMENT NOTICE No. 58 published on. 31/1/2025

THE ELECTRONIC POSTAL COMMUNICATIONS ACT,
(CAP.306)

REGULATIONS

(Made under section 165)

THE ELECTRONIC AND POSTAL COMMUNICATIONS (QUALITY OF SERVICE)
(AMENDMENT) REGULATIONS, 2025

Citation

GN. No.
21 of 2018

Amendment
of regulation
3

1. These Regulations may be cited as the Electronic and Postal Communications (Quality Of Service) (Amendment) Regulations, 2025 and shall be read as one with the Electronic and Postal Communications (Quality of Service) Regulations, 2018 hereinafter referred to as the “principal Regulations”.

2. The principal Regulations are amended in regulation 3 by- deleting the definitions of terms “network availability”, “ping round trip time” and “postal services” and substituting for them with the following:

- (a) deleting the definition of the term “ping round trip time”;
- (b) deleting the definitions of the terms “network availability” and “postal service” and substituting for them the following:

““network availability” means the duration of time in which network resources are available to the consumer over a specific period or percentage of communication services available time, to total time, in a generic observation period;

“postal service” means conventional postal, hybrid postal and couriers’ services;”.

- (c) inserting in its appropriate alphabetical order the following definition:

“latency” means the time required for a packet to travel from a source to a destination and back, and it is used to measure the delay on a network at a given time; for this measurement, the service must have already been established;

Deletion and
substitution
of regulation
5

3. The principal Regulations are amended by deleting regulation 5 and substituting for it with the following:

“Licensee
obligations

5.-(1) The postal, content and electronic communications services provider shall-

- (a) ensure performance of postal, content and electronic communications services meet quality of service parameters (levels of performance) as specified in these Regulations;
- (b) perform measurements on quality of services on quarterly basis, keep records of the results of the measurements, and report the same to the Authority;
- (c) provide to the Authority raw network performance data, documentation and formulae related to provision of electronic communication services provided for the purpose of ensuring quality of service monitoring;
- (d) meet targets on billing, customer services and satisfaction measures parameters as specified in these Regulations;
- (e) enter into Service Level Agreements (SLA) with their

corporate or direct connected customers specifying-

- (i) the minimum level of performance of services offered;
 - (ii) the possible ways for tracking the actual performance of the promised level of services;
 - (iii) the tariffs and billing;
 - (iv) frameworks for provisions of support services;
 - (v) remedies or compensation mechanisms to cover consumers when the service provision does not meet the intended targets.
- (f) carry out planned maintenance activities that are service affecting within the maintenance window;
- (g) issue advance notices to consumers 48 hours before carrying out the planned maintenance activities that are service-affecting;
- (h) report to the Authority, within a period of 24 hours on the resolution of critical outages, providing the causes of the faults, impacts and measures taken to prevent recurrence in future.
- (2) For purposes of this regulation-
- (a) “critical outages” means those faults affecting the entire

network, the core of the network or greater or equal to (=>) 30% of the traffic; and
 (b) “maintenance window” means a period from 0000 hours to 0400 hours during which the planned maintenance that could disrupt services may be performed.

Amendment
of regulation
7

4. The principal Regulations are amended in regulation 7 by-

- (a) adding immediately after paragraph (e) the following:
 “(f) optic fibre network services;
 (g) public data centre.”; and
- (b) renaming paragraph (f) as paragraph (h).

Deletion and
substitution
of regulation
10

5. The principal Regulations are amended by deleting regulation 10 and substituting for it the following:

“Billing, customer services and satisfaction measures
10. The Licensee shall meet targets on billing, customer services and satisfaction measures parameters as specified in the Third Schedule to these Regulations.”.

Additional of
regulations
13A and 13B

6. The principal Regulations are amended by adding immediately after regulation 13 the following:

“Optic fiber network services
13A. “The licensee providing fiber optic network services shall be required to meet targets on quality of service parameters as specified in Seventh Schedule to these Regulations.

