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THE

# Regulator

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Quarterly magazine of the Tanzania Communications Regulatory Authority

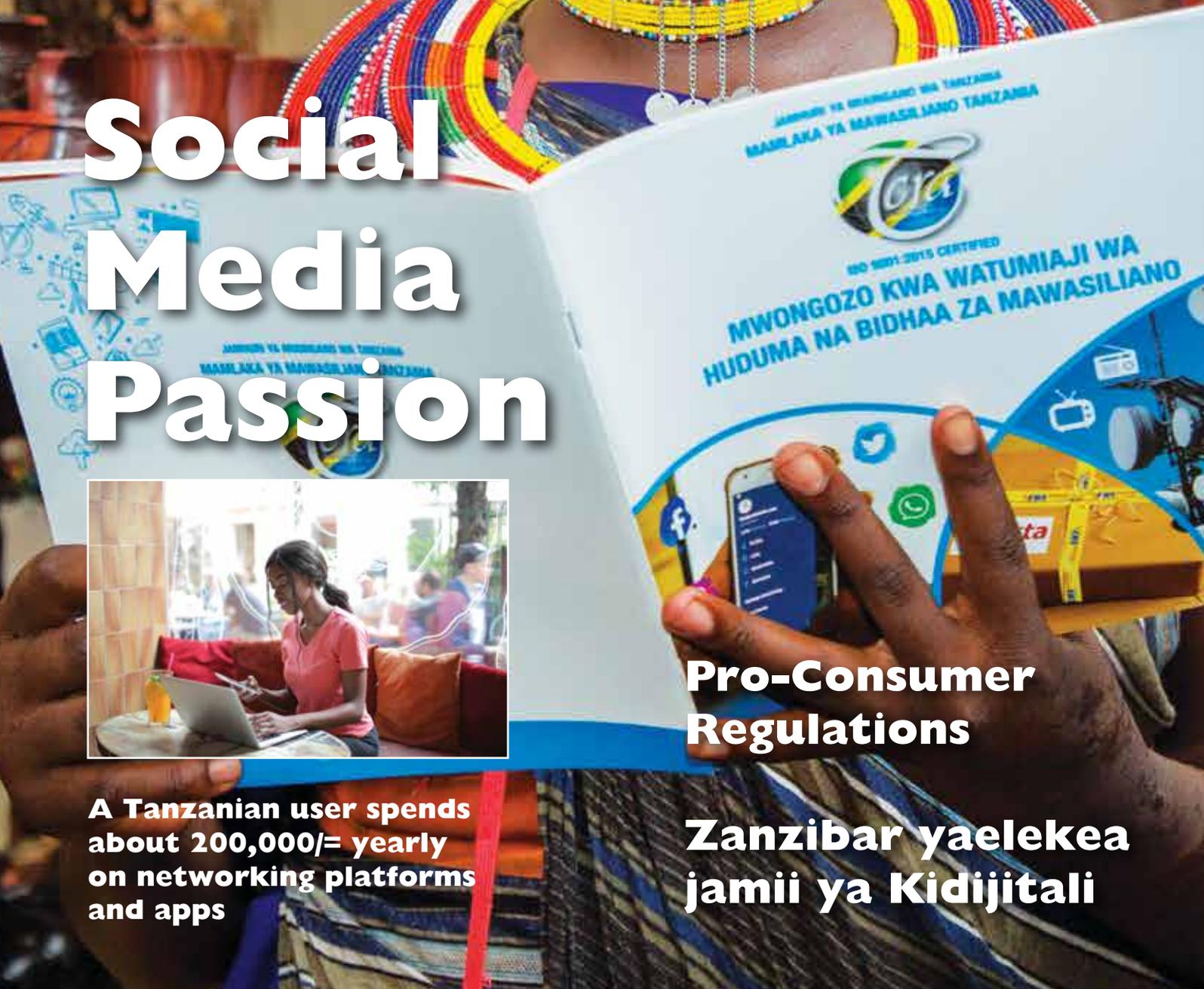
## Social Media Passion



A Tanzanian user spends about 200,000/= yearly on networking platforms and apps

### Pro-Consumer Regulations

### Zanzibar yaelekea jamii ya Kidijitali



# TZ-CERT

TANZANIA COMPUTER EMERGENCY RESPONSE TEAM

## Coordinating Online Safety

The Tanzania Computer Emergency Response Team (TZ-CERT) is a team responsible for coordinating responses to cyber security incidents at the national level. It cooperates with regional and international bodies involved in the management of cyber security incidents.

TZ-CERT was established under section 124 of the Electronic and Postal Communications Act (EPOCA) of 2010 and within the TCRA structure.

**Our Vision:** To be a globally trusted hub for handling cyber security incidents.

**Our Mission:** To improve and support the nation's cyber security posture, coordinate information sharing, and proactively manage cyber risk while enhancing the commitments of constituencies.

**Our Objective:** To ensure a high and effective level of network and information security within Tanzania and to develop a culture of network and information security for the benefit of the entire community (government, citizens, consumers, enterprises and public sector organizations); thus contributing to a smooth and safer functioning of on-line activities.

### Our contacts

Mawasiliano Towers, 20 Sam Nujoma Road.

P.O. Box 474. Postcode 14414,

Dar Es Salaam.

Phone: +255 22 2199760-9 Ext: 3001.

Fax: +255 22 2412009 / +255 22 2412010

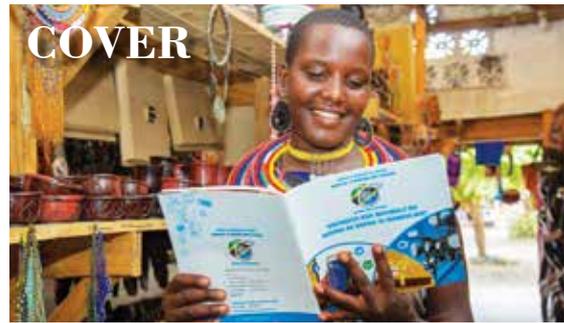
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**COVER PHOTOGRAPH:**  
*ABOVE: A petty trader at Mtwenge, Dar es Salaam with one of TCRA's educational publications.*  
*INSET: Chatting on a smartphone.*



*Using computers at a school. Online Content Regulations, 2020 require providers, hosts, or operators of internet facilities to take measures to ensure that children do not register, access, or contribute to prohibited content.*

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The Regulator is published quarterly by the Tanzania Communications Regulatory Authority (TCRA), an independent Government agency established under the Tanzania Communications Regulatory Authority Act No. 12 of 2003 to regulate electronic and postal communications in Tanzania. The Authority's functions and duties include enhancing public knowledge, awareness and understanding of the regulated goods and services, and to disseminate information about matters relevant to the functions of the Authority.



## Social media trends, digitizing Tanzania

Our main article, based on a study conducted by TCRA on social media usage trends in Tanzania, shows that individual users spend 192,000 Tshs. a year to access social networks and messaging apps.

We present statistics, showing a substantial increase of mobile money accounts, mobile money transactions, and their values between March and September 2020; apparently due to preferences for online financial transactions in Tanzania following the outbreak of the COVID-19 pandemic.

There were 49,143,053 active SIM cards and 30,586,806 mobile money accounts which made 299,258,504 transactions valued at Tshs. 11.6 trillion in September.

We also have a supplement on the World Post Day, commemorated on 9 October 2020 with statements from the UN Secretary-General, Tanzania's Ministry responsible for communications, UPU Secretary-General, TCRA Director-General, and the Tanzania Posts Corporation.

There is an analysis showing how 15 of the 22 electronic and postal communications regulations address consumer issues.

A report on the impact of artificial intelligence on

Africa's development is also presented, with examples of the use of drones in agriculture, land management, and health in Tanzania.

The Kiswahili section leads with an article on Zanzibar's digital ICT strategies, which are designed to transform the Isles into an information society.

Voice tariffs are likely to drop next year due to reduced interconnection rates effective January 2021. The rate of connecting to another network will fall by half, from the current 5.20 shillings per minute to 2.60 shillings, according to cost-based interconnection rates determined in December 2017.

The African Telecommunication Union marked its 43rd anniversary in December and the TCRA Director-General's message on the occasion addresses key issues for developing the digital economy in the continent and Tanzania in particular.

We have covered the recent creation, by the President of the United Republic of Tanzania, H.E John Pombe Joseph Magufuli of a new ministry for communications and ICT, entrusted with implementing the Fifth Phase Government's plans to promote innovations and research in the sector.

The centre pages have a complimentary 2021 pull-out calendar.

## Call for articles

The Editor invites articles and other contributions, including comments in all areas of electronic and postal communications.

Contributors are invited to submit full-length articles, including figures and pictures. Photographs should be in JPEG format.

Material should be in font size 12, single-spaced, up to four A4 pages. Articles must be original and should have references, where sources are quoted.

### Contributions should be submitted to:

The Editor,  
Regulator Magazine,  
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Regulatory Authority,  
Mawasiliano Towers, 20 Sam  
Nujoma Road,  
P.O.Box 474, Postcode 14414  
Dar es Salaam.

### Email:

[regulator.magazine@tcra.go.tz](mailto:regulator.magazine@tcra.go.tz)

**For more information please contact the Editor on:**

[regulator.magazine@tcra.go.tz](mailto:regulator.magazine@tcra.go.tz)

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## From our archives

The Regulator is distributed to the Authority's stakeholders and subscribers.

Electronic versions and past copies can be accessed on the TCRA website - [www.tcra.go.tz](http://www.tcra.go.tz). Navigate to 'Publications and Statistics', - scroll down to *The Regulator*.





From the Director  
General's Desk

## The Post's resilience amidst COVID-19

*Statement by the Director-General of the Tanzania  
Communications Regulatory Authority, Eng. James  
M. Kilaba on World Post Day, 9 October 2020*



The postal sector offers many services, both new and traditional, to meet the daily communication needs of people and businesses.

During the COVID-19 outbreak, with the ensuing reduced social and economic activities, postal and courier services remain running as one of the critical pillars of service provision in our society.

As a historic player in connecting citizens and businesses to administrations, the Postal sector is grappling with its greatest challenge yet: the disruptions caused by the COVID-19 pandemic, whose impact is felt throughout the world.

It has changed our way of working, playing, socializing, and learning. However, Postal and courier operators have made a quick transition by conducting operations online and via mobile phones – embracing e-commerce.

As part of its response to the COVID-19 pandemic and to ensure widespread delivery of parcels, packets, letters, and home suppliers, the Tanzania Posts Corporation (TPC) and other entities were allowed to continue with business.

What was important to us regulators was to ensure adherence to all measures against COVID-19; including good hygiene practices. Postal Operators especially the Designated Postal Operators worldwide have been delivering to the general public regardless of their locations - rural or urban - or economic status.

It operated within its historic mission of being a trusted partner in the delivery of goods, vital medical supplies, and essential information under different situations including hard times like during pandemics.

The global society has become more interconnected than ever, and emerging technologies do not respect geographic or geopolitical boundaries. Proactive Postal sector investment in deliveries in public health and groceries is currently crucial to effectively respond to a pandemic like COVID-19.

It is thus more critical to continue to improve international surveillance, cooperation, coordination, and communication on this major outbreak and to be even better prepared to respond to any future similar public health threat.

During this pandemic, TPC and other licenced couriers have played a crucial role in providing essential support to the government. It helped to deliver important medical supplies and serving vulnerable populations.

The TPC countrywide network facilitated the collection and distribution of test samples from rural remote districts and regional hospitals to laboratories. TPC and other licensed courier operators have continued to deliver medicines and medical equipment to various destinations.

To cope with the current situation in the digital world, TPC and licensed courier companies have initiated online business platforms for the physical delivery of goods and services ordered by their clients.

We commend the Postal Sector for its resilience and ability to deliver mail, packets, and parcels to the population during the challenging times of COVID-19.

We should all recognize the valuable role the Postal sector plays in the daily lives of people and businesses; not only as a means of communication but as an essential driver of economic growth.

# Digital economy building blocks in place

Tanzania's plans to fast track the transition to a digital economy got a new push on 5<sup>th</sup> December 2020 when the Government announced the creation of a new full-fledged ministry to manage information and communications technologies.



*Hon. Dr Ndugulile (MP)*

Kigamboni MP, Hon. Dr Faustine Engulbert Ndugulile has been appointed Minister for Communications and Information Technologies, portfolios which were hitherto part of a larger ministry of Works, Transport and Communications. His deputy is Bariadi MP, Hon. Eng. Kundo Andrea Mathew.

President John Pombe Joseph Magufuli told Parliament on 13<sup>th</sup> November in a state of the nation address following his landslide victory in the October 28 elections that he would give priority to research and innovations in ICT.



*Hon. Bashungwa (MP)*

The President has also appointed Karagwe MP Hon. Innocent Lugha Bashungwa Minister for Information, Culture, Sports and Arts and Mkuranga MP. Hon. Abdallah Hamis Ulega Deputy Minister. The minister is responsible for broadcasting, which is regulated by TCRA.

## INNOVATIONS

### New value chains for a hard-pressed Post

■ *Abel John, TCRA*

The postal service is the most basic and common means of effectively communicating messages and delivering goods. It is basic infrastructure for serving the entire human population. It serves as an important medium of communication for businesses and commerce. Postal operators are global players as they bring people and businesses together for trade, exchange of information, and sharing of ideas.

Through the provision of universal services, postal services support the increased access to information that is essential in providing a core infrastructure that is necessary for economic growth and poverty reduction.

This year's World Post Day has greatly been dominated by the COVID-19 pandemic. The world crisis is affecting societies and economies in their core endeavors, and postal services are no exception.

The pandemic has become an additional challenge to those already affecting the sector, such as exacerbating the continued decline of traditional mail, distorting competition in the markets, the rise of digital

communication and new media, and globalization.

The complex needs for handling the COVID-19 pandemic have further affected Postal services. Research conducted by the Universal Postal Union (UPU), has shown that the crisis has put pressure on international postal supply chains to unprecedented levels.

In particular, cross-border exchanges decreased by 21% between 23 January 2020 and 14 May 2020, compared to the same period the previous year. Delivery and customs clearance times have lengthened and some international postal bilateral liaisons are no longer being opened for private dispatches.

However, amongst the challenges also comes unprecedented opportunities that the sub-sector can ride on to become responsive to the changes in the ecosystem. Globally, Postal and Courier's services have been leveraging technology not only to keep up with the competition but also to enable them to offer efficient services to their customers.

In line with this year's World Postal Day theme – “The Post is more than the Mail” – Posts have been actively pursuing growth opportunities in their respective key business areas; mainly in parcels, express, logistics and freight, postal financial services, postal retail, information services, and telecommunications, which are the largest sources of global postal revenues after traditional mail.

The current trend of mail volumes shows a shrink while e-commerce has been growing rapidly. Posts are shifting investments from mail-oriented to the parcel- and recipient-centered value chains. Robotics, the Internet of Things, and on-demand delivery apps seem likely to bring efficiency in the sorting and delivery services shortly.

Nonetheless, Tanzania's response to the COVID – 19 has been swift and allowed the economy to flourish. Tanzania has avoided blanket lockdown and has instead implemented a variation of social distancing, with citizens advised to maintain sanitary habits including wearing masks.

