Tanzania Communications Regulatory Authority

# Communications Statistics

**Quarter ending September 2024**

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ISO9001:2015 CERTIFIED

**Version 1.0**

## About this report

This report presents communication statistics for the first quarter of the financial year 2024/2025. The report provides statistics on telecommunication, mobile money, Internet, broadcasting, postal and courier and other ICT-related services.

The statistics have been prepared in line with the statistical standards and International Telecommunications Union (ITU) standards for collecting and reporting administrative/supply-side data on telecommunications/ICT services.

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# 1. Telecommunication Statistics

Telecommunication services statistics on subscriptions, tariffs, user devices, voice and SMS traffic are provided on a monthly, quarterly and annual basis as highlighted below.

## 1.1. Telecom subscriptions statistics

A count of all active SIM cards and fixed lines that have registered activity or have been used at least once in the past three months describes telecom subscriptions. There are two types of SIM card subscriptions: those subscribed for human communication (Person to Person - P2P) and those for machine communication (Machine to Machine - M2M). The total number of subscriptions (SIM cards and fixed lines - P2P and M2M) increased from 76.6 million during the previous quarter (quarter ending June 2024) to 80.7 million subscriptions as of September 2024. That is an increase of 5%, as summarized below.

**As of June 2024**
**76.6 Million**

**As of September 2024**
**80.7 Million**

**5.4%**

### 1.1.1 Telecom subscriptions for P2P

**75.6 Million**
**As of June 2024**

**79.6 Million**
**As of September 2024**

**5.4%**

SIM cards subscribed for P2P per operator in the quarter ending September 2024 are shown in Table 1.1.1.

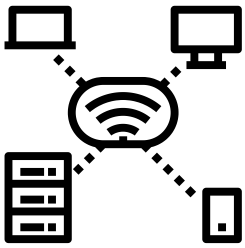
**Table 1.1.1 Number of telecom subscriptions for P2P communication per operator**

| MONTH | AIRTEL | HALOTEL | TIGO | TTCL | VODACOM | TOTAL |
|---|---|---|---|---|---|---|
| July | 19,349,803 | 10,288,681 | 22,234,092 | 1,718,668 | 23,402,345 | 76,993,589 |
| August | 19,533,663 | 10,598,149 | 22,836,771 | 1,574,711 | 23,657,084 | 78,200,378 |
| September | 19,492,734 | 10,971,582 | 23,458,325 | 1,586,724 | 24,136,856 | 79,646,221 |

## 1.1.2 Telecom subscriptions for M2M communications

**0.97 Million**

**As of June 2024**



**1.02 Million**

**As of September 2024**

**4.8%**

Table 1.1.2 shows SIM cards subscribed for M2M communications per operator for the quarter ending September 2024.

**Table 1.1.2 Number of telecom subscriptions for M2M communication per operator**

| MONTH | AIRTEL | HALOTEL | TIGO | TTCL | VODACOM | TOTAL |
|---|---|---|---|---|---|---|
| July | 328,576 | 57,430 | 43,100 | 6,515 | 559,877 | 995,498 |
| August | 330,069 | 58,563 | 47,615 | 4,496 | 566,361 | 1,007,104 |
| September | 331,676 | 59,913 | 48,539 | 4,495 | 571,197 | 1,015,820 |

### 1.1.3 Operators' subscriptions market share

Chart 1.1.3a and 1.1.3b show the telecom market share by subscriptions per operator. For P2P, it is shown that there is high competition among the operators.

However, for M2M, Vodacom leads the market with more than half (56.2%) of all M2M subscriptions, as shown in Chart 1.1.3b. Airtel ranks second with 32.7%, followed by Halotel with 5.9%.