Public Data Centre services
13B. The licensee providing public data services shall be required to meet targets on quality of service

parameters as specified in the Eighth Schedule to these Regulations.”.

Deletion and
substitution
of First,
Second,
Third,
Fourth, Fifth
and Sixth
Schedules

7. The principal Regulations are amended by deleting the First, Second, Third, Fourth, Fifth and Sixth Schedules and substituting for them the following:

FIRST SCHEDULE

(Made under regulation 8)
QUALITY OF SERVICE PARAMETERS FOR PUBLIC SWITCHED TELEPHONE
NETWORKS (PSTN) SERVICES

S/N	Parameters Name	Target	Definition
1	Call Setup Time	≤ 8 seconds	Time taken for voice service connection in all cases.
2	Call Connection Failure Rate	$< 2 \%$	Percentage of unsuccessful calls.
3	Call Drop Rate	$< 2 \%$	Percentage of uncompleted calls.
4	Interconnection Route Utilisation	$\leq 80 \%$ of capacity	Percentage of utilization of interconnection route to another network during peak hours
5	Service Provisioning	≤ 5 days	Number of days from the date of the service request to service operations
6	Mean Time to Repair	≤ 4 hours	Average time to restore services in a network

SECOND SCHEDULE

(Made under regulation 9)
QUALITY OF SERVICE PARAMETERS FOR MOBILE TELEPHONE SERVICES

S/N	Parameter Name	Target	Definition/ Measurement Method
1	Service Coverage	2G Coverage ≥ -85 dBm 3G Coverage ≥ -95 dBm 4G Coverage ≥ -100 dBm 5G Coverage ≥ -105 dBm	Measure of average signal strength.
2	Call Setup Time	< 8 seconds	Average time taken for voice service establishment in all the cases.
3	Call Connection Success Rate and Session Establishment Success Rate	$> 98\%$	Percentage of call attempts that result in a successful connection, or percentage of connection which were established successfully while requesting for service.

S/N	Parameter Name	Target	Definition/ Measurement Method
4	Call Drop Rate and Service Drop Rate	< 2%	Percentage of calls dropped before completion or percentage of connection dropped while on service.
5	Voice Service Quality	≥ 4	Mean Opinion Score. Measured as per ITU Recommendation on Voice Quality Testing.
6	Average Data Speed	> 10 Mbps	Measure of the average Data speed [Downlink].
7	Data Access Delay (Latency)	< 200 ms	Round trip time from a user equipment to an established server and back to the originating endpoint.
8	SMS Service Accessibility	$\geq 98\%$	Percentage of successful SMS service access in all SMS service access requests.
9	SMS delivery time	≤ 2 seconds	Time between SMS delivery to destination number and sending from originating number.
10.	Network Availability	$\geq 99\%$	Percentage of probing attempts with mobile services available to all probing attempts for drive test measurement, or the percentage of time a mobile network was operational over a period of time as delivered from performance monitoring system.

THIRD SCHEDULE

(Made under regulation 10)

BILLING, CUSTOMER SERVICES AND SATISFACTION MEASURES PARAMETERS

S/N	Parameter Name	Target	Definition
1	Interactive Voice Response (IVR)	≤ 20 seconds	The duration of announcement of the entire IVR options before a customer makes a choice.
2	Call Centre Operator Agent Response	≤ 30 seconds	Duration of waiting for service after a customer has chosen a choice.
3	Call Centre Answer Success Rate	> 98%	The percentage of successful calls.
4	First Call Resolution	> 90%	Percentage of complaints resolved on first attempt, without transferring to another agent.
5	Billing Performance	$\leq 0.001\%$	Percentage of disputed bills during the billing period.
6	Customer Complaint Resolution	> 95 %	Percentage of complaints resolved within 24 hours.
7	Email Complaint Response	> 90%	Percentage of emails responded within 1 hours.
8	Live Chat Complaint Response	> 90%	Percentage of chats responded within 5 Minutes