The Government of Tanzania encouraged the use of digital payments systems and online or mobile payments methods instead of cash when making transactions. This strategy made businesses, including the Postal service providers, particularly the Designate Postal Operator - Tanzania Posts Corporation (TPC) to survive. The latter was able to continue delivering mail and packages to Tanzanians, despite the scourge.

For example, TPC utilized its vast country-wide network well. It developed new platforms to serve society by delivering protective materials and financial services.

It also utilized its network to serve students, retirees, and the judiciary. TPC has also ventured into e-commerce.

The Post has also the potential to ride on the national addressing system and postcode infrastructure, enabling door-to-door delivery, thereby expanding operations and increasing revenue, while implementing business models that focus on the quality of service (speed and reliability) through efficient logistic networks with low overheads.

Going forward and in line with this year's theme, the Postal and courier sector is tapping into the increased broadband and internet penetration in Tanzania by

providing their customers with the desired quick and efficient mode of service delivery through the internet.

Several postal operators have the acquired mobile virtual network operator (MVNO) licenses which enable them to come up with intuitive platforms that offer choices of pricing options tailored to the specific needs of different retailers.

Moreover, postal operators have further integrated their information systems with those of mailers, e-merchants, and technology partners and innovators.

By acting as drivers of fresh ways of providing social and financial services to customers, the Post will be able to respond to customer needs in real-time. For example, connectivity, cloud, and data analytics can enable faster innovation, more informed data-driven decisions, and quicker execution.

COVID-19 has reasserted the essential status of Postal services. Posts have delivered medical supplies, supported the deployment of food, and ensured that students receive educational materials.

A better and sustainable way forward should include among others, ensuring that effective regulatory and preventive measures are in place for postal services provision. These include supportive gears and means of facing emergencies like COVID-19 to have the resilience that enables an unabated service provision.

More innovative services that embrace technology have enabled the Post to deliver to everyone, everywhere. Through proper policies and a conducive regulatory environment, the Post will become “more than mail”.

## References

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2. Daily News Tanzania, 9 October 2020.
3. Universal Postal Union (UPU) Magazine, autumn 2020.
4. Universal Postal Union (UPU). Postal reform Guide, 2019.
5. Universal Postal Union (UPU). The Postal Market in the Age of Globalization, 2002.



October 9, 2020, is celebrated as World Postal Day, commemorating the day in 1874 when the Universal Postal Union (UPU) was established in Bern, Switzerland. We publish the statements of the UN Secretary-General; the UPU Secretary-General, Tanzania's Minister responsible for Communications, and the Postmaster General of the Tanzania Posts Corporation. The TCRA Director General's statement on the occasion is published on page 3.

## **Innovation, integration and inclusion**

*Message of the UN Secretary-General, Mr. Antonio Guterres*

The COVID-19 pandemic has touched every aspect of our lives, testing us all.

Throughout these difficult times, I have found inspiration in the essential workers who have kept our communities

and societies running smoothly in extremely difficult circumstances.

I offer my sincere thanks to the world's postal workers who have continued to deliver during days of trial and challenge.

These workers have risked much, and they have delivered more than mail.

Postal workers have launched innovative community services, tending to older people, and those who are socially isolated. They have delivered life-saving medicines and equipment and helped ensure that food parcels and funds reach those in need. Their dedication, innovation, and creativity have undoubtedly helped save lives.

On World Post Day, I thank postal workers and postal operators for your efforts, particularly during the COVID-19 pandemic.

The United Nations will continue to build on our partnership with you and the Universal Postal Union in our efforts to achieve the 2030 Agenda for Sustainable Development.

## **The Post in a converged ICT domain**

*Statement by the Minister for Works, Transport and Communications of the United Republic of Tanzania*

The postal service is the most basic and most common means by which messages can be communicated and goods delivered.

It is a basic necessity serving the entire population. It also serves as an important medium of communication for business and commerce.

Postal operators are global players as they bring people and businesses together for communication, trade, and exchange of information and ideas. For this matter, the Government wishes to ensure that efficient and secure postal services are available throughout Tanzania.

By providing universal services, postal services can also provide increased access to information that is essential to poverty reduction in the information age. Like telecommunications and power, postal services provide a core infrastructure that is essential for economic growth.

This year's World Post Day has been dominated by the issue of the COVID-19 pandemic. The world crisis is affecting societies and economies at their core and the postal services have no exception.

Nevertheless, Tanzania's response to COVID – 19 has been swift and has allowed the economy to flourish. Tanzania has avoided full blanket lockdown,

and has instead implemented some social distancing, and has observed all safety measures.

This strategy enabled businesses to survive. Postal operators continued to deliver mail and packages. I seize this opportunity to commend the Tanzania Postal Corporation for operational improvements during the period.

While TPC mail and package delivery was more vital than ever during the COVID-19 pandemic, there has been a drop-in mail volumes; in particular, advertising, cutting into postal revenues due to the suspension of international flights.

The postal sector should embrace technology. Technological changes should be embraced as opportunities and not threats.

They provide an opportunity to significantly improve the postal system and develop new value-added services that will boost postal revenues. TPC, as the Designated Postal Operator should expand its services into the converged ICT domain.

The Government recognizes that universal postal service is a national imperative. TPC should provide universal postal service to all citizens in terms of access to postal services, quality, security, and affordability.

## Partnerships for sustainable development

*The message of the Director-General of the Universal Postal Union, Mr. Bisbar Hussein.*

We all need to recognize the incredible sacrifices made by postal operators and their staff during the global COVID-19 pandemic. Deemed essential staff as the pandemic raged furiously across the world, these postal workers laboured hard to deliver the mail. Some workers tragically lost their lives; others confronted life-changing damage to their health. Many more suffered in numerous other ways.

I salute the bravery and dedication of the millions of postal workers who continued to deliver when faced with global disruption. You have made this industry and the world proud—I stand in awe of your many achievements.

Through airline stoppages, border closures, outbreaks in sorting offices, and elsewhere, the mail was kept moving. When obstacles barred the way, new routes were forged. Trains and boats replaced passenger planes; postal operators designed new ways of working, new ways of delivering.

Huge logistical chains transcending national borders and continents—covering vast distances—were altered within days and weeks. Innovation and creativity were the hallmarks of this new period and the drivers of fresh ways of providing social and

financial services to customers.

Thanks to the post, the old, isolated, and infirm were assisted; life-saving medicines delivered; protective equipment provided, and essential financial services maintained.

The Universal Postal Union also stepped up by providing much-needed analysis, partnerships, and innovation to our member countries.

Despite the many challenges, we have collectively upheld our duty to the universal service obligation calling for postal deliveries to everyone on this planet, no matter their location.

World Post Day is a fitting day to pay tribute to our member countries, postal operators, postal workers, and everyone else involved in delivering the mail.

Since our earliest beginnings, we have overcome wars, natural disasters, and pestilence. We have always delivered.

The year 2020, however, was the year that the postal industry showed the world its resilience, its determination, and the invaluable role it plays in every society. We showed we are more than mail.

## New Opportunities for the Post

*Message of the Postmaster-General, Tanzania Posts Corporation, Mr. Hassan Mwang'ombe*

This year's World Post Day is being celebrated in the middle of the COVID-19 pandemic. However, despite many odds, the Post has stood its ground and has delivered its mandate.

The role of the Post is not only the physical movement of mail and parcels but also the provision of logistical solutions in integrating data and information flows and handling remote financial transactions globally.

The Post has successfully embraced technological advancements as opportunities by innovating and creating new market segments and non-mail business lines.

During the COVID-19 crisis in Tanzania, TPC utilized its network all over the country and its newly developed platforms to deliver COVID protective materials and financial services.

Our operation staff worked overnight to deliver

blood samples to laboratories of testing. Further, we utilized the huge and trusted TPC network to facilitate the delivery of application documents to the Higher Education Students Loans Board offices in Dar es Salaam by students of higher learning institutions. We also facilitated payments to retirees on behalf of the pension funds.

In the area of financial inclusion, TPC has established alliances with four local banks - TPB Bank, National Bank Commerce, CRDB Bank, and the People's Bank of Zanzibar to deliver financial services. In the area of e-commerce development TPC has two online shops: dealing with the sale of stamps online and merchandise.

This platform helps Small and Medium Enterprises to trade and connect with the world; enabling them to grow their businesses through the Post.



## COVID-19 pushes online transactions

There has been a substantial jump in the number of mobile money accounts, mobile money transactions, and their values between March 2019 and September 2020 apparently due to preferences for online financial transactions in Tanzania following the outbreak of the COVID-19 pandemic.

The proportion of mobile money accounts to subscriptions, in terms of active SIM cards, increased by 10 percent between March and September 2020 compared to 1.9 percent in the same period in 2019.

Mobile money accounts grew by 34 percent, transactions increased by 23 percent, and the value of transactions by 48 percent.

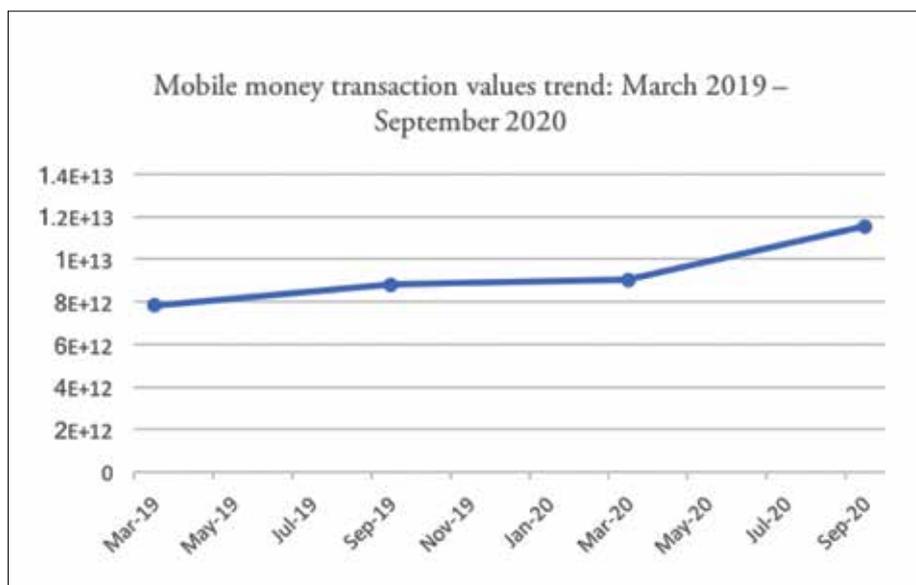
This is attributed to the introduction of safety precautions including social distancing and the promotion of digital transactions including payments through mobile phones and SIM banking as measures against COVID-19.

**Table 1: March 2019 – September 2020 Trend**

Item / March 2019	September 2019	March 2020	September 2020	Increase from March 2019	Percentage
Active SIM cards 43,918,502	44,720,329	48,863,584	49,143,053	5,224,551	12 %
Mobile money accounts 22,796,830	23,692,806	27,127,298	30,586,806	7,789,976	34 %
Mobile money transactions 243,522,841	252,369,669	256,964,881	299,258,504	55,735,663	23 %
Mobile money transaction values (Tsh.) 7,823,673,367,061	8,809,838,211,816	9,017,884,846,866	11,555,553,477,316	3,731,880,110,255	47.7 %
Mobile money value per subscription (Tsh.) 343,191	371,836	332,428	377,795	34,604	10 %
Proportion of subscriptions with mobile money accounts 52 %	53%	55.5 %	62 %	10	10 %

**Mobile money transaction values trend: March 2019 – September 2020**

March 2019	September 2019	March 2020	September 2020	Increase	Percentage
7,823,673,367,061	8,809,838,211,816	9,017,884,846,866	11,555,553,477,316	3,731,880,110,255	47.7%



Quarterly statistics update: Third quarter, 2020					
Item	July	August	September	Increase from July 2020	Percentage
Active SIM cards	48,813,198	48,763,043	49,143,053	329,855	0.675%
Mobile money accounts	28,486,253	30,412,540	30,586,806	2,100,553	7.373%
Mobile money transactions	288,357,734	288,566,727	299,258,504	10,900,770	3.78%
Mobile money transaction values (Tsh.)	11,309,651,174,360	11,074,836,259,289	11,555,553,477,316	245,902,302,956	2.174%
Mob. money value per subscription (Tsh.)	397,021	364,154	377,795	Less 19,226	Decreased by 4.84%

First, second, third quarter 2020 trends					
Item	March	June	September	Increase	Percentage
Active SIM cards	48,863,584	48,056,689	49,143,053	502,844	1.03
Mobile money accounts	27,127,298	29,659,961	30,586,806	4,083,029	11.2
Mobile money transactions	256,964,881	272,339,270	299,258,504	28,749,161	10.63
Transaction values (Tsh.)	9,017,884,846,866	10,651,723,215,486	11,555,553,477,316	2,219,896,931	23.8
Mobile money value per subscription (Tsh.)	332,428	359,128	377,795	25,556	7.25
Proportion of subscriptions with mobile money accounts 56%	62%	63%	9	17%	

First, second, third quarter 2019 trends					
Item	March	June	September	Increase from 1st quarter	Percentage
Active SIM cards	43,918,502	43,670,675	44,720,329	1,016,655	2.3%
Mobile money accounts	22,796,830	22,957,515	23,692,806	1,401,052	6.3%
Mobile money transactions	243,522,841	260,439,103	252,369,669	8,366,939	3.4%
Transaction values (Tsh.)	7,823,673,367,061	8,317,353,938,016	8,809,838,211,816	961,929,004,529	12.26%
Mobile money value per subscription (Tsh.)	343,191	362,293	371,836	19,782	5.6%
Proportion of subscriptions with mobile money accounts	52%	52%	53%	1	1.9%

**Source:**

<https://www.tcra.go.tz/statistic/2020%20Quarterly%20Statistics%20Reports/march>

<https://www.tcra.go.tz/statistic/2020%20Quarterly%20Statistics%20Reports/september>

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<https://www.tcra.go.tz/statistic/2019%20Quarterly%20Statistics%20Reports/september>



# Revisiting pro-consumer regulations



*A computer class at Makunduchi Secondary School, Zanzibar*

Communications consumers are protected through the respective regulations and targeted education programmes. The latter is designed to raise their awareness of issues and help them in their choice of services and products and on their rights and obligations.

Fifteen of Tanzania's 22 electronic and postal communications regulations target the consumer. These are on Consumer Protection, Online Content, SIM card Registration, Radio, and Television Broadcasting Content, Digital and Other Broadcasting Networks and Services and Tariffs.

Regulations on Interconnection, Type Approval, Value Added Services, Computer Emergency Response Team (CERT), Electronic Communication Numbering, and Addressing, Postal, Quality of Service, Central Equipment Identification Register (CEIR) and Mobile Number Portability have specific provisions for consumers of electronic and postal services and products, as presented below.