**Chart 1.1.3a Operators' market share by subscriptions for P2P**

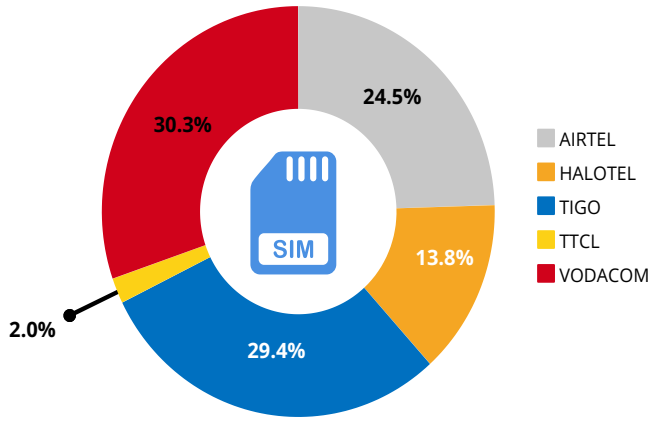
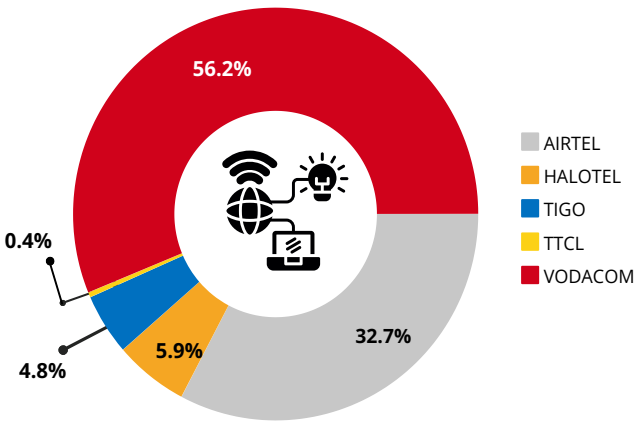



**Chart 1.1.3b Operators' market share by M2M subscriptions for M2M**



## 1.1.4 Subscriptions to mobile and fixed networks

Table 1.1.4 presents the number of subscriptions for mobile and fixed networks for the quarter ending September 2024. The table shows that the fixed networks have insignificant share.

### Table 1.1.4 Subscriptions to mobile and fixed networks for P2P and M2M communication

| MONTH | Mobile subscriptions (P2P) | Fixed subscriptions | Mobile subscriptions (M2M) | TOTAL |
|---|---|---|---|---|
| July | 76,915,542 | 78,047 | 995,498 | 77,989,087 |
| August | 78,122,181 | 78,197 | 1,007,104 | 79,207,482 |
| September | 79,568,173 | 78,048 | 1,015,820 | 80,662,041 |

## 1.1.5 Quarterly change in subscriptions per operator

There was an increase in P2P subscriptions in the quarter ending September 2024 of around 4 million. Chart 1.1.5a indicates the change in P2P subscriptions as of September 2024.

### Chart 1.1.5a Quarterly change in P2P subscriptions by operator

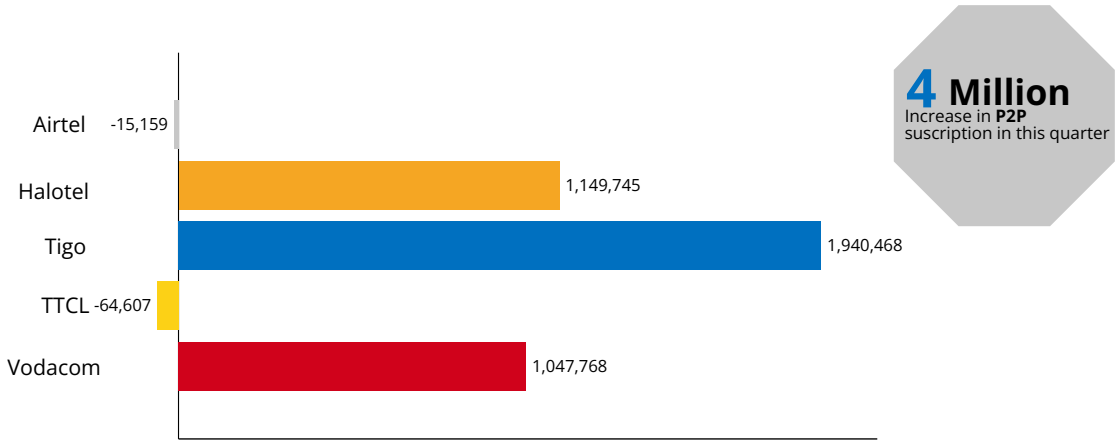
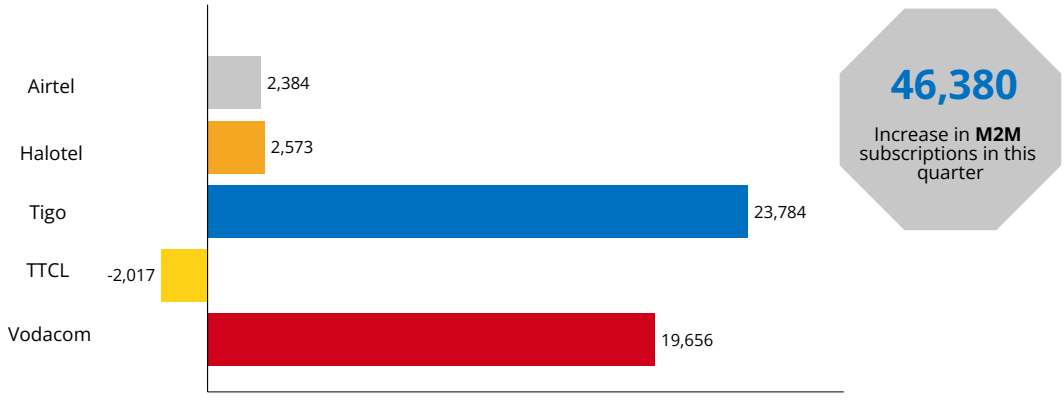