9	SMS Complaint Response	> 90%	Percentage of SMS responded within 15 Minutes
10	Customer Satisfaction on Overall Quality of Service	> 95 %	Percentage of answers as good quality in all interviewed customers
11	Customer Satisfaction on Provision of Service	> 95%	Level of customer satisfaction with provision of service
12	Customer Satisfaction on Network Availability	> 95%	Level of customer satisfaction with network availability
13	Customer Satisfaction on Reliability	> 95%	Level of customer satisfaction on reliability of services
14	Customer Satisfaction on Billing Performance	> 95%	Level of customer satisfaction on billing performance
15	Customers Satisfaction on Help/inquiry services	> 95%	Level of customer satisfaction on enquiry services

FOURTH SCHEDULE

(Made under regulation 11)

QUALITY OF SERVICE PARAMETERS FOR INTERNET SERVICES

S/N	Parameters Name	Target	Definition
1	Service Provisioning	≤ 5 days	Number of days from service request to service activation, the number of days counted after completion of business agreement/contract.
2	Mean Time to Repair	≤ 4 hours	Average time to repair time fault incidences in the network.
3	Bandwidth Utilization	< 90%	Percentage of utilization of bandwidth on a network (upstream from third party provider) or own network link (backhaul) during peak hours
4	Average Data Transmission Speed Achieved	≥ 90% of the speed Advertised for dedicated link	Data transmission rate that is achieved separately for downloading and uploading specified test files between a remote website and a user's computer
5	Jitter	< 30 ms	It is an undesired deviation of latency between two consecutive packets.
6	Data Service Availability	> 99%	Percentage of time in which data services are available to the consumer over a specific period
7	Packet Loss	< 1%	Percentage of packets lost before reaching a destination.

FIFTH SCHEDULE

(Made under regulation 12)

A. QUALITY OF SERVICE PARAMETERS FOR POSTAL SERVICES

Criteria	Indicator	Standard/Target
Speed of service the transit time from when a postal item has been posted and the postage cancelled or recorded at the originating office, to when postal item arrives at the destination office or delivered to the customer	- Intra-Town - Inter-Town Zone A - Inter –Town Zone B - Inter –Town Zone C - Inter –Town Zone D - From Zone A -B - From Zone A – C - From Zone A – D - From Zone B – C - From Zone B – D - From Zone C – D	D + 0 (90%) D + 1 (90%) D +2 (85%) D +3 (85%) D +4 (85%) D +2 (85%) D+3 (85%) D +4 (85%) D + 3 (85%) D +4 (85%) D +4 (85%)
Customer Satisfaction – the proportion of Customers complaint to the Customer base or Corresponding values for ordinary mail or transactions for counters.	- Mail - Counters - EMS items - Help desk – (responding enquiries from customers)	0.10% 0.10% 0.10%
Complaint/Enquiry handling – time in which a registered Complaint or inquiry is officially responded to customer	Local registered mail - Maintenance of customers' complaints register - Picking Customers Calls	Respond given in 2 working days Within six (6) ring tons
	International registered mail	Working days after its receipt Response given in 3 working days after its receipt
Speed of service the transmission time from when EMS item has been received, posted and the postage cancelled or recorded at the	- Intra-Town - Inter-Town Zone A - Inter –Town Zone B	D + 0 (90%) D + 1 (90%) D +1 (90%)

office of origin, to the destination office or delivered to the customer (EMS items includes PCum, Postal Cargo and EMS Postage.	Inter –Town Zone C	D +2 (90%)
NOTE: i.e. 90% of all intra town mail needs to be delivered to the destination office or customer on the same day Dar es salaam to/from Zone A = Towns of Arusha, Kilimanjaro, Tanga, Morogoro, Dodoma, Mwanza (Air), Iringa, and Zanzibar; Dar es Salaam to/from Zone B= Towns of Mbeya, Njombe, Ruvuma, Mtwara, Singida and Lindi; Dar es Salaam to/from Zone C= Towns of Tabora, Geita, Simiyu, Manyara, Shinyanga, Kigoma, Mwanza (Surface), Mara, Katavi, Kagera and Rukwa.		