## **1. Consumer Protection regulations**

*Provision of information to consumers*

5.-(1) A licensee shall endeavour to respond promptly to the consumer requests for information on products and services and such information shall be provided free and shall include the following:- (a) current product and services arrangements, including rates, terms and conditions for all services offered to the public, shall be readily available in printed and electronic formats at all retail outlets where the licensee's services are sold; (b) products and services which are subject to tariff regulation by the Authority shall be available in printed and electronic formats; (c) the quality of services offered, service delivery time and any service areas covered; (d) fully responsible for the effective performance of the entire services including service support, maintenance, complaints handling, dispute resolution and other administrative requirements. (2) Licensees shall supply, or make available on request, a copy of the contract or agreement for the provision of services, and such contracts shall be written in plain and clear English and Kiswahili languages. (3) Where services provided by a third party are required to effectively utilize the services of the licensee, the consumer shall be sufficiently informed of such requirements or service dependencies. (4) Any compensation, refund,



or other arrangements which may be applied where the contract is breached or quality service parameters are not met, along with the procedures and methods for resolving disputes in respect of the service contract shall be filed with the Authority. (5) Where services are subject to upgrade or migration options, clear and complete information regarding the upgrade or migration terms, including any changes in service performance and any duly approved fees or charges resulting from the upgrade or migration shall be communicated to consumers at least seventy-two hours before its implementation. (6) Any contractual warranty relating to products supplied for use in connection with the service, including how to obtain warranty service if needed and where a copy of the warranty is not provided with the products, the licensee shall inform the consumer how to obtain the same. (7) The contract between licensee and consumers shall contain the following information:- (a) commencement date of the contract; (b) contract term; (c) manner and consequences of termination; (d) situations where early termination is possible; (e) amount or method of calculating any charges payable upon early termination; (f) conditions and terms of renewal of the contract, if applicable; (g) terms and conditions that may apply to refund of any deposit including timing and any deductions or charges applicable; (h) terms and conditions relating to situations that may give rise to the interruption, withdrawal or discontinuation of the service; and (i) terms and conditions relating to the delivery, installation or activation of the service.

*Privacy and confidentiality. Protection of consumer information*

6.-(1) A licensee may collect and maintain information on individual consumers where it is reasonably required for its business purposes. (2) The collection and maintenance of information on individual consumers shall be:- (a) fairly and lawfully collected and processed; (b) processed for identified purposes; (c) accurate; (d) processed per the consumer's other rights; (e) protected against improper or accidental disclosure; and (f) not transferred to any party except as permitted by any terms and conditions agreed with the consumer, as permitted by any permission or approval of the Authority, or as otherwise permitted or required by other applicable laws.

Protection against Unsolicited information.

Promotion and advertising of services

7.-(1) In issuing any advertisements which promote the availability of services, a licensee shall provide information on any geographical or technical limitations on the availability of the service to consumers. (2) A licensee shall ensure that promotions:- (a) do not contravene quality of service obligations; (b) do not have anticompetitive effects; (c) may cover a period of up to three months; (d) may be extended for a maximum of two months subject to approval by the Authority and upon satisfaction that there was compliance to quality of service requirements. (3) When promoting a product or service, a licensee shall indicate the total charge for the package and the terms and conditions that are applicable. (4) A licensee shall not engage in unsolicited telemarketing, SMS-marketing or any other electronic methods unless:- (a) customer consents to the service; (b) at the beginning of the communication, it discloses the identity of the licensee or other person on whose behalf it is made and the precise purpose of the communication.

*Correct billing. Consumer billing, charging, collection and credit practices*

9.-(1) A licensee shall ensure that:- (a) billing is accurate, timely and verifiable; and (b) records of a consumer's bill and related charges are retained for a minimum period of twelve months. (2) A licensee shall ensure that any billing. (3) A licensee shall not charge consumers for complaints, bills or billing-related information.

*Consumer obligations*

10.-(1) A consumer shall be bound by a licensee's terms and conditions of service. (2) The terms and conditions of service shall be clearly and fully outlined in one of the official languages of the United Republic of Tanzania.

*Complaints handling process*

11.-(1) A licensee shall provide information about consumer complaints handling process according to these Regulations.

*Accessibility and the right to redress. Requirements for call, walk-in centres*

12.-(1) A licensee shall establish a call centre that is accessible for twenty-four hours within seven days a week. (2) All call centres shall:- (a) be accessible free of charge; and (b) comply with the quality of service



parameters. (3) All call centres shall be maintained within the country to ensure ease and quick resolution of complaints owing to language and geographical familiarity 13.-(1) All communications licensees shall establish walk-in customer care centres. (2) All customer walk-in centres shall have facilities for persons with disabilities.

#### *Persons with disabilities*

14. A licensee shall take appropriate measures to ensure that persons with disabilities can access the premises and other relevant services.

## **2. Online content regulations 2020**

#### *Prohibited content*

12. Online content services provider shall not publish (f)content that portrays violence, whether physical, verbal or psychological; that can upset, alarm and offend viewers and cause undue fear among the audience or encourage imitation;

(h) content that annoys, threatens harm or evil, encourages or incites crime, or leads to public disorder;(i) content which advocates hate propaganda or promotes genocide or hatred against an identifiable group;

(k)content that uses bad language including-(i) the use of disparaging or abusive words which is calculated to offend an individual or a group of persons; (ii)crude references words, in any language commonly used in the United Republic, which are considered obscene or profane including crude references to sexual intercourse and sexual organs; (iii) hate speech (l) false content which is likely to mislead or deceive the public unless where it is pre-stated that the content is-(i)satire and parody;(ii) fiction; and (iii)where it is preceded by a statement that the content is not factual.

#### *Protection of children*

18. A person who provides, has access to, hosts, uses online contents, or operates an internet cafe shall take all possible measures to ensure that: (a)children do not register, access, or contribute to prohibited content; and(b)users are provided with content filtering mechanism and parental control.

#### *Complaints handling*

20.-(1) A person may file a complaint to an online content service provider concerning any matter connected with prohibited content and the licensee

shall, within twelve hours, resolve the complaint. (2) Where the online content provider fails to resolve the complaint within the time specified, the aggrieved person may, within thirty days from the date of filing the complaint, refer the complaint to the Authority. (3) The Authority shall handle a complaint referred to it according to sub-regulation (2) following the Content Committee Procedures Rules.

## **3. SIM Card Registration Regulations, 2020**

#### *SIM swap. Safety and user confidence*

15.- A licensee shall- (a)file with the Authority its SIM swap procedure; (b)retain SIM swap information; (c)keep in custody the damaged SIM Card, built-in SIM Card mobile telephone, or SIM-enabled mobile communication equipment or device; (d)capture and retain credentials and logs of swapping agents and of any person accessing the SIM swap database; (e)keep the information captured under this sub-regulation in a traceable database for a period prescribed in the National Payment Systems Act.

17. In case of fraud, every service provider shall be required to- (a)cooperate in good faith to prevent, whenever possible, instances of fraudulent or unauthorized activities during biometric SIM Card registration; (b)cooperate to identify and pursue action against the perpetrators of the fraud; (c) ensure prevailing data protection and privacy laws applicable to the situation, and any other company or business laws which may be appropriate are observed and complied; (d)compensate a victim of any material loss suffered from fraudulent activity associated with biometric SIM Card registration of which the service provider failed to identify the responsible customers.

## **4. Radio and Television Broadcasting (Content) Regulations, 2018**

#### *Protection of children*

12.-(1) A content services licensees shall-(a)ensure that due care is exercised to avoid content which may disturb or be harmful to children; (b)not broadcast programmes as referred to in paragraph(a) during family viewing of the listening period;(c) request permission to conduct interviews with minors from the minor's parents or guardians before interviewing a minor;(d) protect children from negative influences. Accessibility. Content for the physically challenged

22.-(1) A licensee shall take appropriate steps

to promote the understanding and enjoyment of programmes transmitted on their services for persons who are physically challenged and in particular persons who are deaf or hard of hearing, and blind or partially blind (2) A licensee shall-(a) be sensitive to the rights and dignity of persons who are mentally or physically challenged;(b)not broadcast programmes which patronize and promote myths about persons with disabilities;(c) ensure that in portraying acts of violence, they are not associated with persons who are mentally challenged (3) A licensee shall, when broadcasting news bulletin and current affairs ensure that- (a) its content output is subtitled for the deaf and hard on hearing;(b) has audio-description for the blind;(c) its content is translated into sign language.

#### *Privacy and confidentiality*

36.-(1) A content services licensee shall unless there is compelling public interest for the material to be broadcast, not use material relating to private affairs that invade an individual's privacy (2) Concerning public figures, the public shall be given facts that bear upon an individuals' ability to perform their duties or his/her suitability for office. (3) A content services licensee shall not do anything that entails intrusion into private grief and distress unless it is justified by overriding considerations of public interest.

#### *No discrimination*

41.-(1) A content services licensee providing free-to-air shall-(a)avoid broadcasting material which promotes or glamorizes discrimination based on-(i) race;(ii) nationality;(iii) ethnicity;(iv) origin;(v) colour;(vi) religion;(vii) gender(viii) age; or (ix) special needs. (b)portray women and men as having equal capabilities in performing societal functions. (2) Every licensee shall avoid-(a)identifying people by their ethnic origin or colour; (b) usage of derogatory terms in speaking of men or women of a particular ethnic group or race;(c) the presentation of a group of people as an undifferentiated similar mass, rather than a collection of individuals with different interests and beliefs;(d) programmes which depict women as sexual objects.

#### *Rights of persons with special needs*

42. A licensee shall-(a)be sensitive to the rights and dignity of persons who are mentally or physically challenged. (b)ensure that programmes which patronize and promote myths about persons with

disabilities are avoided;(c)ensure that in portraying acts of violence, they are not associated with persons who are mentally challenged; and(d)ensure that persons with special need access to broadcasting facilities.

#### *Quality service*

12.-(1) A multiplex operator and content services licensee shall be required to comply with quality of service requirements that includes:-(f)customer premise equipment;(g)customer perception of quality or quality of experience; and (h)service availability.

#### *Accessibility. Non-interruption. System interoperability*

13.-(1) A multiplex operator shall ensure that there is interoperability in the digital broadcasting chain in the following manner:-(a)all free to air channels shall be accessible without any subscription fees on any digital platform through an integrated digital television or a set-top box;(b)the Authority shall type approve set-top boxes and integrated digital television for use by consumers to access digital broadcasting services by Content Service providers through Multiplex Operators;(c)provide all conditional access television channels to be accessible through a single Set-Top-Box and integrated digital television using mechanisms such as smart cards, passwords or keys or any other mechanisms compatible with the single receiver system.

#### *Right to view. Carriage of local free to air channels*

18. Carriage of local free to air television channels to the end-user shall be through multiplex operators networks and abide by the licence conditions of a content service licence.

#### *Consumer issues. Confidentiality and privacy.*

27.-(1) A licensee shall comply with the following conditions:-(a)protection of subscribers privacy;(b) not use their systems to collect personal identifiable information concerning any subscriber without their prior written or electronic consent; and(c)prohibited from disclosing personally identifiable information without the prior concern of the subscriber. (2) The operator may collect the information under regulation (1) if it's necessary to render subscription services or to detect unauthorized reception of services. (3) At the time of agreeing with subscriber the service provider shall notify subscriber of any personally identifiable information





*Consumers are protected by law, and have rights and obligations*

collected or to be collected regarding the use of such information its frequency, time and purpose of any disclosure of such information.

## **5. Tariff regulations**

### *Provision of information to make choice. Tariff Setting*

4.-(1) Every licensee shall set tariffs that are just and reasonable. (3) The tariffs referred under this Part shall be sufficiently clear as to enable the end-user to determine the description of the service, the details relating to the nature of the service, amounts, and charges payable for such service. (4) Tariffs shall be non-discriminatory and shall guarantee equal treatment. (5) A licensee may provide a promotion scheme or special offer on tariffs and shall inform the Authority of any such promotion scheme or offer available to customers. (6) A licensee shall maintain accurate billing information on tariffs and usage for all customers and shall, upon request, furnish the information to the customer. (7) A dominant licensee shall not apply tariffs that prevent market entry or distort competition by applying tariffs below the underlying cost of service provided.

### *Filing and publication of tariff*

5.-(1) A licensee shall, every quarter, file the schedule of their tariffs with the Authority. (2) A licensee shall

not charge his customers tariffs that have not been filed with the Authority. (3) A licensee shall, every quarter and whenever there are changes, publish its tariffs in widely circulated local newspapers and electronic media in English and Kiswahili. (4) The dominant licensee shall, within seven days before the proposed tariff comes into effect, inform the Authority in advance of any intended changes in tariff by submitting notifications to the proposed changes.

### *Approval of tariffs for regulated services*

6.-(1) The tariffs for regulated services filed by the dominant licensee shall be approved by the Authority. (2) The Authority may, from time to time, publish tariffs for regulated services in electronic media in English and Kiswahili. (3) A dominant licensee shall charge regulated services using tariffs that have been filed with and approved by the Authority. (6) The Authority may review tariffs or tariff structure for regulated services as it deems fit.

### *Promotion and special offers*

12.-(1) The Authority may, from time to time, issue rules on promotions and special offers. (2) A licensee shall, at least seven working days before the intended date of the implementation of a promotion or special

offer, file all details of the promotion or special offer with the Authority for its approval. (3) A licensee shall notify its customers at least twenty-four hours before implementation of the promotion and special offer. (4) A licensee shall ensure that all promotion and special offers- (a) provide the terms and conditions and the details of the manner of participation; (b) provide clear information to its customers on the terms and conditions of the promotion or special offer, through publication in widely circulated local newspapers in English and Kiswahili and where applicable, in accessible electronic media, sign language or any other method acceptable by the Authority; (c) notify customers accurate billing information on tariffs and usage to verify whether or not they are billed correctly; (d) indicate and publish where the special offer or promotion requires the customer to pay the applicable rate; (5) A promotion or special offer which does not comply with sub-regulation (2), (3), and (4) shall not be approved by the Authority. (6) The Authority may discontinue a promotion or special offer that does not comply with this regulation and state the reasons for doing so.

## 6. Interconnection regulations

For accessibility and seamless communications.

## 7. Type Approval regulations

*Quality service and goods*

19.-(1) Any network service provider shall ensure that the prescribed quality of service is not impaired by substandard equipment, whether network or terminal.

Giving consumers value for their money. Warranty  
21.-(1) All electronic communications equipment for use in the United Republic shall be sold with a minimum warranty of twelve months. (2) The warranty in sub-regulation (1) shall be offered as a separate signed form or as part of the sales receipt and shall have a clear description of covered services, including but not limited to, replacement or free maintenance during the warranty period. (3) Any person who purchases any communications equipment shall demand a warranty and a receipt from the seller, distributor, or importer of such equipment.

## 8. Value-Added Services regulations

*Provision of information*

4.-(1) A VAS provider shall provide to consumers information on Value Added Services that are complete, accurate, and up to date in a simple and clear language.

(2) Information under sub-regulation (1) shall be provided in both Kiswahili and English language

5. A VAS provider shall have the following obligations to consumers: (a) provision of the terms and conditions of all services offered to the public, including rates, in printed and electronic formats or any other manner as may be determined by the Authority. (b) inform consumers of requirements where services are provided by a third party to utilize the services of the VAS provider; (c) comply with the requirements of the Electronic and Postal Communications (Quality of Service) Regulations. (d) provide consumers with clear and complete information regarding the upgrade or migration terms, including any changes in service performance and any duly approved fees or charges resulting from the upgrade or migration. (e) inform consumers on any contractual warranty relating to products supplied for use in connection with the service, including how to obtain warranty service if needed and where a copy of the warranty is not provided with the products.

