

UNITED REPUBLIC OF TANZANIA  
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY  
ISO 9001: 2015 CERTIFIED



**MINIMUM TECHNICAL SPECIFICATIONS**

**FOR**

**CALL CENTRES**

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## **PART 1: Introduction**

A Call Centre is a centralized facility or system that enables organizations to receive and respond to customer interactions through telecommunications channels. Call centres handle inbound and outbound voice calls, SMS, email, webchat, social media interactions, and other digital channels.

Call centres facilitate customer service, complaints handling, information support, advisory services, and transaction processing. They form a key interface between organizations and users, ensuring timely, accurate, and high-quality service delivery.

The Authority hereby notifies all service providers and stakeholders of the minimum technical specifications for call centre services. These specifications ensure that call centre infrastructure, processes, and operations meet quality, reliability, and security requirements aligned with national regulations and international standards including ISO 18295-1:2017, ISO/IEC 27001, ISO 22301, ISO 10002, and other applicable best practices.

## **PART 2: Scope and Purpose**

### **2.1 Scope**

These specifications apply to all licensees providing call centre services in the United Republic of Tanzania, including organizations offering outsourced call centre services to local or foreign clients.

These specifications apply to both on-premises and cloud-based / hosted call centre operations, whether domestic or international, operating within the United Republic of Tanzania.

### **2.2 Purpose**

The purpose of this document is to establish the minimum technical, operational, and security requirements for call centres to ensure compliance, protect users, guarantee service quality, and ensure secure and reliable customer interaction handling in accordance with national laws and international standards.

### PART 3: Definitions and Abbreviations

Authority	The Tanzania Communications Regulatory Authority established under the TCRA Act No.12 of 2003.
Call Centre Services	Services that depend on using telecommunications means to receive enquiries, provide information about products and service for beneficiaries on behalf of the contracting parties with the call centre
Licensee	A person licensed by the Authority to provide call centre services.
Customer Contact Centre (CCC)	An in-house or outsourced operation providing customer interaction services in line with ISO 18295-1.
Customer / User	Person using or benefiting from call centre services.
Agent	A staff member who handles interactions.
First Call Resolution (FCR)	The percentage of customer issues resolved in the first interaction.
Availability	The ability of the call centre system to perform its required function under stated conditions.
Omnichannel:	Integrated management of multiple customer interaction channels (voice, email, chat, SMS, social media) using a unified system
Cloud Contact Centre	A call centre platform hosted on shared or dedicated cloud infrastructure
Personally Identifiable Information (PII)	Any data that identifies or can be used to identify a customer
Vulnerable Customer	A customer requiring special consideration due to disability, age, language barriers, or other circumstances

### PART 4: References

The following referenced documents are necessary for the application of this Specification. References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

1. ISO 18295-1:2017 – Customer Contact Centres – Requirements for Customer Contact Centres
2. ISO/IEC 27001 – Information Security Management Systems
3. ISO/IEC 27017 – Information technology — Security techniques — Code of practice for information security controls based on ISO/IEC 27002 for cloud services
4. ISO 22301 – Business Continuity Management Systems
5. ISO 10002 – Quality Management – Customer Satisfaction – Guidelines for Complaints Handling
6. Personal Data Protection Act, 2022
7. TCRA Rules on the Provision of Call Centre Services (2025)
8. Electronic and Postal Communications (Licensing) Regulations
9. Electronic and Postal Communications (Consumer Protection) Regulations
10. Electronic and Postal Communications (Telecommunications Traffic Monitoring System) Regulations

## **PART 5: General Requirements**

### **5.1 Technical Requirements**

Call centres shall be designed and operated in accordance with the minimum technical requirements in Table 1.

**Table 1: Technical requirements for Call centers**

<b>S/N</b>	<b>Requirement</b>	<b>Minimum Technical Requirements</b>
1.	System Availability	<ul style="list-style-type: none"> <li>• Uptime must be <math>\geq 99.671\%</math></li> <li>• Annual downtime shall not exceed 28.9 hours</li> <li>• Redundant systems must support seamless failover</li> </ul>
2.	Voice Quality & Network KPIs	<ul style="list-style-type: none"> <li>• MOS (Mean Opinion Score) <math>\geq 4.0</math></li> <li>• Latency <math>&lt; 200</math> ms</li> <li>• Jitter <math>&lt; 30</math> ms</li> <li>• Packet loss <math>&lt; 1\%</math></li> </ul>

