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The Regulator

QUARTERLY MAGAZINE OF THE TANZANIA COMMUNICATIONS REGULATORY AUTHORITY

ISSN: 0856 - 8030 | ISSUE NO. 2/2024 | APRIL - JUNE 2024

Digital Innovation for Sustainable Development

POSTAL AND COURIER LICENSING PROCEDURES

Licensing aims to promote effective competition in the supply of services which in turn benefit consumers in terms of affordable tariffs and quality services.

A courier service is a specialized service for the speedy collection, conveyance and delivery of postal articles other than letters. Courier items are mainly documents, packages, packets and parcels shipments and are traditionally delivered quickly.

The collection, conveyance and delivery of letters are part of the reserved areas of the Public Postal Licensee or Designated Operator, (currently the Tanzania Post Corporation–TPC). The courier market segment is open for competition in Tanzania.

TCRA courier licences cover five market segments which are International, East Africa, Domestic (within Tanzania), Intra-city (within a city/town) and intercity (for transporters).

Courier firms, freight and forwarders, and transport firms can apply for courier service licence operation through the TCRA Tanzanite portal, accessible as https://tanzanite.tcra.go.tz/index.htm.

Market segments, licence fees and duration

Licence Categories	Fees (in Tanzanian shillings)				
	Application	Initial Licence Fee	Licence Renewal Fee	Annual Fee	Licence duration (years)
Public Postal Licensee	2,300,000	20,000,000	20,000,000	20,000,000	25
International	170,000	18,000,000	170,000	18,000,000	5
East Africa	100,000	6,000,000	100,0000	6,000,000	3
Domestic	60,000	3,000,000	60,000	3,000,000	3
Intra-City	60,000	1,400,000	60,000	1,400,000	3
Inter-City Transporters	60,000	400,000	60,000	400,000	3

Fees for special activity or event postcodes

Application Fee (Tshs)	Initial Fees (Tshs)	Renewal Fee (Tshs)	Duration
10,000	100,000	100,000	30 Days

ISSN: 0856 - 8030
REGISTRATION NO: 00000115
NO. 2/2024 APRIL – JUNE, 2024

The Regulator

THE REGULATOR IS PUBLISHED QUARTERLY BY TCRA

TCRA duties outlined in the establishing Act are:

1. Promoting effective competition and economic efficiency;
2. Protecting the interest of consumers;
3. Protecting the financial viability of efficient suppliers;
4. Promoting the availability of regulated services to all consumers including low-income, rural and disadvantaged consumers; and
5. Enhancing public knowledge, awareness and understanding of the regulated sectors including:
   - (i) The rights and obligations of consumers and regulated suppliers;
   - (ii) How complaints and disputes may be initiated and resolved; and
   - (iii) The duties, functions and activities of the Authority taking into account the need to protect and preserve the environment.

STRATEGIC OBJECTIVES

The TCRA rolling strategic plan (2021/22-2025/26) has the following objectives:

Efficient, reliable and secure communications infrastructure and applications promoted Regulated services innovation, local content generation and localization enhanced; Performance of regulated services and stakeholders' protection enhanced Institutional Capacity Enhanced.

STRATEGIC OUTCOMES

1. Reliable and secure communication services and applications.
2. Improved accessibility, affordability and quality of communication services.
3. Informed society about local content.
4. Improved compliance and market performance.
5. Improved Institutional efficiency.

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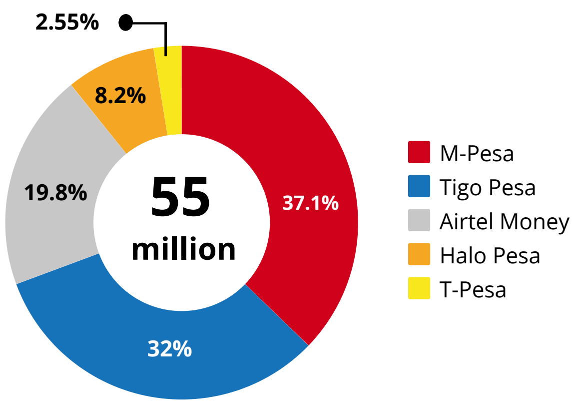

FROM THE EDITOR

Innovating for Sustainable Development

Three significant events in the communications sector dominate every April-June quarter. It coincides with the tabling in Parliament of the Ministry of Information, Communications and Information Technology's budget estimates and two international information and communication technology (ICT) commemorations.

Every fourth Thursday of April is International Girls in ICT Day, and 17 May is World Telecommunications and Information Society Day (WTISD).

ITU introduced the former to encourage schools and tertiary institutions to promote science, technology tertiary institutions to promote Science, Technology and Mathematics (STEM) among girls and young women to inspire them to embrace careers in ICT.

WTISD commemorates the signing of the International Telegraph Convention in 1865, the International Telecommunication Union (ITU) predecessor. We have articles on the 2024 theme of Innovations for Sustainable Development.

We have excerpts from the Tanzania Digital Economy Strategic Framework (2024–2034). The document outlines programmes to mainstream innovations in the digital economy in Tanzania.

'Deputy Minister for ICT, Eng., Maryprisca Mahundi, alongside TCRA Board Chairman, Eng., Jones Kilimbe, TCRA Director General, Dr. Jabiri Bakari and Arusha District Commissioner, Hon.,Felician Mtahengerwa, inspect booths of innovative young women in ICT at the 2024 International Girls in ICT Day celebrations held nationally in Arusha. PHOTO: TCRA/CPRU.