*Opt-in or activation*

6.-(1) In providing VAS, a VAS provider shall use a system of opt-in or activation which is user friendly and transparent through any suitable technology. (2) A VAS provider shall provide information to consumers on the opt-in or activation of VAS through service menu, SMS on balance inquiry, or message on confirmation of recharging of airtime.

*Opt-out or deactivation process*

9.-(1) In issuing any advertisement that promote the availability of VAS, a VAS provider shall comply with the requirements of the Electronic and Postal Communications (Consumer Protection) Regulations. (2) A VAS provider may refer a consumer to a VAS Short Code as follows- (a) when responding to balance inquiry; (b) when a customer receives a confirmation message after recharging airtime credit; (c) when accessing the service provider's menu. (3) A VAS provider shall not engage in unsolicited telemarketing, SMS marketing, or any other electronic methods unless- (a) a consumer consents to the service; (b) at the beginning of the communication, it discloses the identity of the VAS provider or other person on whose behalf it is made



and the precise purpose of the communication; and (c) the communication provides the breakdown of the total cost of any product or service that is the subject of the communication.

#### *Consumer Obligations on VAS*

10.-(1) A consumer shall consent to telemarket or SMS marketing by accepting the terms and conditions of the services as provided under regulation 6(3) of these Regulations. (2) A consumer shall, upon acceptance of VAS provider's terms and conditions of service, be bound by those terms and conditions.

### **9. Computer Emergency Response Team regulations**

Safety in use. Obligations of users of computers and equipment with data processing capabilities 11. Any user of any computer or equipment with data processing capability shall not attempt to secure unauthorized access to a computer or intentionally or knowingly cause loss or damage to the public or any person, destroy or delete or alter any information

in the computer resources or diminish its value or utility or affect it injuriously by any means.

### **10. Electronic Communication Numbering and Addressing regulations**

*Use, registration and management of dot-tz electronic addresses and names*

10-(1) Any company, government and non-governmental organizations, society, partnership, or community registered and conducting business in Tanzania shall register and use domain names with dot-tz ccTLD.

### **11. Postal regulations**

*Quality service. Compensation*

18. Public postal and courier service licensees shall comply with quality of service standards.

19.-(1) All postal licensees shall submit to the Authority their compensation policies in respect of loss or damage of postal items. (2) A postal licensee shall pay compensation for the loss or damage of postal items. (3) Compensation shall not be paid by the postal licensees where:- (a) an item is prohibited



*A panel discussion in a radio station in Dar es Salaam. Content services licensees are required to comply with quality of service requirements and broadcasting codes.*



under these Regulations; (b) in the case of an insured item:- (i) has been insured for over its value; (ii) any false statement about that item has been made by the sender or addressee for such item; (iii) the addressee thereof has signed and returned the receipt thereof without objection; (iv) any bill of exchange, bond, coupon or other negotiable security particulars sufficient to identify such contents are not supplied to the postal licensee.

#### *Safety. Prohibited items*

Regulation 20.-(1) lists items that should not be conveyed or delivered by post. They include any explosive, inflammable, dangerous, noxious or deleterious substance, filthy, sharp instrument not properly protected or any item or thing whatsoever which is likely to damage other postal items in the course of conveyance or injure any person handling the item. Also prohibited are items 'of such form or color' or so made up for transmission by post or is likely in the opinion of the postal licensee to embarrass the officers of the organization in dealing with the item and those which infringe trade mark or copy right laws.

#### *Quality of service for postal services*

Speed of service – the transit time from when a mail piece has been posted and the postage cancelled or recorded at the originating office, to when the piece arrives at the destination office or delivered to the customer.

### **12. Quality of service regulations**

4. These Regulations are intended to:- (a) create conditions for customer satisfaction by making known the quality of service which the service provider is required to provide and the user expecting to receive; (b) measure the quality of service provided by the service provider from time to time and to compare them with the norms to assess the level of performance; and (c) protect the interest of consumers of postal, content and electronic communications services.

### **13. Central Equipment Identification Register (CEIR)**

#### *Safety. User confidence*

CEIR enables all active subscribers can report their

lost, stolen or recovered cellular mobile devices at all times.

### **14. Licensing regulations**

#### *Safety measures*

13. A licensee shall, in respect of services operated, maintained or offered under his licence, take all proper and adequate safety measures to safeguard life or property, including exposure to any electrical emission or radiations emanating from the use of equipment or installation from such operations.

Interruption to the licensed services 30.-(1) A licensee shall not intentionally:-

a) interrupt the operation of the licensed systems in the normal course of business; or

(b) suspend the provision of any type of licensed services, without having first notified the Authority in writing and having provided reasonable notice to persons affected or likely to be affected by such interruption or suspension. Privacy and confidentiality

33.-(1) A licensee shall use all reasonable measures to ensure non-disclosure of confidential information obtained in the course of its business from any person to whom it provides the licensed services.

#### *Warranty*

44. The importer, distributor or seller of electronic communications equipment shall not import for sale or, distribute any equipment without warranty of not less than twelve months.

### **15. Mobile number portability regulations**

#### *Quality service. Right to choose service provider*

The regulations outline the procedure for changing from one mobile network operator to another, Number portability clearing house obligations, Licensee's obligations on number portability, Quality of Service, Non-discriminatory treatment, and Dispute Resolution.

Non-discriminatory treatment 13. A recipient shall not provide services on any less favorable terms than those it affords to subscribers of its own, its subsidiaries, affiliates, or other similarly situated network or licensee.

# LICENSING PROCEDURES AND PROCESSES

Applications for licences for the provision of Network Facility Services, Network Services, Applications Services and Content Services nationally, will require stringent and rigorous scrutiny by the the Tanzania Communications Regulatory Authority as follows:

1. The Authority shall periodically announce in the media a deadline for submission of applications.
2. Applications received shall be categorised into respective licence categories; network facility services, network services, application services and content services and corresponding market segments; International, National, Regional, District and Community.
3. Received applications shall be scrutinised to establish whether they have all required attachments viz: receipt of application fee, duly filled application form, business plan, roll out plan, company registration, Information on technical proposal of the service to be provided, Information on the previous experience, company profile.
4. Applicants who do not comply shall be notified to submit appropriate required documents. Complied applicants shall be notified accordingly.
5. The Authority shall conduct detailed evaluations of the applications basing on pre-determined criteria for each category of license.
6. The list of applicants shall be published in widely circulated newspapers and posted in the Authority's website to invite public comments.
7. The Evaluation team shall convene to assess public comments against the applications including interviewing the applicant if deemed necessary
8. Recommendations of the Evaluation team shall be forwarded to the Management for decision making
9. Recommendations of the Management shall be submitted to the Board for approval.
10. Recommendations of the Board shall be submitted to the Minister for consultation.
11. Licenses shall be granted to successful applicants upon payment of appropriate fee (Initial fee, frequency user fee, numbering etc).

For more information on licensing issues please contact TCRA at Mawasiliano Towers, No. 20 Sam Nujoma Road, P.O Box 474, postcide 14414 Dar es Salaam. Tel: + 255222199760-9; +255222412011-2; +255784558270-1. Email: dg@tcra.go.tz

# Voice tariff drop likely January 2021

Consumers are likely to enjoy a drop in the cost of calling a subscriber on another network from early next year due to reduced interconnection rates effective January 2021.

The cost of connecting to another network will fall by half, from the current 5.20 cents per minute to 2.60 cents, according to cost-based interconnection rates determined in December 2017.

Per-minute charges for making direct calls to another network without subscribing to a bundle have fallen from an average of 273 shillings a minute to 70 shillings between January 2018 and January 2020.

Interconnection rates glide path and off net tariffs from 2018

Month	Rate	Off-net tariff
January 2018	15.60	273
January 2019	10.40	262
January 2020	5.20	70
January 2021	2.60	
January 2022	2.00	

Source:

1. <https://www.tcra.go.tz/report/Interconnection%20Determination%20No.%205%20Issued%20in%20December,%202017>
2. <https://www.tcra.go.tz/statistic/2018%20Quarterly%20Statistics%20Reports/january>
3. <https://www.tcra.go.tz/statistic/2019%20Quarterly%20Statistics%20Reports/january>
4. <https://www.tcra.go.tz/statistic/2020%20Quarterly%20Statistics%20Reports/january>



# Mamlaka ya Mawasil



ISO 9001:2015 C

# 20

## Januari | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

1 Mwaka Mpya 12 Zanzibar Mapinduzi

## Februari | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

## Machi | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## Aprili | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

2 Ijumaa Kuu 4 Pasaka 5 Jumatatu ya Pasaka  
7 Siku ya Karume 22 Siku ya Kimataifa ya Wasichana na  
TEHAMA (International Girls in ICT Day) 26 Muungano

## Mei | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

1 Siku kuu ya Wafanyakazi 12/13 Eid el Fitr \* Inategemea  
kuandama kwa mwezi 17 Siku ya TEHAMA Ulimwenguni

## Juni | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Kulikuwa na laini za simu za m...  
za pesa kupitia simu 30,586,8



# iano Tanzania (TCRA)



CERTIFIED

# 21

## Julai | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

7 Saba Saba 20 Eid El Hajj \* Inategemea kuandama kwa mwezi

## Agosti | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

8 Nane Nane



## Septemba | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

## Oktoba | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

9 Siku ya Posta Ulimwenguni  
14 Kumbukizi ya Mwalimu J.K. Nyerere  
18 Maulid \* Inategemea kuandama kwa mwezi



## Novemba | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## Desemba | 2021

J'PILI	J'TATU	J'NNE	J'TANO	ALH	IJM	J'MOSI
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

9 Uhuru 25 Krismasi 26 Siku kuu ya Zawadi

kononi 49,143,053 na akaunti  
306 mwezi Septemba 2020.



## Compulsory registration and use of dot-Tz (.Tz) domain names in the United Republic of Tanzania

### 1.0 Introduction

Domain names are addresses used for electronic communications specifically for e-mails and web applications. These include addresses under dot-tz country code Top Level Domain (.tz ccTLD). The Tanzania Communications Regulatory Authority (TCRA) has the obligation of overseeing the management and administration of dot-tz ccTLD resources in the country.

Section 79 of the Electronic and Postal Communications Act (EPOCA) confers upon TCRA the role of regulating all electronic communication numbers and electronic addresses and ensuring efficient use by, among others; performing an oversight role on the management of the dot-tz (.tz) ccTLD.

Regulation 10, sub-regulations (1) and (2) of the Electronic and Postal Communications (Electronic Communication Numbering and Addressing) Regulations (Government Notice No. 62 published on 23/2/2018) provide that:-

- (1) Any company, government and non-governmental organization, society, partnership or community registered and conducting

business in Tanzania shall register and use domain names with dot-tz ccTLD;

- (2) Dot-tz Electronic Communications shall be used for all official correspondences unless where proved technically not possible.

### 2.0 Notice

NOTICE is hereby given to the public and all business entities registered in Tanzania to register and use dot-tz domain names to comply with the above Regulatory requirements.

Failure to register and use dot-tz domain is an offense and may attract a fine and/or imprisonment as stipulated under the Electronic and Postal Communications Act. Cap.306.

### 3.0 Registration information

For dot.tz domain registration services, visit [www.karibu.tz](http://www.karibu.tz) and for more information regarding the registration of dot-tz domain names and other related issues please contact TCRA at Mawasiliano Towers, No. 20 Sam Nujoma Road, P.O. Box 474, postcode 14414 Dar es Salaam. Tel: +255 22 21 99 760 -9/+255 22 24 12 011 -2/+255 784 55 82 70-1. Email: [dg@tcra.go.tz](mailto:dg@tcra.go.tz).



*A senior TCRA officer, Violet Eseko with veteran politician, Hon. Paul Kimiti at the Authority's pavilion during a recent exhibition in Dar es Salaam. TCRA's mandate includes educating consumers on their rights and obligations.*



# Social media passion



*Tanzanians on average spend 500 hours and Tshs.192,000/= a year on social media although usage is still below the world and Africa average, according to a recent study conducted by the Tanzania Communications Regulatory Authority. J.M Hango of TCRA shares the findings in this article.*

## Introduction

Since the advent of smartphones, social media has evolved into a beast, completely different from the intended purposes at its inception. Across cultures, greater access to smartphones and social networks translate into virtual connections with more diverse groups of people. Statista reports of July 2020, pointed out that more than half the people on Earth use social media. The latest data show that 3.96 billion people across the planet use social media today, almost 51 percent of the total global population. Put simply, that means that more people use social media today than those who do not.

Social media usage has grown alongside the increasing number of individuals utilizing smartphones. Another study showed that the demand for mobile-friendly content across social media is rapidly increasing, and justifiably so. Some 91% of all social media users access social channels via mobile devices. Likewise, almost 80% of the total time spent on social media platforms occurs on smartphones (Lyfemarketing, 2018).

At this point, it is no surprise that social media is essential for our daily lives. Studies reveal that increased screen time and profound affinity to social media lead to social withdrawal symptoms; where an individual only likes to communicate through such means and not in person. Social media has both, positive and negative effects. For example, social media can be an excellent platform to advertise products and services too. It honestly depends on how these platforms are used.

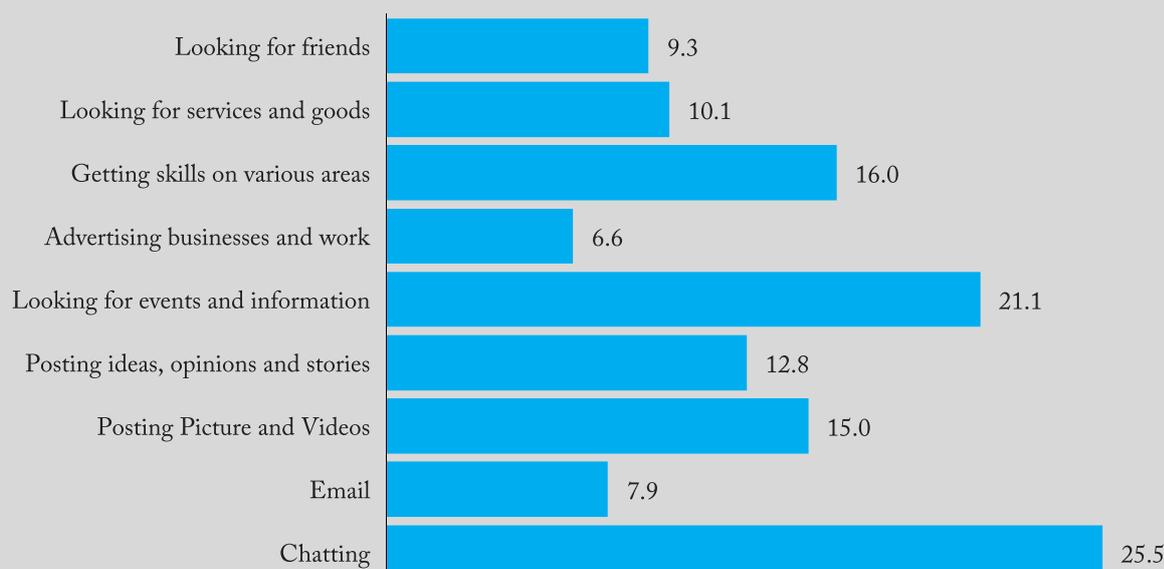
## Social Media is the leading reason for Internet Usage

To access any social media platform, one has to be connected to the internet with a mobile device such as a smartphone, tablet, or iPad. There are various uses of the internet in the market today, ranging from email, web browsing, surfing to social network activities.