Chart 1.1.5b indicates the change in M2M subscriptions as of September 2024. There was an increase in M2M subscriptions in the quarter ending September 2024 of around 46,380.

### Chart 1.1.5b Quarterly change in M2M subscriptions per operator



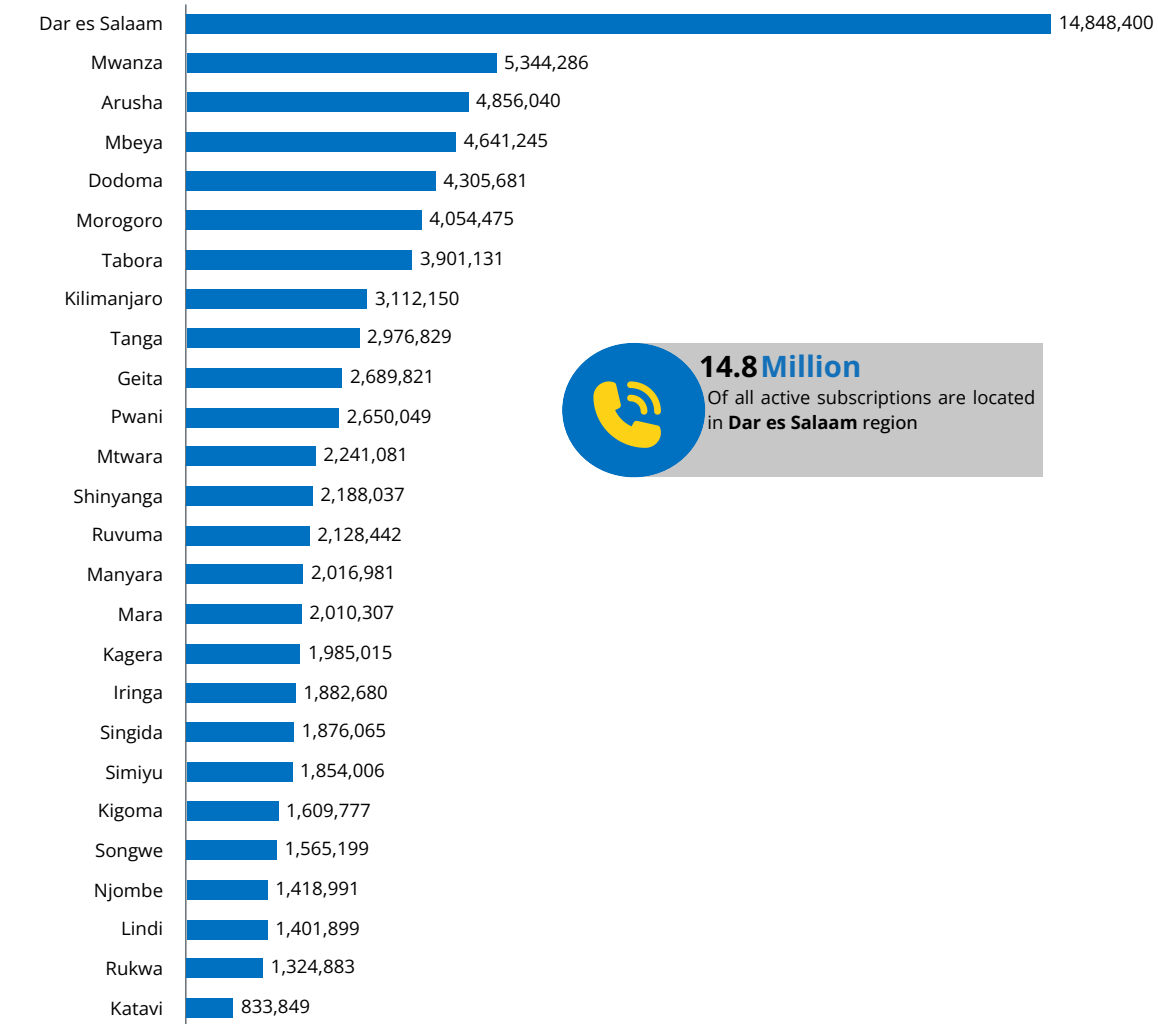
## 1.1.6 Telecom services subscriptions by region