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DIRECTOR GENERAL'S MESSAGE

Embracing collaboration, innovation

By Dr Jabiri K. Bakari, TCRA Director General

Innovation is a critical transformation tool in today's dynamic digital technology environment. It is a vital component of the digital and blue economies.

The Tanzania Communications Regulatory Authority (TCRA) promotes innovation and supports entrepreneurs with innovations designed to contribute to Tanzania's digital economy agenda.

TCRA assigns communications resources free of charge for up to three months to innovators and emerging entrepreneurs to test the viability of their projects. These include numbers (short codes, frequencies, domain names and postcodes).

An example is shortcode *146*XX that is assigned and temporarily issued for testing information and communications technologies (ICT) applications, Dr Bakari added.

Besides promoting ICT startups, TCRA supports and encourages schools and tertiary institutions to promote science, technology, engineering and mathematics (STEM) among girls and young women. The programme will inspire them to embrace careers in ICT.

TCRA coordinates activities around the annual Girls in ICT Day. It is marked every fourth Thursday of April to promote STEM among girls.

> A robust STEM foundation is essential for a prosperous, inclusive digital economy in Tanzania. It enables Tanzania to have a Tanzania driven by a digital economy where everyone participates.
>
> **— Dr Jabiri Kuwe Bakari**
>
> *TCRA Director General*

STEM also facilitates innovations that shape Tanzania's future. Tanzania, through TCRA, actively participated in and contributed to international ICT development initiatives and programmes.

TCRA is a member of the Board of the Innovation and Entrepreneurship Alliance for Digital Development. Tanzania is also among six African countries where ITU has established Network Acceleration Centres. The others are Kenya, Malawi, Zimbabwe, Gabon and Senegal.

TU and the respective countries establish the centers to accelerate digital transformation through a broad stakeholders engagement and full utilization of the resources.

Their purpose is to enhance capabilities to boost innovation and the digitization of economies. Tanzania is implementing a programme to mainstream digital applications in all sectors of its economy.

PM underlines online media ethics

The Prime Minister, Hon. Kassim Majaliwa Majaliwa has urged online media services providers to comply with broadcasting content regulations and professional ethics.

Opening the 2024 symposium of the Tanzania Online Journalists and Bloggers Association (JUMIKITA) at the University of Dar es Salaam in May 2024, Hon. Majaliwa underlined the importance of using these platforms responsibly. He called for quality broadcasting content.

A recent survey and analysis of online content has shown serious regulatory transgressions. Most licencees use secondary news sources, do not balance their content and breach regulations on protecting children and victims of sexual offences.

The Tanzania Communications Regulatory Authority licenses broadcasting media content delivered through the internet.

Online content service is internet content broadcasting or aggregation to the public through television, radio, blog, weblog, instant messaging tools, and social media and applications.

Web blogs are websites carrying media services offered through text, still or moving images, audio, or linked to other online media websites.

TCRA licenses two online media service categories

These are Online Media Service Category A, which includes online content services and Online Media Service Category B, for content aggregation.

Online media services are online content services provided for news and current affairs similar to, or resembling, those by other licensees under the Electronic and Postal Communications Act (EPOCA).

Online content aggregation licences are issued to a content service provider who collects content from different sources and packs the content into baskets of channels ready to be accessed by users for free or uponpayment of a prescribed fee.

Online Content regulations require licensees providing news and current affairs to adhere to journalism ethics and professional requirements as per the Media Services Act. Radio and television content providers must adhere to local content requirements as prescribed by TCRA.

Online content aggregators are obliged to observe copyright requirements, including obtaining clearance from relevant content owners.

They must provide electronic guide support, and customer care support including complaints handling procedures.

There were 215 online televisions, 9 online radios and 64 blogs of news and current affairs as of June 2024.

215 Online televisions | **9** Online radios | **64** News and current affairs blogs

Table 1: Online media services licence categories and fees

Type of licence	Application fees (Tsh)	Annual licence fees (Tsh)	Renewal	Licence duration
Online Medi services	50,000	500,000	50,000	3 years
Online content aggregator	100.000	1000.000	100.000	3 years

COVER STORY

Regulating Digital Innovations

By Lokila Mosso

Communications technologies, products, services and businesses are the result of inventions and innovations.

The latter has transformed information and communications technologies (ICT) and their applications, adding new user experience to services.

The Tanzania Digital Economy Strategic Framework, (2024-2034), defines innovation as significant improvements or new developments to create new or significantly improved processes, services, or business models. [1]

Regulatory arrangements that promote innovation fast-track entry of new products and services.

Innovations have accelerated developments in telecommunications, broadcasting, computing and postal services in the last four decades. They have contributed to the rapid digitization of society.

Examples are in telecommunications, where innovations have enabled the transition to superior mobile technologies, from the first generation analogue mobile phone to the fifth generation (5G). Mobile phones offer multiple services and options to subscribers.

Innovations have enabled the postal sector, which initially saw its traditional operations affected by electronic communications, diversifing to new businesses, including logistics, digital (virtual) boxes, hybrid mail and electronic commerce.

The power of innovations has led sector regulators to rethink their approaches. Managing innovations have been added to their traditional brief of planning, licencing service providers and enforcing licence conditions and regulations.