A recent study conducted by TCRA showed that the internet is used for various purposes as shown in chart 1.



**Chart 1: Number of Individuals (Million) using Internet for various**



**Chart 1: Number of individuals (millions) using the internet for various purposes**

As seen on the chart, activities done on social media platforms like chatting, looking for events and information, getting skills, and posting pictures and videos lead to internet use. Chatting is a leading reason for internet use with 96% of individuals using the internet to chat on social media.

The second reason for internet use is events and information searching. About 21.2 million (79%) of internet users search for events and information on different social media platforms. This is followed by searching for skills, posting pictures and videos; with 60% and 56% of internet users respectively. Other reasons for internet use are as shown in chart 3.

From the above findings, it is obvious that social media activities are the key drivers of internet use today. Internet usage has risen tremendously because of social media.

However, the use of social media varies from one platform to another due to the nature and type of platform. There are social media suitable for chatting and others for posting events, information, pictures, and videos. The following section details the type of social media for chatting and posting, and the respective numbers of users.

As already stated, there are many social media platforms in use today. The existing platforms can be categorized into two: for chatting and for posting. However, due to an individual's preference, one social media can be used for both chatting and posting events, information, videos, and pictures.

### **Social Media for Chatting**

In Tanzania, the most used social media platforms for chatting are WhatsApp, Facebook Messenger, Skype, Snap Chat, We Chat, Telegram, and Viber. The number of users of these platforms is depicted in chart 2.

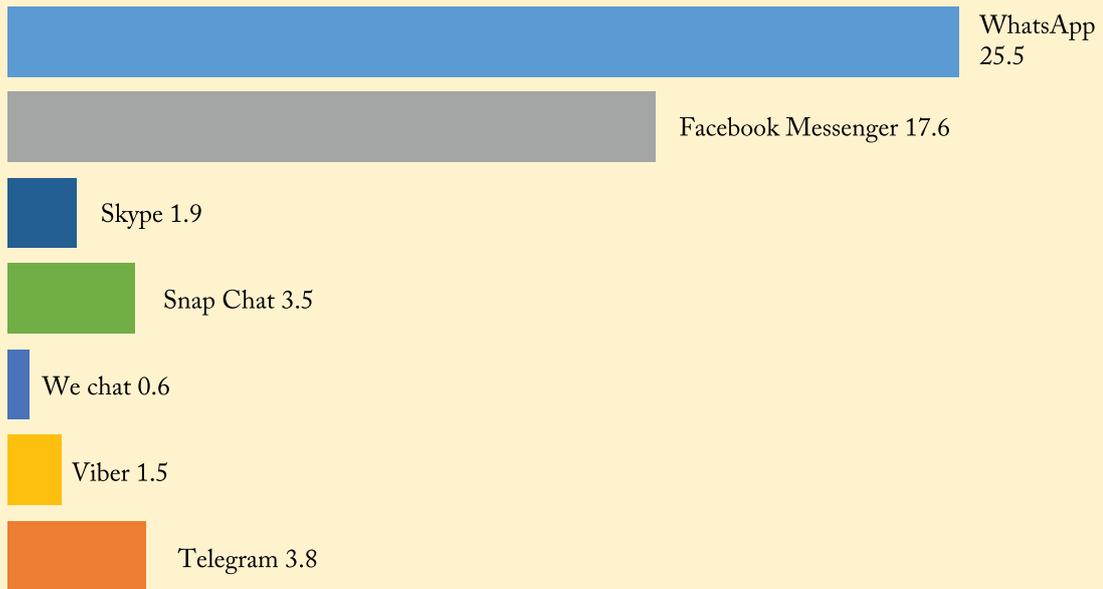
As seen from the chart, WhatsApp leads in all types of uses. The majority (23.8 million) of users use WhatsApp for news and event sharing through profiling, pictures, videos, and information sharing. Other social media platforms such as Viber, Telegram, We Chat, and Snap Chat are least used.

Most organizations and institutions nowadays use social media platforms for text message communication as official business communication with their customers or clients. As shown in the chart, WhatsApp again takes the lead in this, with an estimated 18.7 million people who use it for work/business communication.

When addressing communication with friends and relatives, the same applies to WhatsApp. The estimates show that WhatsApp is used by a majority (24.6 Million) to communicate with their relatives and friends through voice calls and text messages.



**Chart 2: Users (in Million) of Social Media in Tanzania**



**Social Media for Posting items**

The second group of social media is used for posting news, stories, events, videos, pictures, and many others one can think of. The posts are put on a page that can be accessed by those who follow an account. The most commonly used platforms in Tanzania for posting are Instagram, Facebook, Twitter, YouTube, Google+, and LinkedIn. Chart 4 shows the number of users of these social media platforms.

As seen from the chart, Instagram is the most used social media for posting. About 73% of all users use Instagram. Facebook follows with 19 million users accounting for 71% of all users. YouTube and Twitter follow by far with 12.2 million and 7.5 million users respectively.

Social media for posting are also used for business. Different organizations, institutions, and individuals use them to advertise their services and products. Social media use for business is shown in Table 1.

**Chart 3: Number of persons (in millions) using chatting social media for other purposes**

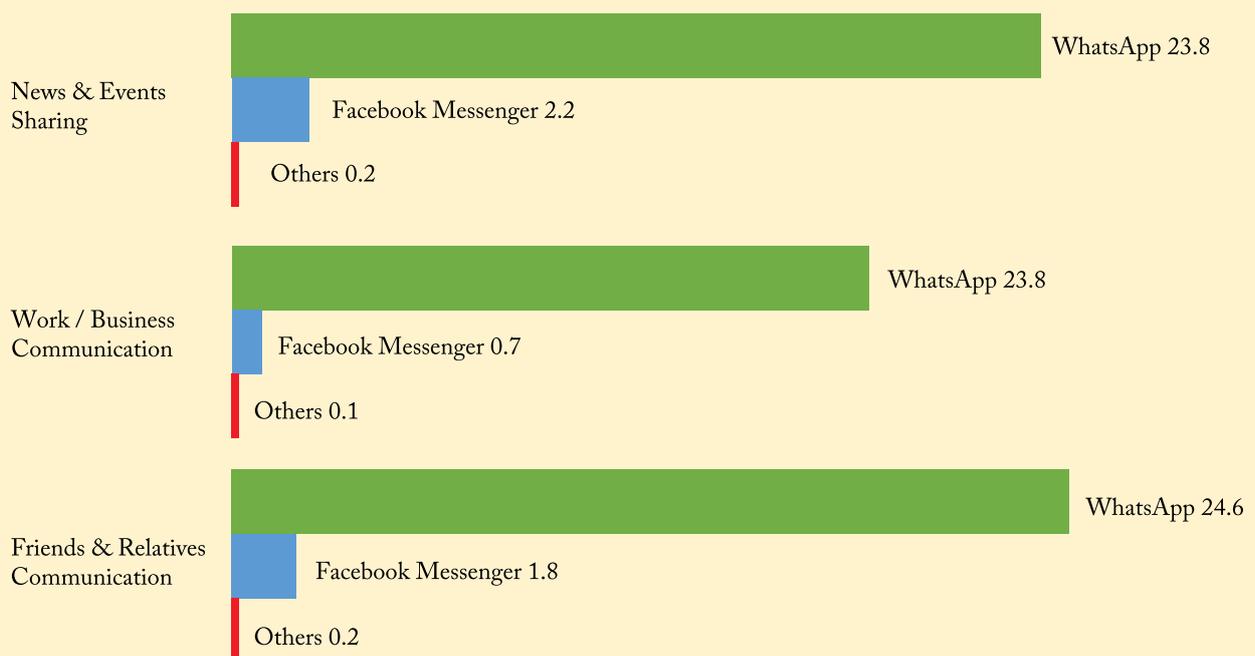
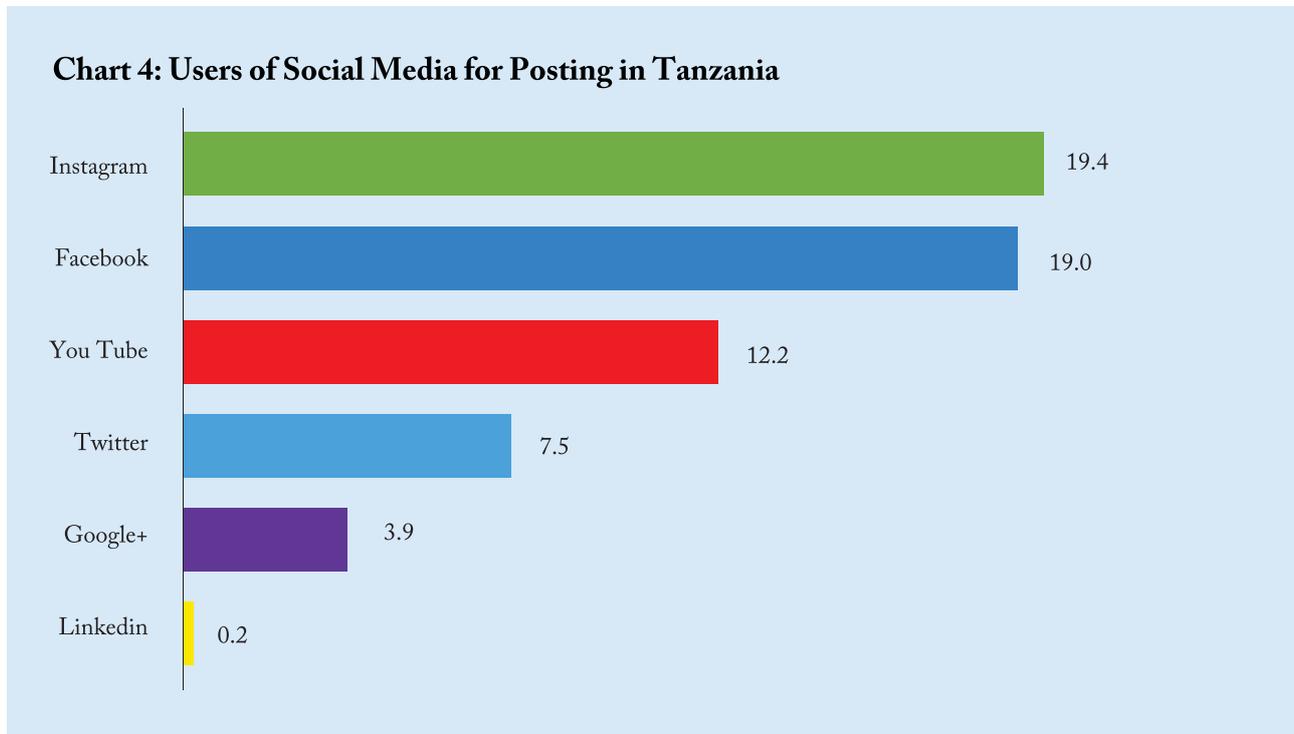


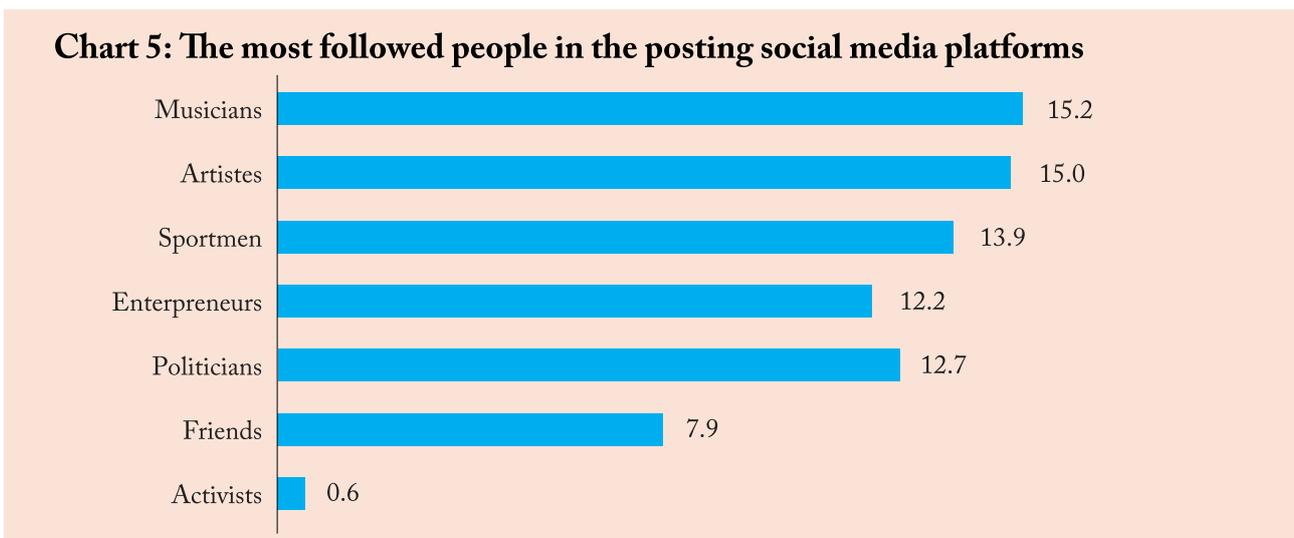
Table 1: The most used social media for posting adverts for work/ business	
Type of Platform	Estimates
Facebook	2,365,040
Instagram	7,115,248
Twitter	488,104
You Tube	221,408



As seen from the table, Instagram is used by the majority to advertise their businesses. Facebook ranks second. Twitter and Youtube are least used compared with the former two.

### 'Followers' in Social Media

As earlier mentioned, the postings are put on pages that are easily accessed by followers of that particular page or account. In that sense, there are people with pages or accounts which have more followers than others. Chart 5 shows individual accounts which have more followers.

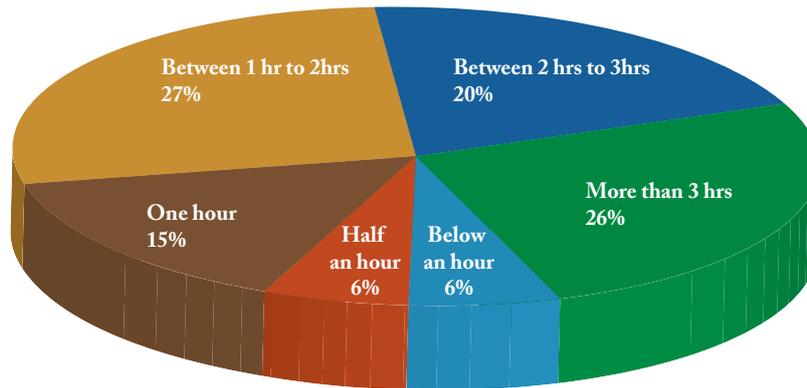


### Time and Money spent on Social Media

World statistics show that an average of eight or two hours and 24 minutes is spent on social media daily. This figure varies considerably across cultures.