The distribution of telecom subscriptions per region is depicted in Chart 1.1.6. In the quarter under review, Dar es Salaam ranks first by having about 14.8 million of all active subscriptions, Mwanza ranks second with 5.3 million subscriptions, Arusha ranks third with 4.9 million subscriptions, Mbeya ranks fourth with 4.6 million subscriptions, and Dodoma ranks fifth by having 4.3 million of all active subscriptions.

Regions with the lowest contribution to the country's total subscriptions are Kaskazini Unguja 73,743 subscriptions, Kusini Unguja 110,970 subscriptions, and Kusini Pemba 124,472 subscriptions.

**Chart 1.1.6 Telecom services subscriptions by region**

### Tanzania Mainland




### Zanzibar

### 1.1.7 Trend of telecom subscriptions over the past five years

The trend of telecom subscriptions for P2P communication for the past five years is shown in Table 1.1.7.

**Table 1.1.7 Trend of telecom subscriptions for the past five years**

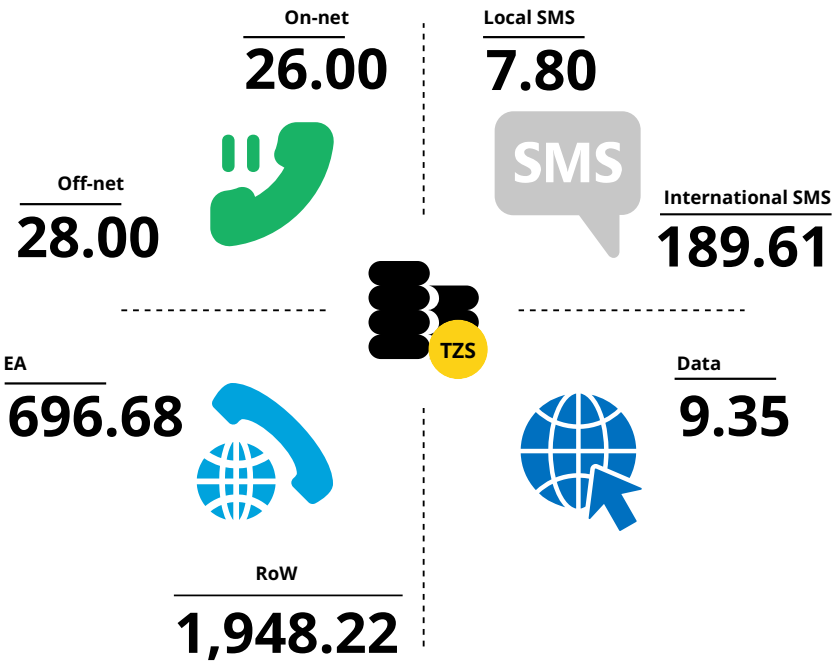
| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| Mobile Subscriptions | 47,685,232 | 51,220,233 | 54,044,384 | 60,192,331 | 70,215,144 |
| Fixed Subscriptions | 76,288 | 72,469 | 71,834 | 84,696 | 75,732 |
| **Total Subscriptions** | **47,761,520** | **51,292,702** | **54,118,218** | **60,277,027** | **70,290,876** |
| **PENETRATION** | **78%** | **81%** | **88%** | **98%** | **111%** |

## 1.2 Telecommunication tariffs

This section presents average basic and bundle tariffs (Tax inclusive) for voice, SMS and data services, for local, East Africa (EA) and Rest of the World (RoW).

### 1.2.1 Basic tariff (Pay as You Go)

Basic tariffs are the prices charged for voice, SMS and data services without subscribing to a bundle. They are also known as Pay as You Go or standard tariffs.