Most regulators encourage and support mechanisms that allow entrepreneurs to test their products or services before they are offered for mass consumption.

This widens the scope of services and enables the regulator to track the new products and services from their inception.

Regulator drive innovation by setting the rules and requirements for testing new products and services. TCRA, temporarily allocate communications resources to innovators without payments.

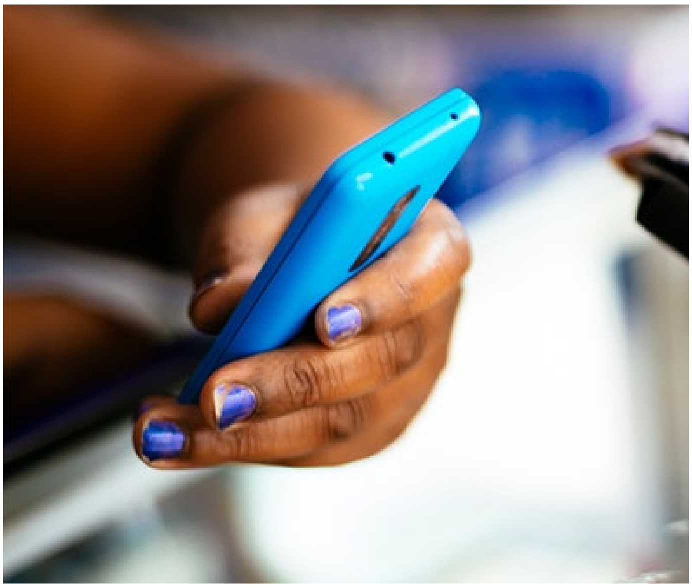
These include radio frequency spectrum, numbers and short codes, national domain names and postcodes Monitoring and supervising the development and introduction of new products and services into the market also allows regulators to ensure compliance with quality and standards parameters, including safety and fitness for use.

Regulatory monitoring also protects existing licensees against unfair competition from the new services being introduced.

Monitoring enables the regulator to identify and mitigate new risks posed by services or products.

Innovators give regulators evidence of the impact of new products and services. New innovations may imply a review of policies in specific areas. They may also influence the regulatory process, including necessitating changes in the regulatory regime including introducing additional guidelines.

The new services introduced by innovators may lead to extra measures that involve a different regulation. Innovations may facilitate collaborative regulation. For example innovations in digital financial services involve TCRA and the Bank of Tanzania.



Innovations are among the strategies emphasized in the United Nations' 2030 Agenda for Sustainable Development and the African Union's Vision 2063. The UN Agenda urges countries to build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation. [2]

According to the International Telecommunication Union (ITU), digital solutions can enable countries to realize up to 70 percent of programmes under the UN Sustainable Development Goals (MDG) by 2030.

MDGs seek to reduce income poverty, hunger, diseases, inadequate shelter and exclusion. They also have targets for promoting gender equality, health, education and environmental sustainability.

TCRA's vision is to ensure a Tanzanian society empowered by communications services. It promotes universal communications services access, including bridging access barriers.

1. References (all online sources were accessed in June 2024)
2. Ministry of Information, Communication and Information Technology. Tanzania's Digital Economy Strategic Framework (2024–2034). Published on www.mawasiliano.go.tz.
3. International Telecommunication Union (ITU). Innovation. Accessed on https://www.itu.int/pub/D-INNO. Accessed in June 2024.
4. A case for ICT Regulatory Sandboxes. Published on: https://digitalregulation.org/a-case-for-ict-regulatory-sandbox

Innovation tops Government digital agenda

The government has launched a strategy for implementing Tanzania's digital economy programme, with innovations cited as a crucial tool towards technological advancement.

The 10-year Tanzania Digital Economy Strategic Framework, to be implemented between 2024 and 2034, lists innovation among the pillars of a digital economy.

The pillars include an enabling digital infrastructure and technologies that promote inclusion and accessibility. Others are good governance and an environment promoting digital initiatives.

Digital literacy and skills development, a digital innovation culture and digital financial services also fuel the digital economy. In her message, President Dr Samia Suluhu Hassan described the framework as a testament to Tanzania's commitment to the future.

> "
> The framework would harness opportunities, overcome challenges, and craft a digital legacy that future generations will cherish.
>
> **— HE. Dr Samia Suluhu Hassan**
>
> *President of Tanzania*

"The time for change is upon us, and we must capitalize on our national strengths and oppor-tunities to chart a course toward new horizons." she said. The full text of the President's message is on page 9.

The framework shows how digital initiatives will facilitate the integration of digital service platforms in all sectors in Tanzania,

The platforms include the one-stop service centres, known as Jamii Centres, in which clients would transfer service levies or fees directly to various government bank accounts.

Other initiatives under the World Bank-funded Digital Tanzania Project (DTP) include engaging multiple government institutions for payments.

The Government will roll out a payment platform, that will be linked to a person's unique life-time digital identity known as Jamii Number.

Streamlining payment systems to curb fraud

Excerpts of the Tanzania Digital Economy Strategic Frameworks

The most visible impact of digital innovations in Tanzania is demonstrated in Government payment services, mobile money transactions, and banking.

The Government electronic Payment Gateway (GePG) has revolutionized revenue collection. It has led to a substantial increase in government revenue, from 951 billion shillings in 2018 to 4,367 billion in 2022.