**Chart 7 : Percentage of People and Time used in Social Media**

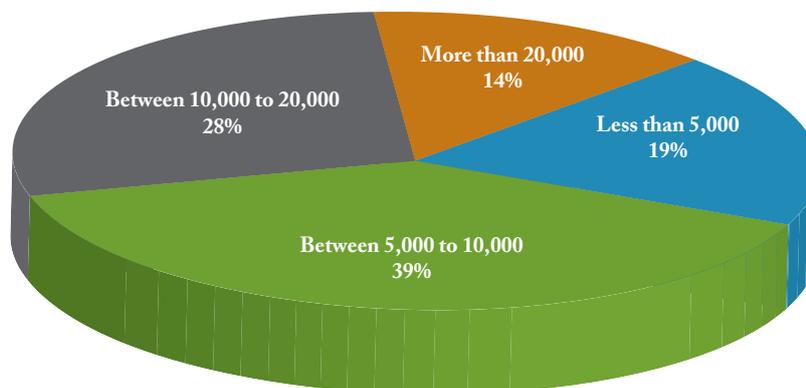


From these figures, the estimated time spent on social media in Tanzania is 114 minutes a day. This is approximately one hour and 54 minutes a day. This average is below the world average of two hours and 22 minutes as mentioned above.

Table 2 shows time spent on social media with respect to world major continents.

Table 2: Time spent on Social Media	
North America	2hrs 6min.
South America	3hrs 24 min
Africa	3hrs 10 min
Europe	1hr 15 min
Asia	2hrs 16 min
SOURCE: <a href="https://www.broadbandsearch.net/blog/average-daily-time-on-social-media">https://www.broadbandsearch.net/blog/average-daily-time-on-social-media</a>	
Tanzania	1hr 54 min

**Chart 8 : Percentage of users and money spent on Social Media monthly**



The costs of using social media do not end with time only. There is another real cost –money. There is no literature available with world estimated average amounts of money spent on social media.

However, in Tanzania, the study has shown that more than one-third (39%) of people spend 5,000/= to 10,000/= a month on social media. Close to a quarter (28%) spent between 10,000/= and 20,000/=. Chart 8 details the proportions of people and money spent on social media in a month.

Computation of the amount of money spent by Tanzanians shows that an average of about 16,000/= TZS per month is spent on social media. This translates to daily use of 533/= TZS.

In general, if a Tanzanian by 2020 spent one hour and 24 minutes, and 533/= TZS in social media every day, at the end of the year he/she would spend more than 500 hours on social media and an average of 192,000/= TZS.

### Highlights

Social media activities are key drivers of internet use in Tanzania, with most users (97%) chatting through WhatsApp.

Most use Instagram to advertise their work and businesses. Facebook is the second most used: Twitter and YouTube are the least used.

Tanzanian social media users spend an average of 114 minutes a day (one hour 54 minutes) on networking platforms and apps. Six percent spend half an hour, 15% one hour, 27% between one and two hours, 26% more than three hours, and 20% between two and three hours.

More than a third (39%) of users spend Tshs. 5,000/= 10,000/= a month on social media. Some (28%) spend between Tshs. 10,000/= and 20,000/=.

### Conclusion

Social media has changed the way we live; from the way we get our news to the way we interact with our loved ones. Social media is everywhere. It is unavoidable, powerful, and here to stay.

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# Promoting infrastructure development for the digital economy

Africa celebrated the 43<sup>rd</sup> anniversary of the African Telecommunications Union (ATU) on 7 December 2020. The organization is a specialized agency of the African Union in the field of telecommunications/information and communication technologies – ICTs. It was founded to facilitate, among others, the formulation of effective policies and strategies to improve access to ICT infrastructure and services in member states. This year's theme is "Post COVID-19: the role of Telecoms/ICT in the Resumption of Socio-Economic activities". This is the statement by Eng. James Kilaba, TCRA Director-General on the occasion.

## ICT services during and after COVID-19

The ICT sector plays a vital role in Tanzania's socio-economic development. ICT applications and services are now the foundation of almost every element of society and have played a critical role in supporting society during the unprecedented time of the COVID-19 outbreak. We have witnessed the communications industry working more closely with Governments all over the world to ensure better outcomes for all citizens during the challenging time of the pandemic.

In Tanzania, government interventions during the COVID-19 outbreak include:-

- a) Assigning a dedicated number (119) as a toll-free Voice/Short Messaging Service (SMS) / USSD (Unstructured Supplementary Service Data) for COVID-19 services. The numbers enable Tanzanians to make free calls, get menu-based information services, and send free short messages on various issues related to COVID-19, including reporting and assistance about the disease. This helped to collect and disseminate faster and efficiently all the necessary information and interventions.
- b) Provision by the Government, through the Ministry of Health, awareness content to mobile service providers, radio and television stations, and social media platforms. This was transmitted to citizens, to ensure that the public is well informed of the necessary protection measures to combat the spread of

COVID-19. The messages have been quite informative and have reached many citizens using telecommunication platforms including mobile phones in time.

## Digital financial services

Digital financial services are considered as a key enabler and lever to influence social distancing and remote payment transactions during COVID-19. In Tanzania, we witnessed many citizens turning to mobile payments.

During the pandemic, consumers increasingly used mobile money to buy essentials like groceries, medical supplies, telecom recharges, and pay utility bills. Such measures have the potential of shifting a greater volume of physical cash payments to electronic. The effort is indispensable today and tomorrow as society is now used to electronic payments and moving away from physical cash.

Mobile money transactions increased from 256,964,881 in March 2020 to 299,258,504 in September 2020, as it was safer and easier to carry financial transactions for different axes online rather than physically.

The daily transaction limit to customers was increased, from TZS 3,000,000 before COVID-19 disease to TZS 5,000,000. The daily balance was raised from TZS 5,000,000 to 10,000,000.

Some businesses encouraged consumers to make online transactions/ payments instead of cash as a measure to contain and minimize the spread of COVID-19. Businesses and consumers have continued to use existing online payments and transactions for greater efficiency in service delivery.

With electronic payments, revenue authorities can easily verify the taxes and charges due to the Government by a business. To this end, lowering the cost of electronic transactions could attract more and more citizens to use electronic payments and thereby drive the adoption of electronic payment systems. This is an opportunity to accelerate the move to a digital economy in the country.

### Online Meeting Platforms

During the pandemic, the development and utilization of online meeting platforms increased massively. People had to quickly adapt to online meeting platforms and extensively participated in online meetings convened within and outside the country. Online meeting platforms like Zoom, GoToMeeting, and Blue Jeans were introduced and existing ones were improved with more features to accommodate more people and functionalities, to create the atmosphere of physical meetings.

### Online Classes

During the outbreak, Tanzania introduced online schooling programs through television; in which students were able to follow classes on different subjects and different levels through television programs. New e-learning interactive platforms were created, where teachers provided notes, assignments, and marked the assignments submitted by students. The Government, through the Ministry of Education, Science and Technology-enabled specific television channels to provide e-learning platforms for primary and secondary school level students. This has enabled them to continue studying from home.

Besides, existing e-learning applications such as halo study and shule-soft were improved with new features such as e-resources to enable students to have live studies, online discussions, online exams, class notes, and homework.

### Working from home

With the COVID-19 pandemic, private companies, organizations, NGOs and banks, introduced remote working. Employees worked from home and served their customers via online platforms.

Currently, some private companies are still working from home as they have seen the accuracy and effectiveness of managing business operations remotely.

### Judiciary

The introduction of online court sessions has helped to effectively resolve cases even during COVID-19. The uptake of ICT before and during COVID-19 has played a critical role in facilitating socio-economic development activities in Tanzania in different areas like online payments through mobile money services for different services; online meetings, e-commerce, online provision of education, telemedicine, and online court hearings.

It is anticipated that ICT will continue to facilitate the resumption of economic activities after COVID-19. The availability of radio frequency spectrum is critical to the rollout and access of most ICT services and applications. Subsequently, the Government of Tanzania timely released the 700 MHz Spectrum through a competitive auction to facilitate 4G LTE rollout.

Tanzania will continue to support infrastructure development. It will ensure that proper infrastructure is deployed to support and accelerate the adoption of the digital economy. This goes hand in hand with innovations in different ICT applications and services necessary to modernize and enhance our lives. ICT-enabled solutions and emerging technologies can be effectively and efficiently used to foster economic, environmental, and social sustainability.

The Government will also make sure that even underserved rural and urban areas get the required infrastructure through the Universal Communication Access Fund (UCSAF) to facilitate the digital economy.

As we celebrate the 43rd anniversary of ATU Telecommunications/ICT day, TCRA will ensure that more people in Tanzania access ICT infrastructure and services.



*Working from home has become a new normal*



## How Artificial Intelligence can transform Africa

*Compiled from reports and presentations on emerging technologies*

Artificial Intelligence (AI) is a constellation of technologies that enable machines to act with higher levels of intelligence and emulate human capabilities to sense, comprehend, and act. AI enables machines to sense their environment, think, and in some cases learn to take action in response to the environment and the circumstances underpinning it.

AI is still maturing as a technology. Today's AI systems still have a relatively rudimentary ability to understand the human expression, tone, emotion, and the subtleties of human interaction. Most of the progress to date has been in teaching computers to perform narrow tasks — to play a game, to recognize an image, or to predict traffic, for example. There is still a long way to go before computers can act like humans.

General AI is a type of intelligence that can be used to complete a wide range of tasks in a wide range of environments (and as such is much closer to human intelligence). What we do have today is narrow AI, a type of intelligence that is limited to a single task or a set number of tasks. Narrow AI exhibits some facet(s) of human intelligence, and can do that facet extremely well, but is lacking in other areas.

In Africa, AI has the potential to solve some of the most pressing challenges that impact the continent and drive growth and development in core sectors. AI can help with some of the region's most pervasive problems: from reducing poverty and improving education, to delivering healthcare and eradicating diseases, addressing sustainability challenges — and from meeting the growing demand for food from a fast-growing population to advancing inclusion in societies.

Agriculture will be done more efficiently and effectively, raising yields; health care will be better tailored, more accessible and its quality improved. Public services will be more efficient and more responsive to citizens, enhancing impact.

In many African countries, citizens' experience with public services can often be challenging. Delivery

is characterized by backlogs; redundant tasks; lack of accuracy; slow response times; and generally poor quality, which leads to low levels of citizen satisfaction.

Governments' ability to ensure efficient use of resources in the delivery of public services is impaired due to factors such as corruption and lack of transparency, as well as public service delivery modes that struggle to respond to present-day needs. Thus, while the delivery of public services commonly accounts for a large proportion of government budgets, increased spending is often not matched by improvements in outcomes.

In addition to making the delivery of existing services more efficient, AI will drive innovation, enabling new and better types of public services. AI's predictive capabilities are a game-changer for how government services and policies can respond to society's needs:

from pre-emptive social service interventions to help children and struggling students to better crime reporting and emergency response. AI tools can also better administer infrastructure, anticipating the need for repairs, and better managing cyberattacks that threaten critical systems.

This technology will enhance citizen participation. It can provide new platforms for citizens to assess the quality, adequacy, and effectiveness of public services as well as express their needs and preferences. This provides the government with more information to improve their services and make more informed policy decisions.

Governments can embrace these challenges and benefit from AI by creating clear roadmaps to guide the adoption of this technology. They should recalibrate their laws and legal frameworks to support data-driven technologies and innovation-driven growth; strengthen the supporting infrastructure for development; and set the tone of a collaborative approach that allows all stakeholders to share their expertise, insights, and build trust. They should

## STUDIES

demonstrate AI's potential benefits and foster public trust in the technology.

Governments can also help the development of the local AI industry by seeking solutions that use AI to address various governmental needs and thereby creating demand for this technology.

Policy-makers can design policies that encourage the development of AI and promote innovation while protecting citizens.

To do so, African governments should consider a proactive approach and measures aimed at ensuring countries have (i) a reliable and supportive infrastructure; (ii) a robust regulatory and policy framework; (iii) a collaborative environment where all stakeholders can leverage each other's experience; and (iv) the right conditions for AI to be developed in a socially responsible way.

Investment in connectivity infrastructure is inextricable from the development of AI. Access to robust, ubiquitous, and affordable broadband infrastructure is a prerequisite for AI development and uptake.

While in recent years there has been a dramatic improvement in the quantity and quality of telecommunications infrastructure, Sub-Saharan Africa still has more to do to ensure adequate connectivity infrastructure is in place. African organizations and entrepreneurs that could be developing AI technology lack access to stable Internet connections and frequently are deficient in even more basic complementary infrastructure like electricity and roads.

Forward-thinking policy-makers, innovative startups, global technology partners, civil society groups, and international global stakeholders are already mobilizing to promote the growth of a vibrant AI ecosystem in Africa.

Some African governments have begun to take steps to promote AI in their countries. For example, Nigeria has taken steps to promote partnerships and stakeholder engagement towards leveraging AI's benefits. The Ministry of Science and Technology has announced the formation of a National Agency for Research in Robotics and Artificial Intelligence (NARRA).



*Many African countries use drones for medical and agricultural operations*



The new institute will collaborate with international research bodies, enhance instruction on AI topics for thousands of students, and promote Nigeria's ability to leverage these technologies for economic growth. Kenya was the first African country to launch an open data portal to make information on education, energy, health, population, poverty, and water and sanitation, which was previously very hard to access, available to citizens. Application development in Kenya is high, and the government wanted to support the industry's growth.

In South Africa, the Department of Trade and Industry formed a Chief Directorate for Future Industrial Production and Technologies (FIP&T) in 2017 to examine the impacts of emerging digital technologies, including the Internet of Things, big data, AI, robotics, and new materials. The unit aims to build government capacity to address these challenges and partner with industry to enhance South Africa's readiness.

However, there remain structural challenges that can hamper the development of a healthy AI ecosystem in Africa:

- Education systems will need to adapt quickly, and new frameworks need to be created for workers and citizens to develop the skills they need to thrive.
- Broadband coverage will need to expand rapidly — specifically in rural areas — for all citizens and businesses to reap the benefits.
- Ethical implications regarding the fair, secure, and inclusive use of AI applications also must be addressed through collaboration and engagement to ensure AI systems earn trust.
- Ensuring a deeper, broader, and more accessible pool of data is available will also be key to enable researchers, developers, and users to drive AI.

There are concerns that AI will eliminate jobs, worsen inequality, or erode incomes. Many studies have been conducted to examine this issue. While most do find that some jobs will disappear, many more will be transformed into jobs that require different skill sets, while other entirely new jobs will be created. Many jobs will continue to require uniquely human skills that AI and machines cannot replicate, such as creativity, collaboration, abstract and systems thinking, complex communication, and the ability to work in diverse environments. Additionally, entirely new jobs will be created.

Major, transformative technologies, as AI will prove to be, are capable of building entirely new sectors of the economy. Some of the new areas of economic opportunity and categories of employment will be high technology jobs closely linked to the creation, implementation, and maintenance of AI-based applications, including in software development, networking, and cybersecurity.

Artificial intelligence is an important opportunity for the continent of Africa. If governments can successfully navigate the challenges. AI can be a driver of growth, development, and democratization. It has the potential to enhance productivity growth by expanding opportunities in key sectors for Africa's development, including agriculture, healthcare, financial services, and government services. By empowering them with access to high-quality digital tools, AI will equip workers, entrepreneurs, and businesses to compete at a global level and be at the forefront of economic transformation.

