

TAARIFA KWA UMMA
MWALIKO WA KUTOA MAONI KWENYE MAPENDEKEZO YA MAREKEBISHO YA
KANUNI MBALIMBALI ZA SHERIA YA MAWASILIANO YA KIELEKTRONIKI NA
POSTA

Dodoma - Oktoba 16, 2024

Wizara ya Habari, Mawasiliano na Teknolojia ya Habari ipo katika mchakato wa kupitia na kuzifanyia marekebisho kanuni mbalimbali za Sheria ya Mawasiliano ya Kielektroniki na Posta kwa kuziboresha ili kuhakikisha kuwa, usimamizi wa huduma za Mawasiliano ya kielektroniki nchini unaendana hali halisi na kasi ya mabadiliko yanayotokana na ukuaji wa teknolojia.

Wizara imefanya mapitio ya Kanuni mbalimbali na kubaini kuwa kuna haja ya kufanya marekebisho kwa baadhi ya vipengele vya Kanuni za Maudhui Mtandaoni, Kanuni za Ubora wa Huduma za Mawasiliano, Kanuni za Leseni, Kanuni za Posta, Kanuni za Timu ya Uitikiaji wa Majanga ya Mtandao, na Kanuni za Usajili wa Laini za Simu.

Hivyo, kufuatia marekebisho yanayotarajiwa kufanyika, Waziri wa Mawasiliano na Teknolojia ya Habari Mhe. Jerry William Silaa, anawakaribisha wadau wa Sekta ya Mawasiliano nchini kutoa maoni katika rasimu za marekebisho ya Kanuni zifuatazo:

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- 1) Kanuni za Maudhui Mtandao za mwaka 2020 [*The Electronic and Postal Communications (Online Content) Regulations*];
- 2) Kanuni za Ubora wa Huduma za Mawasiliano za mwaka 2018 [*The Electronic and Postal Communications (Quality of Services) Regulations*];
- 3) Kanuni za Leseni za mwaka 2018, [*The Electronic and Postal Communications (Licensing) Regulations*];
- 4) Kanuni za Posta za mwaka 2018, [*The Electronic and Postal Communications (Postal) Regulations*];
- 5) Kanuni za Timu ya Uitikiaji wa Majanga ya Mtandao za mwaka 2018, (*The Electronic and Postal Communications (Computer Emergency Response Team) Regulations*); na

6) Kanuni za Mawasiliano ya Kielektroniki na Posta kuhusu Usajili wa Laini za Simu za mwaka 2023.

Marekebisho haya yanayopendekezwa yanafanywa na Waziri wa Habari, Mawasiliano na Teknolojia ya Habari kwa mamlaka aliyopewa chini ya kifungu cha 165 cha Sheria ya Mawasiliano ya Kielektroniki na Posta ya mwaka 2010. Maboresho hayo yatazifanya Kanuni hizo ziendane na maendeleo ya teknolojia pamoja na kuongeza wigo wa upatikanaji wa huduma za mawasiliano na habari kwa wananchi.

Rasimu za marekebisho ya Kanuni hizo zinapatikana kwenye tovuti ya Wizara (www.mawasiliano.go.tz) pamoja na tovuti ya Mamlaka ya Mawasiliano Tanzania - TCRA (www.tcra.go.tz). Maoni yawasilishwe kwa anuani za barua pepe zifuatazo: morice.sarara@mawasiliano.go.tz au isabela.katondo2@mawasiliano.go.tz

Pia, Wizara inawakaribisha wadau wa Sekta ya Mawasiliano na Teknolojia ya Habari nchini kuhudhuria mkutano wa wadau utakaofanyika siku ya Jumatatu tarehe Novemba 4, 2024 katika Ukumbi wa PSSSF (zamani - LAPF) Jijini Dodoma, kuanzia Saa 2.00 asubuhi ili kuhitimisha zoezi la utoaji maoni. Wote mnakaribishwa.

Imetolewa na: -

Katibu Mkuu,
Wizara ya Habari, Mawasiliano na Teknolojia ya Habari,
S.L.P 677,
40470 DODOMA

THE ELECTRONIC POSTAL COMMUNICATIONS ACT,
(CAP.306)

REGULATIONS

(Made under section 165)

THE ELECTRONIC AND POSTAL COMMUNICATIONS (LICENSING)
(AMENDMENT)REGULATIONS, 2024

Citation

1. These Regulations may be cited as the Electronic and Postal Communications (Licensing) (Amendment) Regulations, 2024 and shall be read as one with the Electronic and Postal Communications (Licensing) Regulations, 2018 hereinafter referred to as the “principal Regulations”.

GN. No.
57 of 2018

Amendment of
regulation 2

2. The principal Regulations are amended in regulation 2 by-
(a) deleting paragraph (i) and substituting for it the following:
(i) cyber security service licences;
(j) online media service licences;
(b) renumbering paragraphs (i), (j), (k), and (l) as paragraphs (k),(l), (m) and (n) respectively.

Amendment of
regulation 3

3. The principal Regulations are amended in regulation 3 by:-
(a) adding in its appropriate alphabetical order the following new definition:

“call centre” means a centralized facility that is equipped to handle a large volume of telecom calls and SMS and other related services for the purpose of providing services to the customers, technical support and other related services;

“cybersecurity services” means cybersecurity consultancy services including penetration testing or managing security operation centres and any other cybersecurity related services;

“earth station” means a station located either on the earth’s surface or within the major portion of the earth’s atmosphere and intended for communication with-

(i) one or more space stations, or

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- (ii) one or more stations of the same kind by means of one or more reflecting satellites or other objects in space;

“earth station in motion” means earth stations installed on platforms in motion, land vehicle, aircraft, marine vessel, that communicate with satellite networks or systems in the fixed satellite services;

“end-user” means the actual consumer who uses and consumes the products or services offered by the licensee;

“fixed earth station” means an earth station that is installed and operating at a single specified or fixed location on the earth’s surface in order to carry out the communications between specified fixed points using one or more satellites or as a feeder link in the mobile communication with satellites or for the broadcast of satellite signals;

“fixed satellite service” means a radio communication service between earth stations at given positions, when one or more satellites are used; the given position may be a specified fixed point or any fixed point within specified areas; in some cases, this service includes satellite-to-satellite links, which may also be operated in the inter-satellite service; the fixed-satellite service may also include feeder links for other space radio communication services;

“mobile earth station” is an earth station in the mobile satellite services intended to be used while in motion or during halts at unspecified points;

“online media services” means online content services provided for the purpose of news and current affairs in a manner similar to, or in a manner that resembles services providers licensed under the Act;

“public data centre” means a data centre that provide services for co-location or co-hosting of the customer’s network, servers and storage equipment;

“satellite filing” means a process to obtain satellite spectrum and associated orbital slot or orbits through the International Telecommunication Union for recording in the Master International Frequency Register for international recognition and protection;

“satellite landing right authorisation” means permission granted by the Authority to foreign satellite operator to provide satellite capacity over the territory of the United Republic;

“submarine cable landing right authorisation” means permission granted by the Authority to submarine cable operators to land the submarine cable for the provision of communications services over the territory of the United Republic; and

“transportable earth station” is a fixed earth station that is

transportable, operating at varying locations but remains in a fixed location during operation.