The Jamii Payment platform, will not only streamline the payment process but simultaneously decrease the risk of fraud.

Jamii Pay's one-stop single-bill payment concept benefits include the convenience of being able to pay all government services under one bill. The digital platform then distributes the funds to various institutional accounts.

This saves time and effort, as the client would no longer have to log into multiple websites or call different government institutions to make government payments.

Government revenue

2018		2022
951 billion	22%	4,367 billion

Towards an inclusive, resilient, competitive digital economy

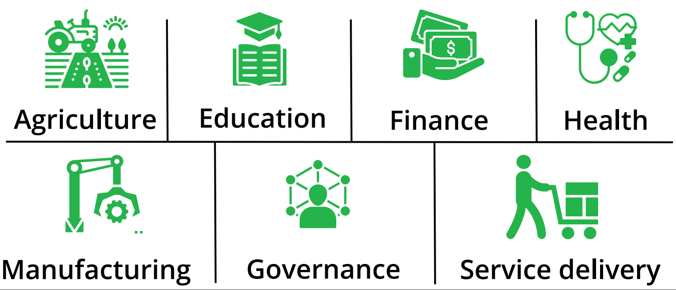
-By **H.E Dr. Samia Suluhu Hassan**
President of the United Republic of Tanzania

The government recently launched Tanzania's Digital Economy Strategic Framework to be implemented between 2024 and 2034. We reproduce the launching statement by the President of the United Republic of Tanzania, Dr Samia Suluhu Hassan.

This framework signifies our firm commitment to the future and serves as a guiding light as we endeavour to build an inclusive, resilient, and competitive digital economy.

We are at the forefront of a new era, where the current Industrial Revolution is transforming economies and expanding the realm of possibilities.

Digital technologies have permeated every aspect of our socioeconomic landscape, including;



As the rest of the world embraces the digital age, Tanzania is also dedicated to adapting, leading, and innovating in the digital sphere.

The time for change is upon us, and we must capitalize on our national strengths and opportunities to chart a course toward new horizons.

Our National Information and Communications Technology (ICT) Policy emphasizes the crucial role of ICT in our nation's journey to achieving socio-economic goals.

Our vision, as articulated in the National Five-Year Development Plan 2021/22–2025/26, with thematic competitiveness, industrialization, service provision and trade, can be realized by the immense adoption of digital technologies.

This strategic framework is a testament to these commitments, aiming to harness opportunities, overcome challenges, and craft a digital legacy that future generations will cherish. Our aspirations extend beyond our borders.

As proud global community members, we align our efforts to attain the 2030 Agenda for Sustainable Development and the pan-African drive embodied in Agenda 2063.

Our solemn duty is to promote sustainable and resilient infrastructure, foster innovation, and ensure that the fruits of the digital age are accessible to all on an equal basis.

I commend all the experts and stakeholders involved in this initiative and bank on their continued support as we champion our digital transformation journey.

National ICT Policy and Innovation

By Our Correspondent

The national information and communications technology (ICT) policy, being reviewed, acknowledges the contribution of an enabling policy and regulatory environment that fosters digital innovation.

The policy seeks to build a Tanzanian society empowered by ICTs. It aims to enable Tanzania to achieve global and regional development goals. These include targets in the United Nations Agenda for Sustainable Development and the African Union Vision 2063.

It recognizes digital innovations as key to the digital transformation of Tanzania. Programmes will be implemented to develop critical and increased investments in innovative digital social service delivery systems.

The policy notes that a conducive policy and regulatory environment have played a pivotal role in promoting investment and innovation in the ICT sector, giving rise to a vibrant and competitive digital culture in the country.

It also emphasizes the importance of nurturing an innovation and entrepreneurial culture. Employees will also be trained to improve their digital competencies to levels and standards required for the digital economy.

"Bridging the digital skills gap is a collective endeavour that demands collaboration from all stakeholders in the public and private sectors, to create a more resilient, capable, and inclusive digital economy.", it says.

The policy outlines policy action in several areas. It underscores the contribution of research, development, innovation and entrepreneurship (RDIE) to sustainable development and supports the growth of the digital economy.

"ICT Research is necessary for development, It will also allow Tanzania to leverage opportunities emerging from technological developments in the digital age.", it explains.

The strong growth of Tanzania's economy over the past 20 years, averaging 6.6 per cent, puts the country at the centre of innovation and entrepreneurship across the region and Africa.

Digital innovation and entrepreneurship are at the forefront of this growth, driving innovation, creating new business models, addressing socio-economic

Communications Engineer at Tanzania Communications Regulatory Authority (TCRA) Ms. Aneth Kilaja, mentors female students as they finalise an ICT innovation project during the 2024 International Day of Girls in ICT. PHOTO: TCRA/CPRU.

challenges, generating new job opportunities, and contributing to Tanzania's economic growth. Innovation creates new business models and jobs.

Tanzania experienced a 15% increase in start-up companies rising from innovation in 2022, bringing the number to 673.

673 Start-ups **15%**

The policy attributes this growth to rising digital technology access, cultural shift and entrepreneurial spirit, especially among youth pursuing self-employment.