B. QUALITY OF SERVICE PARAMETERS FOR COURIER SERVICES

S/N	Measurement Method	Delivery Standard	Target
1	Percentage of mail and parcels posted before 10:00hrs for delivery within the same town delivered on the same day	D+0	90%
2	Percentage of mail and parcels posted between two regions for delivery within 24 hrs (ZONE A).	D+1	90%
3	Percentage of mail and parcels posted between two regions for delivery within 48 hrs. (ZONE B and C)	D+2	90%

NOTE:

D represents “Day of Posting”

i.e. 90% of all intra town mail needs to be delivered to the destination office or customer on the same day

Dar es salaam to/from Zone A = Towns of Arusha, Kilimanjaro, Tanga, Morogoro, Dodoma, Mwanza (Air), Iringa, and Zanzibar;

Dar es Salaam to/from Zone B= Towns of Mbeya, Njombe, Ruvuma, Mtwara, Singida and Lindi;

Dar es Salaam to/from Zone C= Towns of Tabora, Geita, Simiyu, Manyara, Shinyanga, Kigoma, Mwanza (Surface), Mara, Katavi, Kagera and Rukwa

SIXTH SCHEDULE

(Made under regulation 13)

QUALITY OF SERVICE PARAMETERS FOR CONTENT SERVICES

S/N	Parameter Description	Target Value
Service Availability/Reliability		
1	Redundancy facility for studio and transmitter	100%
2	Changeover to alternative studio/transmitter	≤ 5 minutes
3	Changeover of presenters for succeeding programs	≤ 30 seconds
4	Colour bar for television or signal tune for radio in case of failure	≤ 3 minutes
Fault repair time		
1	Maximum allowable outage time (service shall be restored with apology)	≤ 5 minutes
2	Maximum allowable time to attend faulty customer premises equipment (including STB, Antenna and smart card).	≤ 24 Hrs
Service Quality		
1	Broadcasting seamless original program of correspondent(s) live or recorded reports	100%
2	Acoustically treated studio	100%
Complaints Resolution		
1	Complaints resolution time effective the date from complaint received by the content service provider	≤ 24 Hrs

SEVENTH SCHEDULE

(Made under regulation 13A)

QUALITY OF SERVICE PARAMETERS FOR OPTIC FIBRE NETWORK SERVICES

S/N	Parameters Name	Target	Definition
1	Service Provisioning	≤ 5 days	The time taken from the date of receipt of an application to the date when the service is activated.
2	Network Availability	≥ 99.8% for metro networks ≥ 99.5% for long haul networks	The percentage of time to which the optic fiber network is operable.
3	Mean Time to Repair	≤ 4 hours for metro networks ≤ 6 hours for Long-haul networks	Average time taken to restore service in a network.
4	Packet Loss	< 1%	Percentage of packets lost before reaching a destination.

EIGHTH SCHEDULE

(Made under regulation 13B)

QUALITY OF SERVICE PARAMETERS FOR PUBLIC DATA CENTRES SERVICES

S/N	Parameter	Target	Definition
1	Availability of Power Systems	99.671%	Availability of Multiple paths for power and full redundancy in all critical Systems-Redundancy in all critical systems including uninterruptible power supply systems that provide backup power in case of power failure, backup generators, mechanical and electrical infrastructure to support site-level maintenance (ability to perform maintenance on any component without disrupting operations)
2	Availability of Cooling Systems	99.671%	Availability of Multiple paths for cooling and full redundancy in all critical Systems-Redundancy in all cooling critical systems to support site-level maintenance (ability to perform maintenance on any component without disrupting operations)
3	Availability of Monitoring Systems	99.671%	Availability of Advanced monitoring and control of power and cooling systems
4	Availability of Security and Access Control Systems	99.671%	Availability of Advanced security and access controls including fire suppression and physical security measures

Dodoma,
21st January, 2025

JERRY WILLIAM SILAA,
*Minister of Communications and
Information Technology*