- (b) deleting the definitions of the terms “application services”, “gross annual turnover” and “Very Small Aperture Terminal” and substituting for them the following:

“application services” means electronic communication services provided to the end-users;

“gross annual turnover” means the annual income earned by the licensee during the year under review with respect to the issued licences under the Act; and

“Very Small Aperture Terminal” or in its acronym “VSAT” is a small-sized earth station used to transmit or receive data, voice and video signals over a satellite communication network, excluding broadcast television;”;

- (c) deleting the definition of the terms “Application Services (e-Commerce) Licence”, “Class A Installation and Maintenance Licence”, and “Class B Installation and Maintenance Licence”.

Amendment of regulation 4

4. The principal Regulations are amended in regulation 4 by deleting sub regulation (3).

Addition of regulations 4A, 4B, 4C, 4D, and 4E

5. The principal regulations are amended by adding immediately after regulation 4 the following:

“Satellite Services

4A.-(1) A person who wishes to provide electronic communication services using satellite shall apply for a network facilities licence and install its gateway, earth station or hub, and point of presence within the United Republic.

(2) A person who intends to provide capacity using existing licensee’s licences for the provision of communication services shall apply for satellite landing rights.

(3) Notwithstanding the provision of sub regulations (1) and (2), and depending on the services to be offered, the applicant may be required to apply for additional licences.

Application for satellite landing rights

4B.-(1) An application for satellite landing rights referred to under regulation 4A(2) shall be made by the satellite notifying administration or foreign satellite operator owning the satellite network.

(2) An application for satellite landing rights shall be accompanied by the following:

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- (a) a copy of the licence from home country in which the satellite is
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	registered for launching; and
	(b) evidence that the applicant has successfully undergone and completed the satellite coordination process under the International Telecommunication Union framework; or a proof of advanced publication information filing with the International Telecommunication Union as well as other supporting documents indicating clearance from the International Telecommunication Union or the international Amateur Radio Union.
	(3) Where the foreign satellite operator operates several satellite networks, a separate authorisation is required for each satellite network or systems or constellation of satellite networks.
	(4) Safety, amateur, meteorological, earth exploration, radio astronomy, radio navigation, and space research satellite shall be exempted from landing rights provided that they have undergone coordination and obtained the necessary approvals from the affected administrations under the International Telecommunication Union satellite coordination framework.
Submarine Cable Services	4C. A person who wishes to operate a submarine cable in the United Republic shall- (a) apply for respective licence from the Authority; or (b) apply for submarine cable landing rights and enter into contractual agreement with the existing licensee with respective licences for operational and management of the submarine cable: Provided that, in case of two or more licensees with indefeasible right of use in the submarine cable, landing rights will be issued on a first come basis and other licensees will be allowed to extend their pairs to their public data centre provided they have relevant licences.
Call centre services	4D. A person shall not provide call centre services on behalf of another person unless he has obtained an application service licence from the Authority.
Public data centre services	4E.-(1) A person shall not provide data centre services to the public unless he has obtained a network facility licence from the Authority.

(2) A public data centre service provider shall be required to submit to the Authority on quarterly basis a list of all hosted customers.

Amendment of
regulation 5

6. The principal Regulations are amended in regulation 5(1)-
(a) in paragraph (b) by deleting a full stop appearing at the end of that paragraph; and
(b) by deleting the closing sentence of paragraph (a) and (b) and substituting it for it the following “the Authority shall after six(6) months from the date of notification reject the application and inform the applicant in writing.

Amendment or
regulation 10

7. The principal Regulations are amended in regulation 10 -

- (a) in sub regulation (1) by deleting a comma appearing at the end of that regulation and substituting for it with a full colon;
- (b) adding immediately after sub regulation (1) the following proviso:

“Provided that the annual licence fee shall be due and paid annually on each date of the licence period cycle” ;
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- (c) deleting the word “fifteen” appearing in sub regulation (2) and substituting for it with the word “one”;
- (d) adding immediately after sub regulation (6) the following:

“(7) Where the applicant has not responded for a period of six months for compliance which is required for his application to move into the next stage, the Authority may reject the application.

(8) Where the fees in the First Schedule is prescribed in United States Dollars, the licensee may pay its equivalent in Tanzanian Shillings.

Amendment of
regulation 21

8. The principal regulations are amended in regulation 22 by adding immediately after paragraph (d) the following paragraph:

- (e) tax clearance certificate; and
- (f) in case of application for the Cyber Security Service licence, professional certificate(s) from a recognised institution for the key staff of an entity.

Amendment of
regulation 23

9. The principal regulations are amended in regulation 23 by-

- (a) deleting sub regulation (5) and substituting for it the following:

“(5) Upon obtaining the Registrar of Companies’ approval, the applicant shall submit to the Authority transfer documents including copies of share certificates of its shareholders for the Authority to effect the changes.”.
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- (b) adding immediately after sub regulation (7) the following:

		“(8) For the purpose of sub regulation (7), majority shareholding means more than fifty percentage of subscribed shares.”.
Amendment of regulation 24	10.	The principal regulations are amended in regulation 24 by deleting sub regulation (2) and substituting for it with the following:
		“(2) A licensee shall apply for the Authority’s prior written consent for change of name through the Licensing Management System Portal of the Authority.”.
Amendment of regulation 35	11.	The principal regulations are amended by deleting regulation 35 and substituting for it the following:
		“35.-(1) A licensee shall-
		(a) submit to the Authority income statement within fourteen days after the end of each quarter; and
		(b) pay the computed royalty fee as prescribed in the First Schedule to these Regulations.
		(2) Within six months after the end of each financial year, the licensee shall-
		(a) submit to the Authority annual financial reports audited by independent auditors; and
		(b) pay the computed royalty fee thereof after the reconciliation between audited financial records and previously submitted quarterly income statements of licensee financial year as prescribed in the First Schedule to these Regulations.
Amendment of regulation 36	12.	The principal regulations are amended in regulation 36 by adding immediately after sub regulation (4) the following:
		“(5) A licensee shall notify the Authority the date of commencing provision of licensed services before commencing the provision of services.”.
Amendment of regulation 39	13.	The principal regulations are amended in regulation 39 by deleting sub regulations (1) and (6) and substituting for them the following:
		“(1) A licensee whose licence is about to expire and intends to continue with the provision of service, shall apply for renewal by filling out a renewal form as prescribed by the Authority and pay fees as set out in the First Schedule to these Regulations.
		(6) A licensee shall pay a renewal fee on the first year of renewal and annual fee in subsequent years.”.
Amendment of	14.	The principal regulations are amended by deleting regulation 41 and

regulation 41

substituting for it the following:

“41. A licence for installation and maintenance shall be issued in the following classes:

- (a) Class A for installation and maintenance of electronic communication infrastructure and equipment including public exchange box, fibre, cabling, transmitters towers and related infrastructure; and
- (b) Class B for installation and maintenance of end user electronic communication equipment and infrastructure including cell phones, transceiver equipment, and related small electronic communication appliances.”.