Startups

The Professional Services and Consulting sector, including software as a service	25.9%
AgriTech	16.6%
FinTech	7.2%
Emerging sectors include e-commerce/ Retail Tech	6.6%
Health Tech	5.3%

Dar es Salaam is the leading innovation start-up hub, hosting **66.56%** of all start-ups in Tanzania. Arusha secured second place with an increase from **6%** in 2021 to **8.13%** in 2022, while Mbeya also grew from **2.6%** to **4.22%**. Some **21.09%** are in other regions.

The policy recommends action to overcome hindering the growth of research, development and innovation in ICT. These include:

- Lack of robust formal financing and private investment eco-systems. This leaves most digital innovations to thrive on personal savings and family support.
- Reliance on development partners and informal funding sources. This stifles growth and innovation, hence the need for diverse and robust investment networks to unlock entrepreneurs' full potential.
- Failure to secure capital due to challenges spanning technical knowledge, collateral guarantees, and a highly competitive equity landscape.
- Lack of sufficient training programs on corporate governance and entrepreneurial financing to boost success and attract diverse financing opportunities. Growing demand for digital innovation spaces poses a higher demand for supporting infrastructures.
- The lack of affordable and quality research and development facilities also hinders innovation and competitiveness.
- Limited access to affordable internet. To promote and encourage research, innovation, development, and entrepreneurship in digital governance, infrastructure, systems and services in building a strong digital economy.

The policy outlines measures to address the challenges.

The Government will:

a. Establish a reliable funding scheme to facilitate research, innovation and development of digital systems, solutions and services.;

b. Facilitate and promote the establishment of digital innovation hubs for the development of digital solutions;

c. Collaborate with research institutions and the private sector to establish ICT parks for digital innovation and entrepreneurship;

d. Promote commercialization of digital innovations for effective participation in the digital marketplace and job creation;

e. Facilitate market promotion and capital investment in digital innovation;

f. Promote awareness of Intellectual property rights and patent rights to local digital innovators; and

g. Promote collaboration between academia and the ICT industry.

Collaborative Regulation

The scope of regulation has widened. The entry of more stakeholders in the communications services supply chain due to rapid advances in information and communication technologies (ICTs) and their applications has led to a new form of synergies,

Arrangements in which sector regulators cooperate on specific areas are known as Collaborative regulation. The International Telecommunication Union (ITU) introduced the concept in 2016.

As Tanzania mainstreams digital solutions into its economy, more players become part of the services chain. There are multiple digital interactions across platforms. This calls for stakeholder cooperation in different fields such as health, education and logistics.

Mobile money services stand as a quick example of this collaboration. TCRA and BOT have an institutional mechanism to address overlaps in providing mobile financial services. An example is the responsibilities of the respective regulators at each stage of the value chain.

Regulators should identify areas of collaboration, the expectations of all entities and expected outcomes.

The two institutions address issues through collaboration, thus leading to efficient services and growth.

TCRA also works with other regulatory institutions, such as the Tanzania Atomic Energy Commission that cooperates in electromagnetic field (EMF) radiation.

It collaborates with the Tanzania Bureau of Standards on communications equipment and devices, the Tanzania Revenue Authority on revenue assurance and the National Identification Authority on biometric SIM card registration.

The Authority also cooperates with institutions of higher learning in various areas. ITU recommends ways to improve collaboration. The ITU 2020 report on connectivity in the Least developed countries, urges effective, collaborative regulation.

Countries should enhance the awareness of existing regulatory frameworks by key actors and sector regulators.

Countries need to analyze regulatory gaps and strengthen engagement with key stakeholders. Regulators should build a common understanding of their roles and responsibilities.

Communication service provider agent assisting a customer. Accessible services ensure universal communication coverage. PHOTO: TCRA/CPRU.

Enhanced Framework for Community Broadcasting Services

The Tanzania Communications Regulatory Authority (TCRA) introduced the Electronic Communications and Postal Community Broadcasting Services Regulations, 2023, which took effect on August 25, 2023.

Established under the Electronic Communications and Postal Act (Chapter 306), these new regulations provide a robust framework for the licensing and management of community broadcasting services throughout Mainland Tanzania.

This initiative seeks to boost local content production and foster greater community engagement in broadcasting.

Key aspects of the regulations include:

Ownership and Operation:

Community broadcasting stations are mandated to be not-for-profit broadcast media outlets and are primarily owned and operated by educational institutions, local government authorities, social clubs, NGOs and other community-based organizations. Political parties, individuals, religious institutions, commercial companies and other unrelated groups are not allowed to own community broadcasting services.

Content Guidelines:

Programming must focus on the needs and goals of the local community, including education, health, economic development and cultural enrichment. The regulations state that at least 80 per cent of the broadcast content should involve the community where the station operates.

Prohibited Content:

The regulations prohibit indecent content which undermines integrity, incites discrimination or violence, promotes sexual content or pornography and disparages the government, legislative or judicial activities.

Radio broadcasting services provide timely access to crucial information, ensuring a mass reach while supporting national socio economic development. PHOTO: Radio One

Revenue Sources:

Community broadcasting stations may fund their operations through contributions, grants, community advertising, and partnerships with approved development partners. Commercial advertising is forbidden. Other commercial-based revenues may not be used to fund community broadcasting.

Technical Standards:

Both radio and television community stations must adhere to approved minimum technical spesification and quality service regulations as provided by TCRA.

These regulations signify a significant step towards empowering communities through media, ensuring that broadcasting services cater to the specific needs and dynamics of local populations, and fostering a more informed, educated and cohesive Tanzanian society.