The changes in telecommunication basic tariffs applied in the quarter ending July and September 2024 are shown in the Table 1.2 below:

**Table 1.2.1 Telecommunication basic tariff (in TZS) change**

| | On-net | Off-net | EA | RoW | Local SMS | International SMS | Data |
|---|---|---|---|---|---|---|---|
| June 2024 | 26.00 | 28.00 | 713.16 | 1,869.45 | 7.80 | 189.61 | 9.35 |
| September 2024 | 26.00 | 28.00 | 696.68 | 1,948.22 | 7.80 | 189.61 | 9.35 |
| **% Change** | **0%** | **0%** | **-2%** | **4%** | **0%** | **0%** | **0%** |

As shown in the summary above, while on-net, off-net, data, and local and international SMS tariffs remained unchanged. However, there was a decrease in EA tariffs by 2% and an increase in RoW tariffs by 4%.

### 1.2.1.1 Voice tariffs (in TZS)

The voice tariffs for the quarter ending September 2024 for local and international services per operator are shown in Table 1.2.1.1. These are one-minute voice charges when a consumer makes a local or international call without subscribing to a bundle.

**Table 1.2.1.1 Local and international voice tariffs (in TZS) per operator**

| Operator | On-net | Off-net | EA | RoW |
|---|---|---|---|---|
| AIRTEL | 30.00 | 30.00 | 614.40 | 1,426.60 |
| HALOTEL | 10.00 | 20.00 | 875.00 | 1,565.00 |
| TIGO | 30.00 | 30.00 | 1,030.00 | 1,673.33 |
| TTCL | 30.00 | 30.00 | 217.60 | 2,871.33 |
| VODACOM | 30.00 | 30 .00 | 746.40 | 2,204.83 |
| **Industry Average** | **26.00** | **28.00** | **696.68** | **1,948.22** |

Table 1.2.1.1 shows no difference in charges when calling within and outside the network. All operators charge one minute at TZS 30, except Halotel, who charges TZS 10 (on-net) and TZS 20 (off-net).

The industry average for local voice tariff in the quarter ending September 2024 remained the same at TZS 26 and TZS 28 for on-net and off-net respectively, as in quarter ending June 2024.

Table 1.2.1.1 further shows that international voice tariffs differ across networks, unlike local tariffs with the exception of Halotel. The industry average rate of one minute for making calls to East Africa and Rest of the World (RoW) are TZS 696.68 and 1,948.22 respectively.

### 1.2.1.2 SMS and data tariffs (in TZS)

The local and international Pay as You Go tariffs (Tax inclusive) for SMS and data as of September 2024 are shown in Table 1.2.1.2.

**Table 1.2.1.2 SMS and Data tariffs (in TZS)**

| Operator | Local SMS | International SMS | Data (in TZS per MB) |
|---|---|---|---|
| AIRTEL | 8.00 | 215.00 | 9.35 |
| HALOTEL | 5.00 | 95.00 | 9.35 |
| TIGO | 8.00 | 215.00 | 9.35 |
| TTCL | 10.00 | 138.06 | 9.35 |
| VODACOM | 8.00 | 285.00 | 9.35 |
| **Industry Average** | **7.80** | **189.61** | **9.35** |

The industry average tariffs for the local SMS (TZS 7.80), data (TZS 9.35) and international SMS (TZS 189.61) for September 2024 have remained the same as in the quarter ending June 2024.

### 1.2.2 Bundle tariffs (in TZS)

The disaggregated bundle tariffs (per unit prices - Tax inclusive) of one voice minute, one SMS and one MB of data for consumers subscribed to bundled telecom services are shown in Table 1.2.2a below.

**Table 1.2.2a Disaggregated bundle tariffs (in TZS)**

| Period | On-net | Off-net | SMS | Data |
|---|---|---|---|---|
| Apr- Jun 2024 | 4.66 | 6.18 | 1.42 | 2.16 |
| Jul- Sept 2024 | 4.75 | 6.34 | 1.47 | 2.17 |
| **% Change** | **1.9%** | **2.5%** | **3.3%** | **0.3%** |

The above summary indicates that unit bundle tariffs have changed at different rates for the quarter ending September 2024 compared to the quarter ending June 2024 as shown in Table 1.2.2a.