Amendment of
Schedules

15. The principal regulations are amended by:

- (a) deleting the First Schedule and substituting for it the following new schedule:
 - (b) deleting the Third and Forth Schedule.
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FIRST SCHEDULE

LICENCE CATEGORIES, FEES AND DURATION

(Made under regulations 4,4A,4B,4C,4D,4E, 8, 9, 10 and 39)

1. NETWORK FACILITIES

Market Segments	Type of Facility	Application Fee (USD)	Initial Licence Fee (USD)	Renewal Licence Fee (USD)	Royalty Fee (Gross Annual Turnover i.e. "GAT") – of the Reporting Currency	Duration of Licence (Years)	Type of Licence
International	Gateway facilities such as Earth Satellite Station, VSAT, Submarine cable, Submarine Cable Landing Station, Fiber Optic cable, Switching Centres, Multiplexer and others	10,000	30,000	30,000	1% of GAT	25	Individual
National	Switching, Transmissions and access facilities such as VSAT, Microwave links; Fixed links, Switching Centres, Laid cables; Fibre Optic, Towers, Transmitters, Multiplexers, Public Data Centre Facilities and others	10,000	30,000	30,000	1% of GAT	25	Individual
Regional	Switching, Transmissions and access facilities such as VSAT, Microwave links; Fixed links, Switching Centres, Laid cables; Fibre Optic, Towers,	1,000	10,000	17,250	1% of GAT	25	Individual

Market Segments	Type of Facility	Application Fee (USD)	Initial Licence Fee (USD)	Renewal Licence Fee (USD)	Royalty Fee (Gross Annual Turnover i.e. "GAT") – of the Reporting Currency	Duration of Licence (Years)	Type of Licence
	Transmitters, Multiplexers, and others						
District	Switching, Transmissions and access facilities such as VSAT, Microwave links; Fixed links, Switching Centres, Laid cables; Fibre Optic, Towers, Transmitters, Multiplexers, and others	100	3,000	3,450	1% of GAT	25	Individual

2. NETWORK SERVICES

Market Segments	Type of Services	Application Fee (USD)	Initial Licence Fee (USD)	Renewal Licence Fee (USD)	Royalty Fee (Gross Annual Turnover i.e. "GAT") – of the Reporting Currency	Duration of Licence (Years)	Type of Licence
National	a) Electronic communications network operations with the following features: i. Network access codes ii. Interconnection capabilities iii. Bandwidth services. iv. Transit IP Services and others b) Virtual	2,000	30,000	30,000	1% of GAT	25	Individual

Market Segments	Type of Services	Applica tion Fee (USD	Initial Licence Fee (USD	Renewal Licence Fee (USD)	Royalty Fee (Gross Annual Turnover i.e. “GAT”) – of the Reporting Currency	Durati on of Licenc e (Years	Type of Licence
	Electronic Communicat ion Services and others.						
Regional	a) Electronic communications network operations with the following features: i. Networ k access codes ii. Intercon nection capabili ties iii. Bandwi dth services ; and others a) Virtual Electronic Communication Services and others.	2,000	10,000	10,000	1% of GAT	10	Individual
District	a) Electronic communicati ons network operations with the following features: i. Network access codes ii. Interconnect ion capabilities iii. Bandwidth services; and others b) Virtual Electronic Communicat ion Services and others.	100	5,000	5,750	1% of GAT	10	Individua l

3. APPLICATION SERVICES

Market Segments	Type of Services	Application Fee (USD)	Initial Licence Fee (USD)	Renewal Licence Fee (USD)	Royalty Fee (Gross Annual Turnover i.e. “GAT”) – of the Reporting Currency	Duration of Licence (Years)	Type of Licence
National	To provide Internet and Data services, pay phone, Bulk SMS, Internet telephony (VoIP), Tracking services, Financial Services, Virtual applications services, Call Centre services and any other related Services	1,000	10,000	11,500	1% of GAT	5	Individual
Regional	To provide Internet and Data services, pay phone, Bulk SMS, Internet telephony (VoIP), Tracking services, Virtual applications services and any other related Services	200	1,000	1,150	1% of GAT	5	Individual
District	To provide Internet and Data services, pay phone, Bulk SMS, Internet telephony (VoIP), Tracking services, Virtual applications services and any other related Services	50	200	230	1% of GAT	5	Individual

4. INSTALLATION AND MAINTENANCE, IMPORTATION AND DISTRIBUTION OF ELECTRONIC COMMUNICATION EQUIPMENT LICENCES

S/N	Type of Licence/ Authorization	Market Segment	Application Fee (Tshs)	Initial Fee (TSHS)	Renewal Fee (TSHS)	Royalty Fee (Gross Annual Turnover i.e. “GAT”) – of the Reporting Currency or Annual Fee	Licence Duration Years
1.	Installation and Maintenance	Class A	100,000	2,300,000	2,300,000	1% of GAT	3
2.	Installation and Maintenance	Class B	50,000	200,000	200,000	N/A	1
3.	Importation	N/A	50,000	2,300,000	2,000,000	2,300,000	3
4.	Distribution (wholesalers)	N/A	50,000	1,500,000	1,500,000	1,500,000	3

**5. CONTENT SERVICES LICENCES
SUBCATEGORY 5A: CONTENT BROADCASTING (FREE TO AIR)**

Licence Category	Market Segment	Application Fee (Tshs)	Contruction Permit Fees (Tshs)	Initial Licence Fees	Renewal Licence Fees (Tshs)	Annual Fees	Durati on on the Licenc e in years	Class of Licence
(I) RADIO BROADCASTING (FREE TO AIR)								
Public	National	N/A	N/A	N/A	N/A	N/A	N/A	Individua l
Commerci al	National	3,200,000	200,000	25,000,000	4,800,000	25,000,000	5	Individua l

Licence Category	Market Segment	Application Fee (Tshs)	Contruction Permit Fees (Tshs)	Initial Licence Fees	Renewal Licence Fees (Tshs)	Annual Fees	Duration on the Licence in years	Class of Licence
	Regional	1,600,000	200,000	15,000,000	3,200,000	15,000,000	5	Individual
	District	1,600,000	200,000	3,200,000	2,400,000	3,200,000	5	Individual
Community	Community	1,600,000	200,000	1,100,000	800,000	1,100,000	3	Class
(II) TELEVISION BROADCASTING FREE TO AIR								
Public	National	N/A	N/A	N/A	N/A	N/A	N/A	Individual
Commercial	National	8,000,000	200,000	32,000,000	9,600,000	32,200,000	5	Individual
	District	3,200,000	200,000	6,400,000	2,400,000	6,400,000	5	Individual
Community	Community	1,600,000	200,000	1,600,000	1,600,000	1,600,000	3	Class