CONSUMER GUIDE

Effective protection against SMS fraud

In today's digital age, where mobile phones have become indispensable, it is crucial to remain vigilant against online fraudsters who exploit vulnerabilities through fraudulent short messages (SMS).

These messages can range from phishing attempts to scams to deceive users into revealing sensitive information or parting with their hard-earned money. However, with the appropriate precautions and knowledge, you can protect yourself from falling victim to these fraudulent schemes.

Here are some essential tips:

Stay Informed

Awareness is your first line of defence. Educate yourself about common types of SMS fraud, such as phishing, fake prize notifications or requests for personal information.

Verify the sender

Exercise caution when receiving messages from unknown numbers or unfamiliar sources. If a message seems suspicious or too good to be true, it's likely a scam. Do not click on any links or respond to such messages.

Report suspicious SMS or calls

If you receive a fraudulent SMS or call, immediately text "fraud" to 15040. Follow the instructions to resend the suspect's number. Reporting aids authorities in tracking and preventing scams and allows TCRA and Mobile Network Operators to document and sanction involved SIM cards. Active reporting is vital in combating SMS fraud. We should not ignore or only delete messages or phone numbers involved in fraud attempts.

Use official channels only

When communicating with your mobile network service provider (MNO), use the designated number provided by your provider, usually 100. MNOs exclusively use this number to communicate important information or address customer concerns.

Treat any communication from a different number claiming to be your MNO with suspicion.

Exercise caution

Fraudsters often use tactics to gain your trust, such as posing as MNO representatives or offering enticing deals. We should remember that legitimate MNOs never ask for your personal or financial information through SMS or phone calls. If in doubt, hang up and call your MNO directly using the official number, i.e., 100.

Protect personal information

Avoid sharing sensitive information such as your SIM card details or banking credentials with unknown individuals or entities. Providing such information can give fraudsters the means to carry out their scams.

Stay updated

Keep your smartphone's operating system, apps, and security software up-to-date. Regular updates often include patches for security vulnerabilities, helping to safeguard your device against potential threats.

Spread Awareness:
Share these tips with your friends, family, and colleagues to help them stay protected against SMS/sim fraud. Remember, staying safe online is a collective effort.

Youth Clubs for digital inclusion

By Our Correspondent

In a push to cultivate a digitally adept generation, the Tanzania Communications Regulatory Authority (TCRA) is championing the establishment of digital clubs in educational institutions nationwide.

TCRA Director General, Dr. Jabiri Bakari explains that the programme was part of strategies to promote the growth of information and communications technologies (ICTs) and applications.

> The clubs are innovative platforms that would equip Tanzanian youth with the skills needed to thrive in a digital economy.
>
> **— Dr Jabiri Kuwe Bakari**
>
> *TCRA Director General*

The initiative also fosters deep engagement with Science, Technology, Engineering, and Mathematics (STEM) fields, bolstering students' critical thinking, creativity, and innovative capabilities.

Futher, the TCRA Northern zone Manager Eng. Imelda Salum, emphasized that the clubs are open to all students, not just those with a pre-existing interest in STEM, making every student a potential participant.

Participation in digital clubs offers a wealth of advantages for students at all levels through exposing them to the latest technological advancements, receive career development opportunities through coaching and mentorship and can participate in competitions that sharpen their skills.

Schools also benefit by connecting their students with industry experts, bridging the gap between theoretical learning and practical applications in the real world.

Those interested in establishing digital clubs can register through the TCRA dedicated website, digitalclubs.tz.

They may also call toll-free number for more information. **0800008272**

Deputy Minister of Information, Communication, and Information Technology, Eng. Maryprisca Mahundi, accompanied by TCRA Director General Dr. Jabiri Bakari and other sector leaders, listens as a girl from Pemba, Zanzibar, presents an innovative ICT idea during the International Girls in ICT Day 2024 celebrations in Arusha. PHOTO: TCRA/CPRU.

Enhancing Mobile Service Quality

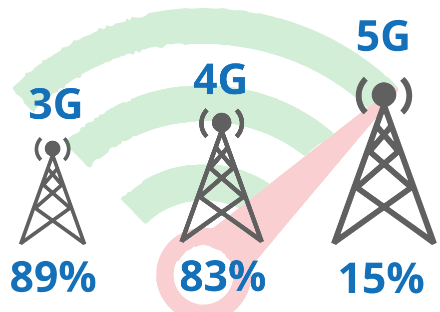
By Peter Lyimo

All five national mobile service providers meet mandated quality standards, a Tanzania Communications Regulatory Authority (TCRA) survey has confirmed.

The quarterly survey, between April and June 2024, examined network availability, connection success rates, and the stability of ongoing calls across major operators, including Airtel, Halotel, Tigo, TTCL, and Vodacom.

It also highlighted advancements in mobile technologies – second, third, fourth and fifth generations (2G, 3G, 4G, and 5G). Three G services are for voice, messaging and data, the fourth (4G) adds high-speed internet to these and the fifth (5G) offers high-speed internet and multiple uses.

Service penetration among the population increased in percentage between April and June 2024 from 88 to 89 (3G), 80 to 83 (4G) and 13 to 15 (5G). Geographical coverage percentage rose from 72 to 73 (3G), 64 to 65 (4G) and one to two (5G).