Africa needs to take decisive steps to overcome its unique challenges, but if it can, it has the opportunity to catch up to those countries that have already taken steps to advance AI.

These efforts will not be easy, but the path forward is clear. Success will depend on the ability of governments to foster collaboration among all stakeholders — state and civil society, academia, industry, and national and international stakeholders. If these groups jointly embrace the challenges and opportunities of AI, Africa will reap the benefits of a vibrant AI ecosystem.

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3. blog: werobotics.org.



Hii ni sehemu ya Kiswahili ya jarida la The Regulator, linalotolewa mara nne kwa mwaka na Mamlaka ya Mawasiliano Tanzania (TCRA), taasisi ya serikali inayosimamia mawasiliano ya kielektroniki na posta nchini. Jarida hili ni sehemu ya utekelezaji wa majukumu ya Mamlaka.

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Simu: +255 784558270, +255 784558271.

Barua pepe: regulator.magazine@tcra.go.tz.

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Mhariri anakaribisha makala na picha kuhusu masuala mbalimbali ya sekta ya mawasiliano. Makala zisizidi kurasa nne (4) za ukubwa wa A4, zikiwa kwenye maandishi ya Times New Roman, fonti 12 na ziwe na uasili. Picha ziwasilishwe kwa mfumo wa JPEG.

## Barua ya Mhariri

Makala kuu sehemu hii inaangalia mikakati ya Serikali ya Mapinduzi Zanzibar kuendeleza TEHAMA. Hiyo ni pamoja na kuunganisha mkongo wa mawasiliano Zanzibar na ule wa Tanzania nzima, hivyo kuiwezesha Zanzibar kupata, kupitisha na kufikisha huduma zake zinazotumia TEHAMA kwenye kila kona ya Jamhuri ya Muungano wa Tanzania.

Mkakati mwingine ni matumizi ya tekinolojia za mawasiliano na tekinolojia mpya katika utoaji na uboreshaji wa huduma za elimu, afya na uendeshaji wa Serikali ya Mapinduzi Zanzibar (SMZ) na taasisi zake. Hii ni pmoja na matumizi ya tekinolojia Sehemu ya kiingereza ina maelezo kwa ufupi kuhusu Zanzibar in ya tekinolojia kuthibiti mbu wanaoleta malaria.

Baadhi ya mikakati ya kutumia TEHAMA kufikia malengo ya Dira ya Zanzibar 2020 ni pamoja na kuanzishwa kwa mfumo wa kuendesha serikali kupitia mtandao wa TEHAMA.

Vilevile tunawaletea matokeo ya utafiti uliofanywa na TCRA hivi karibuni unaoonyesha kwamba zaidi ya asilimia 34 ya Watanzania wanatumia mitandao ya kijamii.

Watumiaji wa mitandao ya kijamii Tanzania wanatumia wastani wa saa moja na dakika hamsini na nne (1:54) kwa siku mitandaoni. Utafiti umeonyesha pia kwamba Watanzania wanaotumia mitandao ya kijamii wanatumia wastani wa karibu shilingi 16,000 kwa mtu kwa mwezi; au shilingi 533 kwa siku; jumla shilingi 192,000 kwa mwaka kwenye mawasiliano hayo.

Ujumbe wa Mkurugenzi Mkuu unawalenga watangazaji wa redio na televisheni, sekta ambazo zinasimamiwa na TCRA. Wanatakiwa kufanya kazi kwa weledi na umakini kwa kutathmini kile anachokiona na kukiripoti.

## Yaliyomo

- 35 | Ujumbe wa Mkurugenzi Mkuu
- 36 | Zanzibar yaelekea jamii ya kidijitali
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## Bodi ya Uhariri

**Mwenyekiti/Mhariri** Dkt. Emmanuel Manasseh  
**Mhariri/Mratibu** Bw. Semu Mwakyanjala  
**Wajumbe:** Dkt. Philip Filikunjombe,  
 Bw. Thadayo Ringo, Mhandisi Gabriel Mruma,  
 Bi. Thuwayba Hussein, Bw. Rolf Kibaja,  
 Bw. Erasmo Mbilinyi  
**Mhariri wa uzalishaji:** Bw. Isaac Mruma

## Mwanahabari makini anatathmini anachokitangaza

*Sehemu ya hotuba ya Mkurugenzi Mkuu wa TCRA, Mhandisi James M. Kilaba kwenye mkutano na wahariri wa vyombo vya utangazaji, 25 Novemba 2020.*

Napenda kutumia nafasi hii kuvipongeza vyombo vya Habari na Utangazaji kwa jinsi mlivyozingatia maadili ya uandishi na utangazaji kwa kufuata Sheria na Kanuni kwa kipindi chote cha kampeni za Uchaguzi wa 2020 na siku ya kupiga kura. Mmekuwa nguzo muhimu sana kuhakikisha kuwa nchi yetu inavuka salama kwenye kipindi hiki cha uchaguzi wa vyama vya siasa.

Hakika mmeiletea heshima nchi yetu katika medani za kimataifa. Naomba tuendeleo kufanya kazi kwa weledi na kuzingatia sheria zinazosimamia sekta yetu ya habari na utangazaji.

Mwanafasihi mashuhuri wa Ufaransa Marguerite Duras kwenye moja ya maandishi yake anasema “Uandishi wa habari usio na miiko hauwezekani”.

Anaendelea “...Kila mwandishi wa habari ni mtaalamu wa maadili. Mwandishi wa habari ni mtu ambaye anaangalia ulimwengu na jinsi unavyofanya kazi, ni mtu ambaye anaangalia kwa karibu mambo kila siku na kuripoti kile anachokiona, ni mtu ambaye anawawakilisha, wengine. Hawezi kufanya kazi yake bila kutathmini kile anachokiona na kukiripoti”.

Kwa kuzingatia maelezo hayo ya mwanafasihi Duras napenda nikazie hitimisho lake kwamba “Mwanahabari makini hawezi kufanya kazi yake bila kutathmini kile anachokiona na kukiripoti”. Ndio sababu TCRA iliona vyema kuwa na vikao vya tathmini vya kila wiki ambapo tuliweza kufanya kazi kwa ushirikiano mkubwa.

Katika kutambua mchango wa vyombo vya utangazaji wakati wa Uchaguzi Mkuu wa mwaka 2020, TCRA iliitisha na kufanya jumla ya vikao vinane (8) vya tathmini ya kila wiki ya jinsi vyombo vya Utangazaji vilivyokuwa vikifuatilia mwenendo wa Kampeni za Uchaguzi Mkuu na zoezi zima la Upigaji Kura ambavyo vilifanyika kwa nyakati tofauti kuanzia tarehe 9/9/2020 hadi tarehe 2/11/2020.

Aidha, katika vikao hivi tulikubaliana mambo mbalimbali ambayo naomba niyarejee kama ifuatavyo:-

Mosi; kwamba vyombo vya Utangazaji vitazingatia Kanuni ya 15 ya Kanuni za Utangazaji wa Uchaguzi wa Vyama vya Siasa ya mwaka 2020; kanuni ambayo imeorodhesha mambo muhimu ambayo mlipaswa kuyazingatia siku ya kupiga kura;

Pili; kuwepo matumizi ya Wakalimali wa lugha ya alama kwa vituo vya televisheni vyenye leseni ya kitaifa;

Tatu; vyombo vya utangazaji vihamasishe watu kwenda kupiga Kura;

Nne; kuhakikisha kuwa kunakuwepo matangazo ya moja kwa moja kwa ajili ya kufuatilia upigaji kura kwenye maeneo ya mijini na vijijini;

Tano; waandishi kuhakikisha hawaonyeshi ushabiki wao kwa kuvaa mavazi yanayoakisi itikadi za vyama.

Katika mambo haya pamoja na mengine ambayo tulikubaliana napenda niwapongeze kwamba mlitekeleza kwa kiwango cha juu na kuridhisha.

Natambua kwamba katika vikao hivyo mlitoa mapendekezo kadhaa yakiwemo la TCRA kuandaa kikao kati ya vyombo vya utangazaji na taasisi zinazohusika na uandaaji wa mitaala, ili tupate fursa ya pamoja kujadili na kutoa mapendekezo ya uboreshaji wa mitaala ya uandishi wa habari na utangazaji nchini.

Pia mlipendekeza kikao cha kila mwezi kati ya TCRA na vyombo vya utangazaji, ili kufanya tathmini ya masuala ya utangazaji na kutoa mrejesho wa makosa yanayofanywa mara kwa mara na vituo vya Utangazaji;

Aidha, mlipendekeza kuandaliwe mafunzo kwa wahariri wote kuhusu kanuni mpya za utangazaji zilizotoka hivi karibuni na kuhakikisha kuwa wanaohudhuria ni watayarishaji wa vipindi na wahariri wakuu wa vituo vyote.

Mlipendekeza pia kwamba waalimu wa vyuo vya uandishi wa habari wahimizwe kufanya kazi kwa vitendo kwenye taasisi za habari na utangazaji ili wao pia wapate uzoefu wa fani wanayofundisha.

Tumeyapokea mapendekezo haya na mengine mliyoyawasilisha TCRA na tutayafanyia kazi.

Napenda kutambua namna vyombo vyetu vya utangazaji vilivyoripoti uchaguzi mkuu kwa weledi, uzalendo na kuwasilisha maudhui yenye tija kwa wananchi; ambapo masuala yasiyo na tija kwa ustawi wa Taifa letu hayakupata nafasi kwenye vyombo vya habari mnavyovisimamia. Kwa mara nyingine naomba niwashukuru na niwapongeze.

Ninawaahidi kwamba Mamlaka ya Mawasiliano Tanzania itaendelea kushirikiana na vyombo vyote vya utangazaji ili kuhakikisha sekta hii inakuwa yenye kuleta tija na mchango chanya katika ukuaji wa uchumi wa nchi yetu.

# Zanzibar yaelekea jamii ya kidijitali

*Makala hii inaangalia mikakati ya Serikali ya Mapinduzi Zanzibar kuendeleza TEHAMA katika kipindi cha miaka 10 ya uongozi wa Awamu ya Saba*

Miaka ya hivi karibuni imeshuhudia matunda ya mikakati ya kuendeleza matumizi ya teknolojia ya habari na mawasiliano na sekta nzima kwa ujumla Zanzibar; ikiwa ni pamoja na kuongezeka kwa huduma za uendeshaji wa serikali, elimu na afya kupitia mtandao.

Makubaliano ya hivi karibuni kuunganisha mkongo wa mawasiliano Zanzibar na ule wa Tanzania nzima yataiwezesha Zanzibar kupata na kupitisha na kufikisha huduma zake zinazotumia TEHAMA kwenye kila kona ya Jamhuri ya Muungano wa Tanzania. Aidha, kutaiwezesha Zanzibar kufikisha na kupata huduma kutoka nchi jirani ambazo zimefikwa na mkongo huo.

Yote haya ni sehemu ya kutekeleza sera ya TEHAMA ya Zanzibar iliyotolewa Mei 2013 kwa lengo la kuendeleza teknolojia katika utoaji wa huduma mbalimbali, ikiwa ni pamoja na elimu, afya na huduma za kijamii. Azma ni kufanikisha mipango ya kuendeleza matumizi ya teknolojia katika maeneo mbalimbali ya kiuchumi na huduma za kijamii kwa

mujibu wa Dira ya Maendeleo Zanzibar ifikapo 2020 na Mpango wa Kuondosha Umasikini Zanzibar (MKUZA).

Dira ya maendeleo ya Zanzibar ifikapo 2020 inalenga kutumia teknolojia za kidijitali kuendeleza sekta zote za uchumi. Inaainisha maeneo ambayo Zanzibar inabidi kupiga hatua kubwa ifikapo 2020. Inatambua nafasi ya teknolojia kama msingi wa kuendeleza uchumi wa nchi.

Sehemu ya (5.5) ya Dira hiyo inaeleza kuwa Zanzibar itatoa kipaumbele katika matumizi ya mifumo ya TEHAMA na uhifadhi wa data kama nyenzo muhimu ya maendeleo kwa kuwapatia wahusika katika ngazi zote taarifa sahihi na kwa wakati.

Vilevile inahimiza matumizi ya teknolojia za mawasiliano na teknolojia mpya katika utoaji na uboreshaji wa huduma za elimu, afya na uendeshaji wa Serikali ya Mapinduzi Zanzibar (SMZ) na taasisi zake.



*Katibu Mkuu Wizara ya Ujenzi, Uchukuzi na Mawasiliano (Sekta ya Mawasiliano) wa Serikali ya Jamhuri ya Muungano wa Tanzania, Dkt. Zainab Chaula (kulia) na Dkt. Mustafa Aboud Jumbe, Katibu Mkuu, Wizara ya Ujenzi, Mawasiliano na Usafirishaji, Serikali ya Mapinduzi Zanzibar wakishuhudia utiaji saine wa Mkataba wa kuunganisha Mkongo wa Zanzibar kwenye Mkongo wa Taifa wa Mawasiliano, Agosti 2020. Mkataba huo unashirikisha Wakala wa Miundombinu ya TEHAMA Zanzibar (ZICTIA) na Shirika la Mawasiliano ya Simu Tanzania (TTCL).*



*Jengo la ofisi za TCRA Zanzibar*

Baadhi ya mikakati ya kutumia TEHAMA kufikia malengo ya Dira ya Zanzibar 2020 ni pamoja na kuanzishwa kwa mfumo wa kuendesha serikali kupitia mtandao wa TEHAMA.

Idara maalum ya serikali mtandao imeanzishwa ili kuwa na kituo kimoja kinachosimamia maendeleo na matumizi ya TEHAMA ndani ya utumishi wa umma na kuwa na nyenzo kisheria kwa ajili ya kusimamia miundombinu ya pamoja itakayowezesha upashanaji habari kwa urahisi, usalama na gharama nafuu.

Serikali mtandao inatarajiwa kuongeza tija na ufanisi katika uendeshaji wa sekta ya umma kwa kuwepo na mawasiliano ya haraka, ya uhakika na salama kati ya vyombo mbalimbali vya SMZ na kupanua wigo wa upatikanaji taarifa katika kila ngazi ya Serikali.

Inatarajiwa pia kuleta ufanisi katika uendeshaji wa SMZ, kupunguza gharama na kufanikisha mawasiliano kati ya serikali na wananchi na miongoni kwa taasisi za umma.

Idara inasimamia mifumo ya uendeshaji wa utumishi wa umma kupitia mtandao, inatoa ushauri wa kitaalamu; kwa mfano katika utengenezaji wa mifumo.

Ili kufikia malengo haya, SMZ imejenga mkongo wa mawasiliano ambao unaunganisha maeneo yote ya Unguja na Pemba. Wilaya zote za Unguja na Pemba zimeunganishwa. Aidha visiwa hivyo viwili vimeunganishwa kwenye miundombinu ya mawasiliano.

Mkongo umewezesha kuwepo kwa mfumo unaowezesha kufanyika mikutano kwa njia ya video bila washiriki kukutana, yaani video conference katika sehemu tano Unguja na Pemba.

Mkongo unaendeshwa na Wakala wa Miundombinu

ya TEHAMA Zanzibar, yaani Zanzibar ICT Infrastructure Agency; kwa kifupi ZICTIA; ulioanzishwa Desemba 2018. Wakala pia anasimamia kituo cha data.