SUBCATEGORY 5B: CONTENT BROADCASTING (AUTHORITY TO BROADCAST)

Licence Category	Market Segment	Application Fee (Tshs)	Initial Licence Fees	Renewal Licence Fees (Tshs)	Annual Fees (Tshs)	Duration on the Licence in years	Class of Licence
Channel Aggregators (Network Facility Licensee and Multiplex)	National	16,000,000	160,000,000	160,000,000	1% of GAT	10	Individual
Channel Aggregator (cable)	National****	1,600,000	2,400,000	2,400,000	4,000,000	3	Class
	Regional***	300,000	1,600,000	1,600,000	1,600,000	3	Class
	District**	100,000	400,000	400,000	800,000	3	Class

Licence Category	Market Segment	Application Fee (Tshs)	Initial Licence Fees	Renewal Licence Fees (Tshs)	Annual Fees (Tshs)	Duration on the Licence in years	Class of Licence
Content Services by Subscription (For Aggregation)	National	1,000,000	5,000,000	1,000,000	5,000,000	3	Class
	Regional	160,000	800,000	800,000	1,600,000	3	Class
	District	80,000	500,000	500,000	800,000	3	Class
Support Services (Satellite)	National	2,000,000	230,000,000	264,500,000	1% GAT	10	Individual

CHANNEL AGGREGATOR (CABLE)

District Aggregator ** Refers to Subscribers from 10 to 1000

Regional Aggregator *** Refers to Subscribers from 1001 to 5000

National Aggregator ***** Refers to Subscribers from 5001 and above

SUB CATEGORY 5C(a): SPECIAL CONTENT (EDUCATIONAL) TELEVISION

Market Segment	Application Fee (Tshs)	Construction Permit Fees(Tshs)	Initial Licence Fees (Tshs)	Renewal Fees (Tshs)	Annual Fee (Tshs)	Duration on the Licence in years	Class of Licence
National	500,000	200,000	1,000,000	500,000	1,000,000	3	Class
Regional	500,000	200,000	800,000	500,000	800,000	3	Class

SUB CATEGORY 5C(b): SPECIAL CONTENT (EDUCATIONAL) RADIO

Market Segment	Application Fee (Tshs)	Construction Permit Fees(Tshs)	Initial Licence Fees (Tshs)	Annual Fees (Tshs)	Licence Renewal Fee (Tshs)	Duration on the Licence in years	Class of Licence
National	500,000	200,000	800,000	800,000	500,000	3	Class
District	500,000	200,000	500,000	800,000	500,000	3	Class

6. RADIO FREQUENCY SPECTRUM USAGE LICENCES

SUB -CATEGORY 6 A: RADIO COMMUNICATION STATION LICENCES AND FEES

S/N	Types of Station Licence	Application fees (US \$)	Initial Licence fee/station/ bandwidth (US \$)	Renewal fee (US \$)	Duration of licence (years)
1.	Tanzania Amateur station Licence				
	(a) Amateur radio station	10	20	20	1
	(b) Amateur experimental station	10	10	10	1
	(c) Amateur novice Station	10	10	10	1
2.	Aircraft Station*	10	50	50	1
3.	HF Fixed/Mobile Radio Station [2 – 5 equipment]	10	200	200	1
4.	HF Fixed/Mobile Radio Station [6 – 10 equipment]	10	400	400	1
5.	HF Fixed/Mobile Radio Station [11 – 20 equipment]	10	800	800	1
6.	HF Fixed/Mobile Radio Station [21 – 50 equipment]	10	2000	2000	1
7.	HF Fixed/Mobile Radio Station [exceeding 50 equipment]	10	2000 plus 35 for each exceeding station	2000 plus 35 for each exceeding station	1
8.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [2 – 5 equipment]	10	300	300	1
9.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [6 – 10 equipment]	10	500	500	1
10.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [11 – 15 equipment]	10	750	750	1

S/N	Types of Station Licence	Application fees (US \$)	Initial Licence fee/station/ bandwidth (US \$)	Renewal fee (US \$)	Duration of licence (years)
11.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [16 – 20 equipment]	10	1000	1000	1
12.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [21 – 30 equipment]	10	1500	1500	1
13.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [31 – 50 equipment]	10	2250	2250	1
14.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [51 – 100 equipment]	10	4000	4000	1
15.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [101 – 200 equipment]	10	7000	7000	1
16.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [201 – 300 equipment]	10	10000	10000	1
17.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with Single Frequency [exceeding 300 equipment]	10	10000 plus 30 for each exceeding station	10000 plus 30 for each exceeding station	1
18.	VHF/UHF Fixed/Mobile/Portable Radio Station with pair of Frequencies [2 – 5 equipment]	10	350	350	1
19.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with pair of Frequencies [6 – 10 equipment]	10	550	550	1
20.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with pair of Frequencies [11 – 15 equipment]	10	825	825	1
21.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with pair of Frequencies [16 – 20 equipment]	10	1100	1100	1
22.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with pair of Frequencies [21 –	10	1650	1650	1

S/N	Types of Station Licence	Application fees (US \$)	Initial Licence fee/station/ bandwidth (US \$)	Renewal fee (US \$)	Duration of licence (years)
	30 equipment]				
23.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with pair of Frequencies [31 – 50 equipment]	10	2500	2500	1
24.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with pair of Frequencies [51 – 100 equipment]	10	4500	4500	1
25.	VHF/UHF Fixed/Mobile/Portable Radio Station with pair of Frequencies [101 – 200 equipment]	10	8000	8000	1
26.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with pair of Frequencies [201 – 300 equipment]	10	10500	10500	1
27.	VHF/UHF Fixed/Mobile/Portable Radio Station/Alarm with pair of Frequency [exceeding 300 equipment]	10	10500 plus 30 for each exceeding station	10500 plus 30 for each exceeding station	1
28.	VHF/UHF Radio Repeater	10	100	100	1
29.	HF Cross Boarder Station	10	120	120	1
30.	Wireless Data Radio Links/Repeater Radio Station	10	70	70	1

NB: * Fees charged as one station

SUB-CATEGORY 6 B: RADIO FREQUENCY SPECTRUM USER CHARGES

S/N	Types of Station Licence		Annual Licence fee/station/ Bandwidth (US \$)	Duration of licence (years)
1	Transmission/Base Station Charges	Repeaters/BTS/Transmission Links	70.00 per station for first 3000 stations	10
			35.00 per station for more than 3000 stations	
2	Frequency Bandwidth/Channel Charges	Band A 450MHz, 700MHz, 800MHz, 900 MHz,	30,000.00 per 1MHz bandwidth	10

		1800MHz, 2100MHz		
		Band B 2300MHz, 2500MHz	10,000.00 per 1MHz bandwidth	10
		Band C 3.3, 3.5, 4.0, 4.9 GHz	5,000.00 per 1MHz bandwidth	10
		Band D Microwave Links (Long haul): 5, 6, 7, 8, 10, 11GHz	1,000.00 per 1MHz bandwidth	10
		Band E Microwave Links (Short haul): 13, 15, 18, 23GHz	750.00 per 1MHz bandwidth	10
		Band F Microwave Links/Access: 28, 32, 38 GHz	350.00 per 1MHz bandwidth	10
		Band G Microwave Links (Short haul): 70, 80 GHz	100.00 USD per 1MHz bandwidth	10