S/N	Requirement	Minimum Technical Requirements
3.	Call Routing & IVR Performance	<ul style="list-style-type: none"> <li>• Call routing accuracy &gt; 98%</li> <li>• IVR response time ≤ 20 seconds</li> <li>• IVR abandonment rate &lt; 5%</li> <li>• Routing logic must ensure correct skill-based distribution, must not disrupt live services</li> </ul>
4.	Maintainability	<ul style="list-style-type: none"> <li>• Maintenance must not disrupt live services</li> <li>• Hot-swappable or redundant components recommended</li> <li>• Scheduled maintenance communicated 48 hours in advance</li> </ul>
5.	Infrastructure Requirements	<ul style="list-style-type: none"> <li>• Reliable communication systems</li> <li>• Call recording &amp; quality monitoring tools</li> <li>• Secure CRM/interaction management systems</li> <li>• Power backup (UPS + generator)</li> <li>• Internet redundancy (dual links)</li> </ul>
6.	Data Security & Privacy	<ul style="list-style-type: none"> <li>• Compliance with ISO/IEC 27001</li> <li>• Encryption of data in transit and at rest</li> <li>• Role-based access control (RBAC)</li> <li>• Regular security audits &amp; vulnerability assessments</li> <li>• As guided by Personal Data Protection Act, 2022</li> </ul>
7.	Data Residency	<ul style="list-style-type: none"> <li>• All call recordings, logs &amp; customer data must be stored within Tanzania unless serving foreign clients.</li> <li>• Local backup &amp; disaster recovery sites required</li> </ul>
8.	Business Continuity & Disaster Recovery	<ul style="list-style-type: none"> <li>• Documented DRP and BCP</li> <li>• Redundant communication links &amp; mirrored systems</li> </ul>
9.	International Traffic Compliance	<ul style="list-style-type: none"> <li>• All international voice and SMS traffic must pass through licensed International Gateway Operators (IGW)</li> </ul>
10.	Equipment Compliance	<ul style="list-style-type: none"> <li>• All ICT equipment must be type-approved by TCRA</li> <li>• All ICT equipment must support secure and reliable operations</li> </ul>
11.	Logging & Monitoring	<ul style="list-style-type: none"> <li>• Retention period minimum 3 months.</li> </ul>

S/N	Requirement	Minimum Technical Requirements
		<ul style="list-style-type: none"> <li>All inbound/outbound interactions must be logged</li> <li>Call detail records (CDRs) must be protected from tampering</li> </ul>
12.	Remote Monitoring Capabilities	<ul style="list-style-type: none"> <li>Real-time dashboards for key KPIs: latency, routing accuracy, call quality, IVR performance.</li> <li>Systems must support real-time monitoring of key metrics including latency, routing success, and call quality.</li> </ul>
13.	Omnichannel Capability	<ul style="list-style-type: none"> <li>Support for at least three (3) non-voice channels (email, web chat, SMS, social media) - Unified customer interaction history</li> </ul>
14.	Cloud-Based Call Centre Systems	<ul style="list-style-type: none"> <li>Cloud platforms shall comply with ISO/IEC 27001 and ISO/IEC 27017</li> <li>Access logs shall be made available to the Authority upon request</li> </ul>
15.	AI Based Call Centre Systems	<ul style="list-style-type: none"> <li>Maintaining a seamless path to a human agent when the AI cannot resolve the issue</li> <li>The training data shall not be biased</li> </ul>
16.	Numbering	<ul style="list-style-type: none"> <li>The call centres shall use numbering resources as guided by the National Numbering and Signalling Point Codes Plans</li> </ul>

## 5.2 Operational requirements

### 5.2.1 Customer Interaction Handling

In alignment with ISO 18295-1 requirements, call centres shall:

- (i) Provide accurate, relevant, and understandable information to customers.
- (ii) Ensure service consistency across all communication channels.
- (iii) Handle vulnerable customers with appropriate care.
- (iv) Customers shall be informed when calls are recorded and of the purpose of recording.
- (v) Services shall be provided in **Swahili and English** language as a minimum.

### 5.2.2 Complaints Handling

Call centres shall:

- (i) Follow ISO 10002 guidelines.
- (ii) Acknowledge complaints promptly.
- (iii) Categorize, investigate, escalate, and resolve complaints within defined timeframes.
- (iv) Customers shall be informed of escalation procedures and timelines
- (v) Provide feedback to customers after resolution.

### 5.3 Key Performance requirements (KPIs)

Call centres shall meet the minimum KPIs in Table 2.

**Table 2: Minimum Key Performance Indicators**

SN	KPI	Target
1.	System Uptime	≥ 99.671%
2.	Average Speed of Answer (ASA)	≤ 30 seconds
3.	Abandonment Rate	< 5%
4.	First Call Resolution (FCR)	≥ 90%
5.	Customer Satisfaction (CSAT)	> 95%
6.	Quality Assurance Score	> 95%
7.	Network Latency	< 200 ms
8.	Call Recording & Logging	100% of calls logged
9.	Agent Adherence	≥ 90%

### 5.4 Security and Data protection requirements

Call centres shall:

- (i) Protect user data from unauthorized access.
- (ii) Prohibit the use of customer phone numbers without consent.
- (iii) Prohibition of unauthorized use of customer data for profiling or automated marketing.
- (iv) Ensure secure storage of recordings and logs.
- (v) Implement strict access controls and audit trails.
- (vi) Conduct quarterly security assessments.

- (vii) Mandatory audit trails for all access to call recordings and Personally Identifiable Information.

## **5.5 Compliance and Certification**

Call centres must comply with:

- (i) TCRA licensing conditions
- (ii) The requirements of this standard.
- (iii) Personal Data Protection Act, 2022.
- (iv) International standards referenced herein

The Authority may audit facilities, inspect logs, verify systems, and request reports. Non-compliance shall attract penalties as provided under applicable laws and regulations.

## **PART 6: Document administration**

### **6.1 Amendment**

The Authority may amend or update this document to align with emerging technologies, regulations, or best practices.

### **6.2 Compliance**

These specifications are enforceable under the TCRA Act, the Electronic and Postal Communications Act, and related regulations.

### **6.3 Publication**

This document shall be published on the TCRA website <https://www.tcra.go.tz> for public information, compliance and reference purposes.