Mobile broadband internet access speeds, in megabytes per second (mbps), increased from 11.1 to 12 for uploads, and from 11.4 to 12 for downloads.

'Hello, I'm listening. Understood, I'll make the delivery.' Mobile communication transforms service, making life more convenient. PHOTO: TCRA/CPRU

The report also evaluated network safety, focusing on call transfer efficiencies and the quality of voice calls. The survey thoroughly assessed data transfer rates and network response times.

TCRA has intensified public awareness campaigns to combat fraud, encouraging users to report any suspicious activities and numbers used in fraud through the dedicated SMS service code 15040.

SMS send sms to report fraud **15040**

Reporting enables the authorities to take appropriate action, such as imposing sanctions on fraudulent phone numbers after thorough investigations.

Action against fraudulent calls and SMS highlights the ongoing commitment of Tanzania's mobile operators and TCRA to secure the mobile communications environment and maintain high service standards.

TCRA conducts telecommunications quality measurements jointly with mobile network operators, an approach that ensures that findings are aligned before the final report.

The Authority has also adopted an alternative data acquisition methodology that utilizes a comprehensive survey approach.

STATISTICS

Zanzibar front runner in 5G penetration

By Our Correspondent

Zanzibar Urban West region is third in Tanzania in 5Gbase station node deployment, with Pemba North now tenth in nationwide SIM card penetration, the latest communications sector growth report shows.

The TCRA April-June 2024 quarterly statistics show that 37 fifth-generation mobile technology base stations and nodes have been deployed in the Zanzibar urban West Region.

Dar es Salaam leads with 541 base stations, followed by Dodoma with 41. Arusha and Mwanza have 27 and 23, respectively. Some 754 have been deployed countrywide.

Five G, introduced to Tanzania in 2022, enables the delivery of high-speed internet services.

TCRA Director General. Dr Jabiri Bakari says in the report that the technology covers 15 per cent of Tanzania's population by June 2024, up from 13 per cent in March. It had penetrated two per cent of the country's geographical area by June this year, he added.

SIM card registration in most Zanzibar regions has improved following the deployment of 48 new base stations in Unguja and Pemba under a project launched in 2022 to enhance coverage in remote and underserved locations.

North Pemba had registered 118,329 SIM cards by April, a 125 per cent population coverage compared to North Pemba had registered 118,329 SIM cards by April, a 125 per cent population coverage compared to September 2022 when it was 100 per cent. It is among the top 10 regions countrywide in SIM/population ratios.

Some 75,588,006 SIMs were active in the five mobile networks by June 2024. They include 962,928 which used for automated communication among machines without human intervention.

This technology, also known as machine-to-machine (M2M) communications, enables objects, devices or things to use existing or evolving communication networks to automatically share data electronically and carry out actions with minimal or no human intervention.

Examples of M2M devices are smart electricity meters, which allow users to track energy consumption in real time.

The technology is also used in wearable items. These monitor a user's physical activity, heart rate and other metrics and transfer data to devices such as smartphones and networked computers.

The TCRA statistics show that users had connected 7,721 wearables to Tanzanian networks in June 2024.

Table 1: SIM cards registered countrywide between September 2022 and June 2024

Region	September 2022	June 2024	Increase	Percent increase
Unguja regions	428,873	660,114	231,241	54
Pemba	189,916	236,457	46,541	25
All Zanzibar regions	618,789	896,571	277,784	45
United Republic of Tanzania regions	58,032,985	76,550,934	18,517,949	32
Tanzania Mainland regions	57,414,196	75,654,363	18,240,167	32

Internet subscriptions increased by seven per cent, from 36.8 million by March 2024 to 39.3 million in June. Average internet download and upload speeds improved from 11.4 to 12 megabytes per second for mobile broadband between April and June.

The statistics also show that data bundle tariffs decreased by 0.6 per cent between April and June 2024.

Average tariffs for calls on subscribers' networks (onnet) and to other networks (off-net) converged in 2020 following gradual drops in preceding years. The report attributes this to the drop in interconnection charges during the period – from 15.6 shillings in 2018 to 1.76 shillings in January 2024.

The June 2024 statistics also show that digital terrestrial television broadcasts (DTT) now cover 32 per cent of Tanzania and are accessed by 56 per cent of the population. Radio broadcasts on frequency modulation (FM) reach 49.94 of the country and cover 75.52 per cent of the population.

Satellite television reaches 100 per cent of the population and covers the whole country.

In Tanzania, broadcasting content is delivered through radio, digital terrestrial television, satellite television, cable television and online media.

Tanzania was the first country in Eastern and Southern Africa to migrate to DTT from analogue broadcasting in December, ahead of the international deadline of June 2015. Digital television subscribers require decoders or set-top boxes to access the service.

The report shows that 3,840,923 decoders were in use in April 2024, of which 1,868,982 were for DTT broadcasting and 1,971,941 were for satellite broadcasting.

TCRA issued 24 new licences for different broadcasting content services between April and June 2024. They include eight district radios, nine national television by subscription, two online radios, two online content aggregators and three cable televisions.

Cumulatively, Tanzania now has 16 national free-to-air (FTA) televisions, 23 district FTA televisions, 14 national radios, 31 regional radios, and 17 district radios. Others are 15 community radios, 25 national subscription televisions, one district subscription television, five online content aggregators, 64 weblogs (blogs), nine online radios, 215 online televisions, and 63 cable televisions.