SUB-CATEGORY 6C: RADIO SPECTRUM FEES FOR BROADCASTING NETWORKS

S/N	Licence	Areas	Annual Licence Fees (TZS)	Duration of licence (years)
1	Radio Broadcasting Transmitter per Tx	City Council and Surrounding Municipal Councils	2,300,000	5
2		Municipal Councils and Town Councils	1,610,00	5
3		District Councils	1,150,000	5
4		Township Authorities	460,000.00	5
5	Studio to Transmitter Link (Radio Broadcasting)	City Councils	160,000	5
6		Municipal Councils and Town Councils	160,000	5
7.		District Councils and Township Authorities	80,000	5
8.	DTT Transmitter per channel for subscription services	City Councils, Municipal Councils and Town Councils	1,150,000	5
9.		District Councils	690,000	5
10.		Township Authorities	276,000	5
11.	DTT Transmitter per channel for FTA services	National/regional/district	Exempted	5

12.	VHF FM Radio broadcasting transmitter – gap fillers	National/regional/district	100,000	5
13.	VHF/UHF digital Television transmitters- gap fillers transmitters Applicable to multiplex operators)	National/regional/district	100,000	5
14.	Studio to Transmitter Link (Television Broadcasting)	City Councils, Municipal Councils and Town Councils	1,120,000	5
		District Councils and Township Authorities	560,000	5

SUB-CATEGORY 6 D: SATELLITE PORTABLE TERMINALS

S/No	Licence	Application Fees (US\$)	Registration Fees (US\$)	Duration of Licence (Years)
1.	Registration for Satellite Mobile Phones (GMPCS)	10	100	N/A
2.	Earth Station in Motions (ESIMs)	10	70	1
3.	Satellite News Gathering (SNG)	10	70	1

SUB-CATEGORY 6E: COAST AND SHIP STATION

SN	Types of Station Licence	Application fees (US \$)	Initial Licence Fees	Renewal Licence Fees (USD)	Duration of licence (years)
1.	Ship Station*	25	250	250	3
2.	Coast Station	25	250	250	3

NB: * Fees charged as one station

7. NUMBERING FEES

S/N	Type of Numbering Resource	Application Fees (US \$)	Registration Fees (US \$)	Annual Maintenance Fees (US \$) (payable one year after registration)	Duration of Licence (Years)
1	Prefix for Networks (NDC & MNDC)	10	2,000	2,000	1
2	Subscriber Numbers	NA	NA	US\$ 0.20 per Subscriber Number	
3	National Signalling Point Codes (SPC)	10	2,000	2,000	1
4	International Signalling Point Codes (ISPC)	10	2,000	2,000	1

S/N	Type of Numbering Resource	Application Fees (US \$)	Registration Fees (US \$)	Annual Maintenance Fees (US \$) (payable one year after registration)	Duration of Licence (Years)
5	Mobile Network Identification Codes (MNIC)	10	2,000	2,000	1
6	SIM Header	10	2,000	2,000	1
7	Data Network Identification Codes (DNIC)	10	2,000	2,000	1
8	Corporate Services Network Access Numbers	10	2,000	2,000	1
9	Carrier Selection/Pre-selection Codes	10	10,000	5,000	1
10	Premium Rate Access Codes (block)	10	2,000	5,000	1
11	Special & Fixed Rate Access Codes (block)	10	2,000	5,000	1
12	Special & Fixed Rate Access Codes Premium Rate Access Codes (Single Number)	10	1,000	2,000	1
13	USSD Short Codes	10	2,000	2,500	1
14	VAS SMS & Special Services Short Codes:				
	(a) GOLD	10	4,000	2,500	1
	(b) SILVER	10	3,000	2,500	1
	(c) BRONZE	10	2,000	2,500	1
	(d) ORDINARY	10	1,500	2,500	1

8. POSTAL AND COURIER SERVICES LICENCES

S/No	Licence Categories	Application Fee (Tshs)	Initial Licence Fee (Tshs)	Licence Renewal Fee (Tshs)	Annual Fee (TShs)	Duration of Licence in Years
1	Public Postal Licensee	2,300,000	20,000,000	20,000,000	1% GAT	25
2	International Courier	170,000	18,000,000	18,000,000	1% GAT	5
3	Domestic Courier	50,000	1,200,000	1,200,000	1,200,000	3

9. TYPE APPROVAL EQUIPMENT FEES

S/NO	TYPE OF EQUIPMENT	APPLICATION FEES (US \$)	APPROVAL FEES (US \$)
1.	Terminal Electronic Communications Equipment		
	Telephone Sets, Data Modems, Mobile Phones, VHF/UHF Radio, Wireless Modules, Land Mobile Cellular, Non-manageable switches, Personal Computers, Short Range Devices (SRDs) Smart TV, Digital Radio, Set-Top-Boxes (STBs), VSAT, etc.	10.00	50.00
2.	Office Communications Systems (PABX)		
	2.1 Up to 50 Extensions	10.00	100.00

	2.2 51 extensions and above	10.00	300.00
	Network Electronic Communications Equipment		
3.	3.1 Base Stations, Microwave Radios, Active Antenna with Radio Unit etc.	10.00	1,000.00
	3.2 Core Network Switching Equipment	10.00	1,000.00
4.	Broadcasting Transmitters, STL Radio	10.00	50.00

10. CHANGE OF NAME AND SHAREHOLDING STRUCTURE

S/N	ISSUE	TYPE OF LICENCE	CHANGE FEES (USD)
1	Application for Change of Name	(a) Network Facilities, Network Services, and Application Services	1,000
		(b) Content Services (except Cable, Online Content)	200
		(c) Other Licences	200
2	Application for Change of Shareholding Structure	(a) Network Facilities, Network Services, and Application Services	1,500
		(b) Content Services (except Cable, Online Content)	500
		(c) Other Licences	200
3	Transfer of Licence	All Licences	1% of the sale price

11. LANDING RIGHTS AUTHORISATION

Type of Licence	Application Fee (USD)	Initial Licence Fee (USD)	Renewal Licence Fee (USD)	Duration of Licence (Years)
Landing Right Authorisation – Submarine Cable	1,000	200,000	200,000	15
Satellite Landing Right Authorisation (GSO)	100	5,000	5,000	15 or lifetime whichever comes first
Satellite Landing Right Authorisation (Non-GSO)	100	5,000	5,000	5 or lifetime whichever comes first

12. CYBER SECURITY SERVICES

Type of Licence	Application fee (USD)	Initial fee (USD)	Renewal Fee (USD)	Royalty Fee	Duration of licence (Years)
Cyber Security Services	50	1,000	1,000	1% of GAT	5