Mkurugenzi Mtendaji wa ZICTIA, Mhandisi Shukuru Awadh Suleiman anaeleza kuwa kituo cha data kimeanzishwa kutoa huduma za uhifadhi wa data ili kuwezesha upatikanaji wake wakati wa majanga. Kituo pia kinahudumia taasisi ambazo hazina mifumo wa kuhifadhi data kwa usalama kwenye maeneo yao.

Mkongo umewezesha kuboresha utoaji wa huduma za afya na tiba. Vituo vyote vya afya Unguja na Pemba vimeunganishwa na hospitali kuu ya rufaa ya Mnazi Mmoja jijini Zanzibar kupitia mkongo huo. Madaktari popote walipo Zanzibar wanaweza kutuma taarifa za wagonjwa, ikiwa ni pamoja na vipimo kwa mtandao kwa madaktari bingwa ambao wanavichambua na kutoa maelekezo ya tiba. Kila kituo kina vifaa vya kufanikisha mawasiliano hayo; ambayo hayalipiwi.

Kuunganishwa kwa mkongo wa Zanzibar na ule wa Taifa kutawezesha huduma za tiba mtandao zinazotolewa katika kituo kilichozinduliwa kwenye Hospitali ya Taifa Muhimbili, Dar es Salaam Juni 2020 kuhudumia pia hospitali za Zanzibar.

Mhandisi Shukuru Awadh Suleiman amesema awamu ya pili ya mpango wa tiba mtandao Zanzibar utahusisha ujenzi wa kituo cha data za kitabibu ambamo taarifa za wagonjwa zitahifadhiwa na zitaweza kupatikana wakati wowote zikihitajika.

Mabadiliko kwenye sekta ya TEHAMA Zanzibar ni sehemu ya maendeleo makubwa katika sekta ya mawasiliano kwa ujumla Tanzania katika kipindi cha miaka 10 iliyopita.

## Mtanzania hutumia 192,000/= kwa mwaka mitandao ya kijamii

Utafiti uliofanywa na TCRA hivi karibuni umeonesha kwamba zaidi ya asilimia 34 ya Watanzania wanatumia mitandao ya kijamii kubadilishana taarifa za aina mbalimbali kwa kuongea au kutuma meseji na picha au video na matangazo ya kazi au biashara.

Aidha, imeonekana kwamba watumiaji wa mitandao ya kijamii Tanzania wanatumia wastani wa saa moja na dakika hamsini na nne (1:54) kwa siku mitandaoni. Hii ni chini ya wastani wa dunia wa saa mbili na dakika 24 kwa siku na wa Afrika wa saa tatu na dakika kumi (3:10).

Utafiti umeonesha pia kwamba zaidi ya asilimia 39 ya watumiaji wa mitandao ya kijamii wanatumia kati ya shilingi 5,000 na 10,000 kwa mwezi kwenye mawasiliano hayo. Karibu robo wanatumia kati ya shilingi 10,000 na 20,000.

Watanzania wanaotumia mitandao ya kijamii wanatumia wastani wa karibu shilingi 16,000 kwa mwezi; au shilingi 533 kwa siku. Kwa maana hiyo iwapo mtu angetumia shilingi 533 kwa siku kwa mitandao ya kijamii, atatumia kiasi cha shilingi 192,000 kwa mwaka kwenye mawasiliano hayo.

Matumizi ya mitandao ya kijamii yamewezeshwa na mtandao wa intaneti ambao hadi Septemba 2020 ulikuwa na wa watumiaji 27,900,069 Tanzania, kwa mujibu wa takwimu za Septemba 2020. Wengi wa watumiaji wanapata intaneti kupitia simu za mkononi.

Utafiti huo pia umeonesha kwamba sababu kubwa ya kutumia intaneti ni kuwasiliana kupitia mitandao ya kijamii.

Wakati huo huo, takwimu zinaonyesha kukua kwa kasi kwa idadi ya akaunti za pesa mtandao na kuongezeka kwa miamala na thamani yake kati ya

Machi na Septemba 2020.

Itakumbukwa kwamba baada ya kuzuka kwa COVID-19 kulifanyika jitihada kuhamasisha watu kutumia mifumo mbadala ya malipo ili kuepuka mikusanyiko kwenye benki na sehemu za malipo kujikinga dhidi ya virusi vinavyosababisha ugonjwa huo.

Laini za simu zilizotolewa kati ya Machi na Septemba mwaka huu zimeongezeka kwa asilimia 10 kulinganisha na asilimia 1.9 katika kipindi hicho mwaka 2019.

Akaunti za pesa mtandao zimekua kwa asilimia 34 – kutoka milioni 23.7 Septemba 2019 hadi milioni 30.6

Septemba 2020; miamala imeongezeka kwa asilimia 23 (kutoka milioni 252.4 hadi 299.3 na thamani ya miamala kwa asilimia 48 (kutoka trilioni 8.8 hadi trilioni 11.6), ikiashiria kwamba kiasi kikubwa zaidi cha pesa kinapita mitandaoni.

### Chanzo:

1. <https://www.tcra.go.tz/statistic/2020%20Quarterly%20Statistics%20Reports/march>.
2. <https://www.tcra.go.tz/statistic/2020%20Quarterly%20Statistics%20Reports/september>.
3. <https://www.tcra.go.tz/statistic/2019%20Quarterly%20Statistics%20Reports/march>.
4. <https://www.tcra.go.tz/statistic/2019%20Quarterly%20Statistics%20Reports/september>.
5. Makala ukurasa 23 wa toleo hili.



*Familia ikifuatilia matangazo ya televisheni. Kulikuwa na watoa huduma za televisheni 43 na radio 183 Septemba, 2020. Laini za simu zinazotumika zimeongezeka kutoka milioni 44.7 Septemba 2019 hadi milioni 49.1 Septemba 2020. Akaunti za pesa kupitia simu za mkononi zimefikia milioni 30.6, ambazo zilifanya miamala milioni 299.3 yenye thamani ya shilingi trilioni 11.6 Septemba 2020.*

## Kukumbushwa kusajili, kutumia majina ya kikoa cha dot-tz (.tz) Tanzania

### 1.0 Utangulizi

Anwani za kielektroniki zinazotumika kwa mawasiliano ya kielektroniki zinajumuisha anwani zinazoishia na kikoa kinachoiwakilisha Tanzania, yaani dot-tz (.tz). Mamlaka ya Mawasiliano Tanzania (TCRA) ndiyo yenye jukumu la kusimamia na kuratibu uendeshaji na utawala wa mfumo wa utoaji huduma wa kikoa cha dot-tz (.tz) hapa nchini.

Kifungu 79 cha Sheria ya Mawasiliano ya Kielektroniki na Posta (EPOCA) kinaipa TCRA uwezo wa kusimamia na kudhibiti namba na anwani zote za mawasiliano ya kielektroniki na kuhakikisha kwamba rasilimali hizi za mawasiliano zinatumiwa kwa manufaa ya Watanzania kiufanisi na kiusalama.

Kanuni ya 10, kanuni ndogo ya (1) na (2) ya Kanuni za EPOCA (Namba na Anwani za Kielektroniki), zilizochapishwa 23 Februari, 2018 zinaagiza kuwa:-

- (1) Kila taasisi (ya Serikali au binafsi) iliyosajiliwa nchini Tanzania inatakiwa kusajili na kutumia jina la kikoa cha dot-tz (.tz) kwa ajili ya mawasiliano ya kielektroniki;
- (2) Mawasiliano yote ya kiofisi yatakayofanyika kwa njia ya barua pepe au tovuti yatatakiwa kutumia kikoa cha dot-tz (.tz) isipokuwa pale tu itakaposhindikana kwa sababu za kiufundi.

### 2.0 Wito

WITO unatolewa kwa taasisi zote za kibiashara na serikali zilizosajiliwa nchini na umma kwa ujumla, kusajili na kutumia majina ya kikoa cha dot-tz (.tz) ili kukidhi matakwa ya kiusimamizi kama ilivyoelezwa hapo juu.

Ikumbukwe kuwa kutosajili na kutokutumia majina ya kikoa cha dot-tz (.tz) ni kosa ambalo adhabu yake inaweza kuwa faini na/au kifungo kama ilivyoainishwa katika Sheria ya Mawasiliano ya Kielektroniki na Posta (EPOCA), Cap.306.

### 3.0 Taarifa za usajili

Kwa usajili wa majina ya kikoa cha dot-tz (.tz) tafadhali tembelea tovuti [www.karibu.tz](http://www.karibu.tz) na kwa taarifa zaidi kuhusiana na usajili wa dot-tz (.tz) wasiliana nasi kupitia Mkurugenzi Mkuu, Mamlaka ya Mawasiliano Tanzania, Mawasiliano Towers, 20 Barabara ya Sam Nujoma, S.L.P 474,

Postikodi 14414 Dar es Salaam. Simu: +255 22 21 99 760 -9/+255 22 24 12 011 -2/+255 784 55 82 70-1.Barua Pepe: [dg@tcra.go.tz](mailto:dg@tcra.go.tz).



*Kaimu Mkuu wa Kitengo cha Mawasiliano, TCRA, Semu Mwakyanjala akitoa maelezo kwenye banda la Mamlaka wakati wa maonyesho ya hivi karibuni jijini Dar es Salaam. Mojawapo ya majukumu ya TCRA ni kutoa elimu kwa wadau kuhusu shughuli zake na haki na wajibu wa watumiaji.*



*JUU: Muungano wa Tanzania, Mhe. Kassim Majaliwa akipitia mojawapo ya machapisho ya TCRA alipotembelea banda la Mamlaka kwenye maonesho yaliyofanyika Dar es Salaam hivi karibuni. Kushoto kwake ni Naibu Katibu Mkuu, Mawasiliano, Dr. Jim Yonazi.*

*KULIA: Afisa wa TCRA akitoa maelezo kwa mdau aliyetembelea maonesho ya makumbusho ya mawasiliano yaliyofanyika ofisi kuu, Mawasiliano Towers, Dar es Salaam.*

*CHINI: Mkurugenzi Mkuu wa TCRA, Mhandisi James M. Kilaba na baadhi ya menejimenti ya Mamlaka wakiwa na wanasheria wa TCRA na wa watoa huduma baada ya kikao cha kazi mjini Dar es Salaam.*



# OFISI ZA MAMLAKA YA MAWASILIANO TANZANIA



## MAKAO MAKUU

Mkurugenzi Mkuu  
Mamlaka ya Mawasiliano Tanzania  
(TCRA)  
Mawasiliano Towers  
20 Barabara ya Sam Nujoma  
S.L.P 474  
14414 DAR ES SALAAM  
Simu : +255 22 2199760 - 9  
+255 22 2412011 - 2  
+255 784558270 - 1  
Nukushi : +255 22 2412009 -10  
Baruapepe : dg@tcra.go.tz  
Tovuti : www.tcra.go.tz

## OFISI ZA KANDA

Na. 19 Mtaa wa Mbuyukisutu, S.L.P. 3284  
**71194 Mjini Magharibi, Zanzibar**  
Simu: +255 24 223 5062  
Baruapepe: zanzibar@tcra.go.tz

OFISI YA ZANZIBAR

Jengo la PSSSF Plaza, Ghorofa ya 6  
Barabara ya Old Moshi, S.L.P. 15675,  
**23194, ARUSHA**  
Simu: +255 27 297 0286  
Baruapepe: arusha@tcra.go.tz

KANDA YA KASKAZINI

Jengo la NHIF, Ghorofa ya 5  
7 barabara ya Karume, S.L.P. 1375,  
**53194, MBEYA**  
Simu: +255 25 250 5016  
Nukushi: +255 25 250 5017  
Baruapepe: mbeya@tcra.go.tz

KANDA YA NYANDA ZA JUU KUSINI

Jengo la PSSSF, Ghorofa ya 4,  
2 Mtaa wa LAPF, S.L.P. 2229  
**41194 DODOMA**  
Simu: +255 26 232 1731  
Baruapepe: dodoma@tcra.go.tz

KANDA YA KATI

Jengo la NSSF Mafao, Ghorofa ya 4  
Wing B, 13 Barabara ya Jomo Kenyatta,  
S.L.P. 3108,  
**33194, MWANZA**  
Simu: +255 28 2505082  
Baruapepe: mwanza@tcra.go.tz

KANDA YA ZIWA

Na. 147 Barabara ya Kajenge,  
S.L.P. 35615,  
**14194, DAR ES SALAAM**  
Simu: +255 25 277 5110  
Nukushi: +255 22 2775114  
Baruapepe: easternzone@tcra.go.tz

KANDA YA MASHARIKI



JAMHURI YA MUUNGANO WA TANZANIA

# MAMLAKA YA MAWASILIANO TANZANIA

ISO 9001:2015 CERTIFIED

ISO 9001:2015 CERTIFIED

**Mamlaka ya Mawasiliano Tanzania(TCRA) ni taasisi ya Serikali inayosimamia sekta ya mawasiliano. TCRA ilianzishwa chini ya Sheria ya Mamlaka ya Mawasiliano Tanzania Na. 12 ya 2003. TCRA ina viwango vya ISO 9001:2015.**

## Maeneo yanayosimamiwa

Mitandao ya simu na intaneti, masafa ya mawasiliano, huduma za Posta na usarishaji wa vipeto katika Jamhuri ya Muungano wa Tanzania na huduma za utangazaji (kama vile redio na televisheni) kwa Tanzania Bara tu. Zanzibar ina Tume inayosimamia utangazaji.

## Kazi za TCRA

- Kutoa leseni, kuongeza muda wa leseni na kufuta leseni
- Kuweka viwango kwa bidhaa na huduma zinazosimamiwa
- Kuweka viwango vya kanuni na masharti ya kusambaza bidhaa na huduma zinazosimamiwa
- Kudhibiti viwango na bei
- Kufuatilia utendaji wa sekta ya mawasiliano kuhusiana na viwango vya uwekezaji; upatikanaji wa huduma, ubora na viwango vya huduma; gharama za huduma; ufanisi wa bidhaa na usambazaji wa huduma.
- Kufanikisha utatuzi wa malalamiko na migogoro baina ya watoa huduma na kati ya mtoa huduma na mtumiaji wa huduma.
- Kufanya kazi na kutekeleza majukumu mengine kwa mujibu wa sheria husika
- Kusambaza taarifa kuhusu mambo ambayo ni muhimu kwa ajili ya shughuli za Mamlaka.

## TCRA na ustawi wa Watanzania

Katika kufanya kazi zake, Mamlaka inajitahidi kuendeleza ustawi wa jamii ya Tanzania kwa:-

- Kukuza ushindani unaofaa na ufanisi wa uchumi
- Kuendeleza upatikanaji wa huduma zilizodhibitiwa kwa watumiaji wote ikiwa ni pamoja na wenye kipato kidogo waliopo vijijini na wateja walio katika mazingira magumu.
- Kulinda maslahi ya watumiaji
- Kuendeleza elimu kwa wananchi kuhusu utambuzi na uelewa wa sekta zilizodhibitiwa ikiwa ni pamoja na haki na wajibu wa watumiaji; namna ambavyo malalamiko yanaweza kuwasilishwa na kutatuliwa na kuhusu majukumu, kazi na shughuli za Mamlaka.