The tariffs for the quarter ending September 2024, as shown in Table 1.2.2b indicate that the industry average tariffs for disaggregated bundled services are generally lower than the pay-as-you-go tariffs.

**Table 1.2.2b Disaggregated bundle tariffs (in TZS)**

| Operator | On-Net | Off-Net | SMS | Data |
|---|---|---|---|---|
| Airtel | 4.19 | 7.04 | 1.58 | 2.05 |
| Halotel | 3.02 | 4.76 | 1.00 | 2.16 |
| Tigo | 4.67 | 6.61 | 1.28 | 2.06 |
| TTCL | 7.48 | 7.48 | 2.26 | 2.26 |
| Vodacom | 4.39 | 5.80 | 1.21 | 2.32 |
| **Industry average** | **4.75** | **6.34** | **1.47** | **2.17** |

The industry average bundle tariff per unit of service for on-net voice, off-net voice, SMS and data has increased to TZS 4.75, TZS 6.34, TZS 1.47 and and TZS 2.17 respectively in the quarter ending September 2024 from TZS 4.66, TZS 6.26, TZS 1.42 and TZS 2.16 respectively, in the quarter ending June 2024.

### 1.2.3 Industry average tariffs (in TZS)

The industry average basic and bundle tariffs for telecommunications services are shown in Table 1.2.3.

**Table 1.2.3 Industry average for basic and bundle tariffs (in TZS)**

| | On-Net | Off-Net | SMS | Data |
|---|---|---|---|---|
| Average basic tariff | 26.00 | 28.00 | 7.80 | 9.35 |
| Average bundle tariff | 4.75 | 6.34 | 1.47 | 2.17 |

It is shown that average tariffs for all Pay as You Go are almost five times greater compared to bundle unit tariffs, hence attracting majority of users (99.9%) to subscribe to bundle services.

## 1.2.4 Trend of industry average basic tariffs (in TZS) over the past five years

In the past five years, the trend of domestic and international industry average basic tariffs for voice calls and SMS are shown in Table 1.2.4a, 1.2.4b and 1.2.4c, respectively.

### Table 1.2.4a Trend of average basic local tariffs per minute in TZS over the past five years

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| On-net | 149.00 | 57.00 | 34.00 | 32.00 | 29.00 |
| Off-net | 189.00 | 57.00 | 34.00 | 32.00 | 30.00 |

Table 1.2.4a shows that the industry average tariffs for on-net and off-net calls dropped considerably between 2019 and December 2023, and the two converged in 2020. Convergence between on-net and off-net tariffs continued from 2020 to 2022. The noted alignment between on-net and off-net tariffs is linked to a significant drop in the interconnection charges during the same period.

### Table 1.2.4b Trend of average basic international tariffs (in TZS) per minute over the past five years

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| EA | 770.00 | 830.00 | 966.00 | 1,103.00 | 1,171.00 |
| RoW | 1,357.00 | 1,379.00 | 1,564.00 | 1,817.00 | 1,776.00 |

While the trend for local tariffs shows a close convergence, the tariffs for EA and RoW, as shown in Table 1.2.4b, have different trends over time as they depend on rates imposed by international traffic carriers and termination charges.

### Table 1.2.4c Trend of average basic local and international SMS tariffs in TZS over the past five years

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| Local SMS | 36.00 | 20.00 | 13.00 | 11.00 | 11.00 |
| International SMS | 160.00 | 176.00 | 172.00 | 193.00 | 200.00 |

Also, in the past four years, the trend of industry average bundle tariffs is shown in Table 1.2.4d.

### Table 1.2.4d Trend of average bundle tariffs in TZS over the past four years

| | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|
| On-net | 9.38 | 7.84 | 7.27 | 4.90 |
| Off-net | 11.21 | 8.69 | 7.78 | 6.30 |
| SMS | 3.45 | 3.35 | 2.69 | 1.37 |
| Data | 1.73 | 1.61 | 1.86 | 2.14 |

## 1.3 Telecom voice traffic statistics

### 1.3.1 Local voice traffic (in minutes)

The local on-net and off-net voice traffic for the quarter ending June 2024 and September 2024 are summarised below.

**Quarter ending June 2024**

**39.6 Billion**

**Local traffic**

**Quarter ending September 2024**

**41.1 Billion**

**Local traffic**

**4%**

The summary indicates that in the quarter ending September 2024 there was an increase in local voice traffic by 4%.