13. CERTIFICATE FOR SEAFARERS TO OPERATE GMDSS

S/N	Types of Certificates	Application fees (US \$)	Annual Licence fee/station/ bandwidth (US \$)	Renewal fee (US \$)	Duration of licence (years)
1.	Global Maritime Distress and Safety System - GMDSS	15	N/A	15	5

**** Fees charged in respect of certificate**

14.ONLINE MEDIA SERVICES

S/N	TYPE OF LICENCE	APPLICATION FEES (TSH)	INITIAL FEE (TSHS)	ANNUAL FEES FEES(TSHS)	RENEWAL FEES	LICECE DURATION
1	Online Media Services	50,000	500,000	500,000	500,000	3Years
2	Online Content Aggregator	100,000	1,000,000	1,000,000	1,000,000	3 Years

Dodoma,
....., 2024

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

THE ELECTRONIC POSTAL COMMUNICATIONS ACT,
(CAP.306)

REGULATIONS

(Made under section 165)

THE ELECTRONIC AND POSTAL COMMUNICATIONS (QUALITY OF SERVICE) (AMENDMENT)
REGULATIONS, 2024

Citation
GN. No.
21 of 2018

1. These Regulations may be cited as the Electronic and Postal Communications (Quality Of Service) (Amendment) Regulations, 2024 and shall be read as one with the Electronic and Postal Communications (Quality of Service) Regulations, 2018 hereinafter referred to as the “principal Regulations”.

Amendment of
regulation 3

2. The principal Regulations are generally amended in regulation 3 by deleting:

- (a) the term “ping round trip time”, and substituting for them the term “latency”.
- (b) deleting the definition of the following terms and substituting for them e 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;

Amendment of
regulation 5

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

Licensee obligations

“5. 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 set forth to these Regulations; and
- (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.

Amendment of
regulation 7

4. The principal Regulations are amended in regulation 7 by-
- (a) deleting a full stop appearing in paragraph (f) and substituting for it a semicolon; and
 - (b) adding immediately after paragraph (f) the following:
 - “(g) optic fibre network services; and
 - (h) public data centre.”

Amendment 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.

Amendment of
First Schedule

7. The principal Regulations are amended by deleting 1-6 Schedules and substituting for them with 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 Utilization	≤ 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.
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	≥ 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	≥ 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	≤ 2 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	$\geq 90\%$ 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 Rural-Ward Level	D + 0 (95%) D + 1 (95%) D +2 (90%) D +3 (90%) 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 office of origin, to the destination office or delivered to the customer	- Intra-Town - Inter-Town Zone A - Inter –Town Zone B - Inter –Town Zone C - Inter Town Rural-Ward Level	D + 0 (95%) D + 1 (95%) D +1 (90%) D +2 (90%) D +4 (85%)

(EMS items includes PCum, Postal Cargo and EMS Postage.		
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	98%
2	Percentage of mail and parcels posted between two regions for delivery within 24 hrs (ZONE A).	D+1	98%
3	Percentage of mail and parcels posted between two regions for delivery within 48 hrs. (ZONE B and C)	D+2	98%
4	Percentage of mail and parcels posted in other parts of the country for delivery within 72 hrs (Inter Town Rural Ward Level)	D+3	98%

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	$\geq 99.8\%$ for metro networks $\geq 99.5\%$ for long haul networks	The percentage of time to which the optic fiber network is operable.
3	Mean Time to Repair	≤ 2 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	Targets	
		Tier III	Tier IV
1	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)	99.982%	99.995%
2	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)	99.982%	99.995%
3	Availability of Advanced monitoring and control of power and cooling systems	99.982%	99.995%
4	Availability of Advanced security and access controls including fire suppression and physical security measures	99.982%	99.995%

Dodoma

.....2024

JERRY WILLIAM SILAA

Minister of Information, Communication and
Information Technology

TANGAZO LA SERIKALI Na. la tarehe

SHERIA YA MAWASILIANO YA KIELEKTRONIKI NA POSTA,
(SURA YA 306)

KANUNI

(Zimetengenezwa chini ya kifungu cha 165)

KANUNI ZA MAREKEBISHO YA KANUNI ZA MAWASILIANO YA KIELEKTRONIKI NA
POSTA KUHUSU USAJILI WA LAINI ZA SIMU ZA MWAKA 2024

- Jina
- TS. Na.
60 la 2023
- Marekebisho ya
jumla
- Marekebisho ya
kanuni ya 2
- Marekebisho ya
kanuni ya 3
- Marekebisho ya
kanuni ya 4
- Marekebisho ya
kanuni ya 5
1. Kanuni hizi zitajulikana kama Kanuni za Marekebisho ya Kanuni za Mawasiliano ya Kielektroniki na Posta Kuhusu Usajili wa Laini za Simu za Mwaka 2024 na zitasomwa pamoja na Kanuni za Mawasiliano ya Kielektroniki na Posta Kuhusu Usajili wa Laini za Simu za Mwaka 2023, ambazo hapa zimerejewa kama “Kanuni kuu”.
 2. Kanuni kuu zinarekebishwa kwa kufuta maneno “au mawakala” yanapojitokeza katika kanuni za 7, 8, 9, 10, 11, 12, 13, 14,15, na 39.
 3. Kanuni kuu zinarekebishwa katika kanuni ya 2 kwa kuingiza maneno “watoa huduma wote wa mawasiliano ya simu” kati ya maneno “laini za simu” na “katika Jamhuri ya Muungano” yanayoonekana katika kanuni ndogo ya (1).
 4. Kanuni kuu zinarekebishwa katika kanuni ya 3 kwa-
 - (a) kufuta tafsiri ya misamiati “wakala” na “wakala asiye na ofisi”; na
 - (b) kufuta tafsiri ya msamiati “mgeni” na badala yake kuweka tafsiri mpya ifuatayo:
“mgeni” maana yake ni mtu asiye raia wa Jamhuri ya Muungano au mwanadiplomasia anayetarajia kukaa katika Jamhuri ya Muungano kwa kipindi cha zaidi ya miezi minne;”.
 5. Kanuni kuu zinarekebishwa katika kanuni ya 4 kwa kufuta maneno “au wakala aliyeidhinishwa kwa namna iliyoainishwa katika Kanuni hizi” yaliyopo katika kanuni ndogo ya (1)(a).
 6. Kanuni kuu zinarekebishwa katika kanuni ya 5 kwa kufuta na kuandika upya kanuni ndogo za (2) na (3) kama ifuatavyo:
“(2) Baada ya kukamilisha usajili wa laini ya simu, mtoa huduma atatuma ujumbe mfupi wa maneno kwenye laini zote za simu zilizosajiliwa na mteja katika mtandao husika ukionesha orodha ya laini zote za simu zilizosajiliwa.”.

(3) Baada ya ufutaji, ubadilishaji au uhuishaji wa usajili wa laini ya simu, mtoa huduma atatuma taarifa ya ujumbe mfupi wa maneno kwenye laini za simu za mteja zilizosajiliwa na orodha kamili ya laini za simu zilizosajiliwa na mteja kwa watoa huduma wote.”.