The report shows that cable TV subscriptions increased by 19 per cent - from 15,781 in March 2024 to 18,820 in June 2024. Half the cable television subscribers are in Shinyanga, Tabora, Dodoma and Mwanza.

TCRA licenced 12 more courier companies in the April-June 2024 quarter, reflecting a move towards promoting parcel traffic.

The new licensees are six intercity transporters mainly passenger buses, three intercity couriers, one East Africa operator and two international courier companies in the April-June quarter.

Communication Statistics in figures

Telecom subscriptions for the quarter ending June 2024

Telecom subscriptions are all active SIM cards and fixed lines that have registered activity or have been used at least once in the past three months

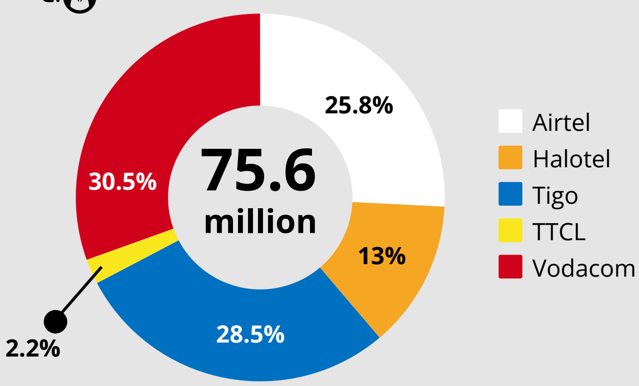
There are two types of SIM card subscriptions: those subscribed to human communication (Person to Person - P2P) and those for machine communication (Machine to Machine - M2M)

Telecom Subscriptions increased by 4.3 percent

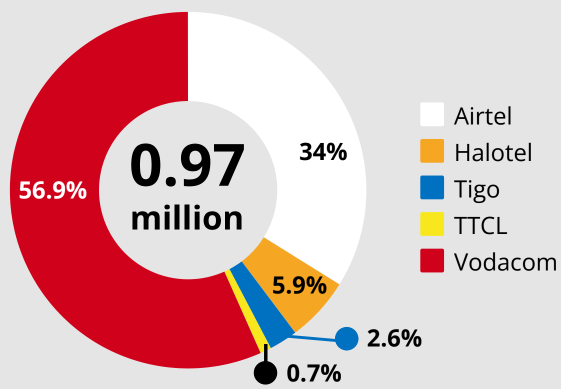
March 2024	June 2024	
73.4 Million	76.6 Million	4.3%

Operators' subscriptions market shares in brief

P2P subscriptions



M2M subscriptions



Towards a cashless economy: How mobile money subscriptions increased

2 million new mobile money accounts were created within a quarter

March 2024	June 2024
53.0 Million	55.7 Million

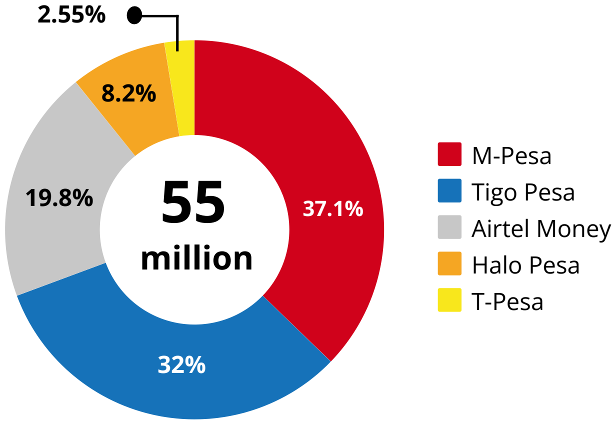
5%

Mobile money transactions

March 2024	June 2024
473,163,645	295,925,437

More than 89% of the mobile money market is controlled by **Tigo Pesa, M-Pesa, and Airtel money.**

Mobile money subscriptions



Internet Services Statistics

36.8 Million

March 2024

39.3 Million

June 2024

There was an increase of **7%** in subscriptions from **36.8 million** as of March 2024 to **39.3 million** as of June 2024

7%

Monthly internet subscriptions for the quarter ending June 2024

Mobile wireless is the most preferred compared to other internet services. As of June 2024, it comprises of **99.6%** of all subscriptions

99.6%

Month	Mobile wireless subs	Fixed wireless subs	Fixed wired subs	Total
April	37,189,561	56,311	35,126	37,280,998
May	38,152,800	60,328	34,865	38,247,993
June	39,214,908	56,130	40,439	39,311,477

Number of active decoders per operator as of June 2024

3.84 million total number of sold decoders including active and inactive decoders

1.6 million total number of active decoders

79% of the 1.6 million active decoders are DTH

Number of active decoders per operator as of June 2024

	DTT	DTH	Total
Agape Associates Limited	1,840	0	**1,840**
Azam Media Limited	206,527	863,176	**1,069,703**
Basic Transmission Limited (Digitek)	15,000	0	**15,000**
Basic Transmission Limited (Continental)	38,020	30,842	**68,862**
Multichoice Tanzania Limited (DSTv)	0	233,607	**233,607**
Star Media Limited	79,502	98,329	**177,831**
Zuku	0	23,106	**23,106**
Total	**340,889**	**1,249,060**	**1,589,949**