Marekebisho ya
Kanuni ya 9

7. Kanuni kuu zinarekebishwa katika kanuni ya 9 kwa kuongeza aya ndogo baada ya aya (e) kam ifuatavyo:

“(f) Taasisi itatoa taarifa kwa mtoa huduma iwapo mwakilishi wake kwenye usajili wa laini za simu amebadilika.”

Kuongeza kanuni
ya 9A

8. Kanuni kuu zinarekebishwa katika kanuni ya 9 kwa kuongeza kanuni mpya ifuatayo:

“Utaratibu wa
usajili wa laini za simu
kwa wafanyakazi wa
taasisi

9A. Utaratibu wa kusajili laini za simu kwa wafanyakazi wa taasisi, utafanyika chini ya usajili wa laini za simu kibayometriki kwa wafanyakazi wa taasisi kwa namna ifuatayo:

- (a) taasisi itawasilisha barua ya utambulisho kutoka katika taasisi husika na Namba ya Mlipa Kodi ya taasisi;
- (b) mfanyakazi wa taasisi ambaye anastahili kutumia laini ya simu atatakiwa kuwasilisha kwa mtoa huduma kitambulisho chake cha taifa au namba ya kitambulisho cha taifa;
- (c) mtoa huduma atafanya usajili wa laini ya simu kibayometriki kwa kuhakiki alama za vidole za mfanyakazi wa taasisi kupitia mfumo wa Mamlaka ya Vitambulisho vya Taifa;
- (d) mtoa huduma atatunza taarifa za mfanyakazi na taasisi;
- (e) laini ya simu iliyosajiliwa itakuwa kwa jina la mfanyakazi; na
- (f) taasisi itawasilisha taarifa za mabadiliko ya mfanyakazi pale ambapo mfanyakazi atakoma kuwa mfanyakazi wa taasisi.”.

Marekebisho ya
kanuni ya 11

9. Kanuni kuu zinarekebishwa katika kanuni ya 11(1) kwa-

- (a) kufuta neno “na” linaloonekana mwishoni mwa aya ya (d);
- (b) kufuta nukta inayoonekana mwishoni mwa aya ya (e) na badala yake kuweka nukta mkato;
- (c) kwa kuongeza aya mpya ifuatayo mara baada ya aya ya (e):

“(f) mtoa huduma atahusha muda wa uhai wa laini ya simu iliyosajiliwa na mgeni wa muda mfupi baada ya

kuhakiki uhuishwaji wa taaarifa za mgeni kupitia Idara ya Uhamiaji.”.

Marekebisho ya
kanuni ya 17

10. Kanuni kuu zinarekebishwa katika kanuni ya 17(1) kwa kuongeza maneno “na usajili utafanyika bila kutumia alama za vidole” mara baada ya maneno “uhakiki utakuwa umefaulu” yanayoonekana katika aya ya (a).

Marekebisho ya
kanuni ya 18

11. Kanuni kuu zinarekebishwa katika kanuni ya 18(1) kwa kufuta aya ya (g) na badala yake kuandika aya mpya ya (g) ifuatayo:

“(g) endapo mteja atajibu angalau maswali matatu kati ya matano kwa usahihi, uhakiki utakuwa umefaulu; na mtoa huduma atafanya usajili wa laini ya simu bila kutumia alama za vidole.”.

Marekebisho ya
kanuni ya 20

12. Kanuni kuu zinarekebishwa kwa kufuta kanuni ya 20 na kuandika upya kanuni ifuatavyo:

“20. -(1) Mgeni, mgeni wa muda mfupi, mkimbizi au mndiplomasia hatatumia kitambulisho cha taifa kilichotolewa kwa raia wa Tanzania kwa lengo la usajili wa laini ya simu.

(2) Mtu yeyote atakayekiuka masharti ya kanuni ndogo (1), anatenda kosa, na akitiwa hatiani atawajibika kwa mujibu wa Sheria.”.

Marekebisho ya
kanuni ya 24

13. Kanuni kuu zinarekebishwa katika kanuni ya 24 kwa kufuta kanuni ndogo ya (2).

Marekebisho ya
kanuni ya 25

14. Kanuni kuu zinarekebishwa katika kanuni ya 25 kwa kufuta na kuandika upya kanuni ndogo ya (2) ifuatavyo:

“(2) Bila kujali masharti ya kanuni ndogo ya (1), mtoa huduma hatahitisha matumizi ya laini ya simu inayoweza kuondolewa, iliyojengwa ndani ya simu ya mkononi au kifaa cha mawasiliano kinachotumia laini ya simu iwapo-

(a) mteja ametoa taarifa kwa maandishi kuwa laini hiyo ya simu haitatumika kwa kipindi cha mfululizo cha miezi isiyozidi kumi na miwili; au

(b) laini ya simu husika imeripotiwa kuhusika katika uhalifu, na uchunguzi wa uhalifu huo bado haujakamilika.”.

Kufutwa kwa
Sehemu ya Nne

15. Kanuni kuu zinarekebishwa kwa-

(a) kufuta Sehemu ya Nne;

(b) kubadilisha Sehemu ya Tano na Sehemu ya Sita kuwa Sehemu ya Nne na Sehemu ya Tano mtawalia;

Marekebisho ya
Kanuni ya 34

16. Kanuni kuu zinarekebishwa katika kanuni ya 34 kwa kufuta (2) (d) na kuandika upya aya(d) kama ifuatavyo:
“(d) atarekodi na kuhifadhi taarifa za mtu yeyote mwenye uwezo wa kuingilia na kutumia kanzidata inayotunza uhamishaji wa taarifa kwenye laini mpya.

Marekebisho ya
kanuni ya 35

17. Kanuni kuu zinarekebishwa kwa kufuta kanuni ya 35 na badala yake kuandika upya kanuni ya 35 ifuatavyo:

“35. -(1) Mtoa huduma atahakikisha usajili wa laini za simu unafanyika kwa mujibu wa Sheria na Kanuni hizi.

(2) Mtoa huduma atawasilisha kwa Mamlaka taarifa ya usajili wa laini za simu, papo kwa papo mara baada ya kukamilisha usajili”.

Marekebisho ya
Kanuni ya 36

18. Kanuni kuu zinarekebishwa katika kanuni ya 36 kwa kufuta aya (i) and (j)

Marekebisho ya
kanuni ya 37

19. Kanuni kuu zinarekebishwa katika kanuni ya 37 kama ilivyobadilishwa mpangilio wa namba kwa kufuta kanuni ndogo za (3) na (5) na (6) na kuziandika upya ifuatavyo:

“(3) Bila kujali kanuni ndogo ya (1), mtu binafsi, kampuni au taasisi inaweza kuruhusiwa na mtoa huduma wake kusajili au kumiliki zaidi ya idadi ya laini za simu zilizoainishwa baada ya mtoa huduma kuhakiki na kujiridhisha matumizi sahihi ya laini hizo ziada kwa kuzingatia kanuni 34(4).

(5) Kwa kuzingatia kanuni ndogo ya (3), mtu binafsi, kampuni au taasisi itawasilisha kwa mtoa huduma wake sababu za msingi kwa kila ombi la laini za simu za ziada.

(6) Mtu au mtoa huduma ambaye atakiuka kanuni hii, anatenda kosa na akitiwa hatiani atawajibika kwa mujibu wa Sheria.”.

Dodoma,
....., 2024

JERRY WILLIAM SILAA,
Waziri wa Habari, Mawasiliano na Teknolojia ya Habari

THE ELECTRONIC POSTAL COMMUNICATIONS ACT,
(CAP.306)

REGULATIONS

(Made under section 165)

THE ELECTRONIC AND POSTAL COMMUNICATIONS (ONLINE CONTENT) (AMENDMENT)
REGULATIONS, 2024

Citation	1. These Regulations may be cited as the Electronic and Postal Communications (Online Content) (Amendment) Regulations, 2024 and shall be read as one with the Electronic and Postal Communications (Online Content) Regulations, 2020 hereinafter referred to as the “principal Regulations”.
GN. No. 538 of 2020	
Amendment of regulation 2	2. The principal Regulations are amended in regulation 2 by inserting the words “internet service providers,” between the words “online content service providers” and “application services licensees”.
Amendment of regulation 3	3. The principal Regulations are amended in regulation 3, by deleting the definition of the term “application service licensee”.
Amendment of regulation 6	4. The principal Regulations are amended in regulation 6 by deleting sub regulation (1) and substituting for it the following: “(1). A person who intends to provide online media services shall apply and pay fees prescribed in the Electronic and Postal Communications (Licencing) Regulations.”.
	GN No. 57 of 2018
Amendment of Part III	5. The principal Regulations are amended by deleting the heading to Part III and substituting for it the following: “PART III OBLIGATIONS OF ONLINE MEDIA SERVICE PROVIDERS AND INTERNET SERVICE PROVIDERS.”.
Addition of regulation 9A	6. The principal Regulations are amended by adding immediately after regulation 9 the following: “Internet service provider 9A. An internet service provider shall-

obligations

- (a) establish, adopt, maintain and deploy mechanisms to prevent, restrict and bar access to prohibited content in the Tanzania cyberspace through the services provided;
- (b) ensure its customers are made aware of the requirements on prevention to access, distribute or publication of prohibited content;
- (c) not host prohibited content where an internet service provider provides hosting services.”

Addition of
regulation 15A

“Social media
platform owner
obligation

15A. A social media platform owner shall deploy a mechanism of filtering and removing the prohibited content from their platforms.”.

Amendment of
First and Second
Schedules

7. The Principal Regulations are amended by deleting the First and Second Schedules.

Amendment of
Third Schedule

8. The principal Regulations are amended in the Third Schedule by adding immediately after regulation (c)the following:

“(d)unethical fabricated and artificial intelligence generated content including video clips, audio and still pictures.”

Dodoma,
....., 2024

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

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THE ELECTRONIC POSTAL COMMUNICATIONS ACT,
(CAP.306)

REGULATIONS

(Made under section 165)

THE ELECTRONIC AND POSTAL COMMUNICATIONS (COMPUTER EMERGENCY RESPONSE
TEAM) (AMENDMENT) REGULATIONS, 2024

Citation

1. These Regulations may be cited as the Electronic and Postal Communications (Computer Emergency Response Team) (Amendment) Regulations, 2024 and shall be read as one with the Electronic and Postal Communications (Computer Emergency Response Team) Regulations, 2018 hereinafter referred to as the “principal Regulations”.

GN. No.
60 of 2018

Amendment of
regulation 12

2. The principal Regulations are amended in regulation 12 by deleting sub regulation (1) and substituting for it the following:

GN No.
57 of 2018

“(1). A person who intends to provide cybersecurity services within the United Republic shall obtain an individual licence from the Authority in accordance with the Electronic and Postal Communications (Licensing) Regulations.”.

Amendment of
regulation 13

3. The principal Regulations are amended in regulation 13(g) by inserting the words “within fourteen days” between the words “notify the Authority” and “of any change”.

Amendment of
Schedule

4. The principal Regulations are amended by deleting the Schedule to these Regulations.

Dodoma,
....., 2024

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

THE ELECTRONIC POSTAL COMMUNICATIONS ACT,
(CAP.306)

REGULATIONS

(Made under section 165)

THE ELECTRONIC AND POSTAL COMMUNICATIONS (POSTAL) (AMENDMENT)
REGULATIONS, 2024

Citation

1. These Regulations may be cited as the Electronic and Postal Communications (Postal) (Amendment) Regulations, 2024 and shall be read as one with the Electronic and Postal Communications (Postal) Regulations, 2018 hereinafter referred to as the “principal Regulations”.

GN. No.
58 of 2018

Amendment of
regulation 3

2. The principal Regulations are amended in regulation 3 by: adding in its appropriate alphabetical order the following new definition:

(a) adding in its appropriate alphabetical order the following new definition:
“international courier” means provision of courier services within and outside the United Republic;

(b) deleting the definition of the term “postal item” and substituting for it with the following:

“**postal article**” or “postal item” means material goods, with or without mercantile value, that comply with the post ability requirements determined by this Act and by regulation, and that are delivered via a physical network to a specified address or a person with a specified address;

Amendment of
regulation 14

3. The principal Regulations are amended in regulation 14(1)-

(a) by deleting the word “and” appearing in paragraph (d);

(b) by deleting a full stop appearing in paragraph (e) and substituting for it with a semicolon;

(c) by adding immediately after paragraph (e) the following:

“(f) a mechanism of tracking and tracing of postal items.”.

(d) by deleting sub regulation (2) and substituting for it the following:

“(2) The Courier Service licences referred to under section 5 of the Act shall be in the following categories:

(a) Domestic; and

(b) International.

Amendment of
regulation 18

4. The principal Regulations are amended in regulation 18 by deleting the year 2017 and substituting for it with year 2018.

Amendment of
regulation 19

5. The principal Regulations are amended in regulation 19 by deleting sub regulation (1) and substituting for it the following:

“(1) All postal licensees shall submit to the Authority compensation policies in respect of loss or damage of postal items and communicate the same to consumers”.

Amendment of
regulation 25

6. The principal Regulations are amended in regulation 25, by-
(a) designating the contents of section 25 as subsection (1); and
(b) adding immediately after subsection (1) as designated the following:

“(2) A foreign designated postal operator whose postal articles are delivered in the United Republic shall enter into bilateral agreement with the Designated Postal Operator for delivery of the postal items in the United Republic.

(3) The Designated Postal Operator shall inform and submit to the Authority all bilateral agreements entered under sub regulation (1) above.

(4) Postal articles delivered by a designated foreign postal operator to an address in the United Republic shall be subject to payment of terminal dues applicable under the Universal Postal Union (UPU) system.”.

Dodoma,
....., 2024

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