**On-net**

**-1%**

**Quarter ending June 2024**

**Billion 21.3**

**Quarter ending September 2024**

**Billion 21.1**

**Off-net**

**10%**

**Quarter ending June 2024**

**Billion 18.2**

**Quarter ending September 2024**

**Billion 20.0**

Further, it is shown in Table 1.3.1 that July 2024 was the busiest month compared to other months of the quarter.

**Table 1.3.1 On-net and off-net voice traffic (in minutes)**

| | July | August | September | Total |
|---|---|---|---|---|
| On-net | 7,188,565,697 | 7,009,335,392 | 6,890,640,823 | 21,088,541,912 |
| Off-net | 6,907,084,322 | 6,683,441,109 | 6,442,809,635 | 20,033,335,066 |
| **Total** | **14,095,650,019** | **13,692,776,501** | **13,333,450,458** | **41,121,876,978** |

Table 1.3.1 shows that around 41.1 billion minutes were spent in the quarter ending September 2024 compared to 39.6 billion minutes in the quarter ending June 2024. Further, the on-net traffic was higher than off-net traffic throughout the quarter.

#### 1.3.1.1 Percentage share of local voice traffic

The share of on-net and off-net local voice traffic are shown in Chart 1.3.1.1a.

**Chart 1.3.1.1a Percentage share of local voice traffic as of September 2024**

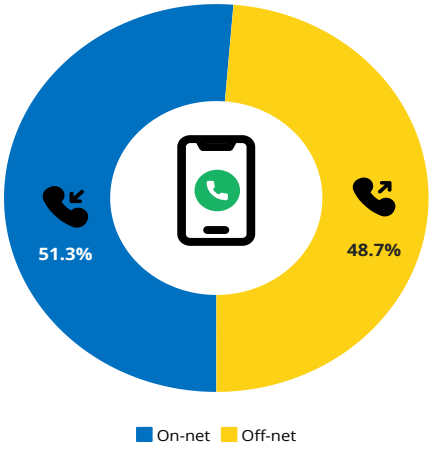


Chart 1.3.1.1a shows that more voice minutes were spent on on-net calls (51.3%) than off-net calls (48.7%). This observation indicates that people preferred calling within the same network.

The traffic minutes share per operator for on-net and off-net traffic calls shown in Chart 1.3.1.1b and Chart 1.3.1.1c indicate that more on-net and off-net traffic were generated in the Airtel network (38.8% and 30.5%, respectively).

**Chart 1.3.1.1b Shares of on-net traffic by operator**

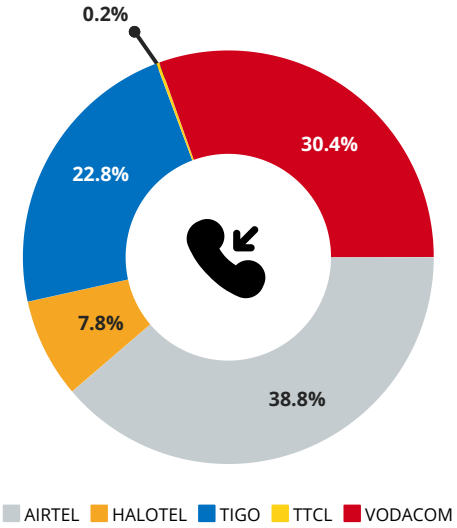
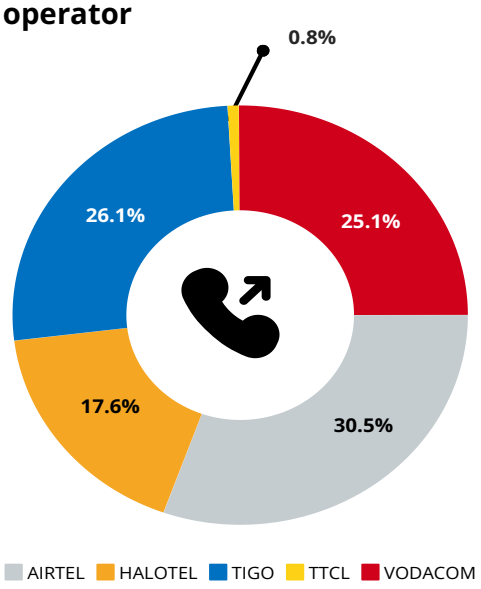



**Chart 1.3.1.1c Shares of off-net traffic by operator**




### 1.3.1.2 Trend of local voice traffic over the past five years

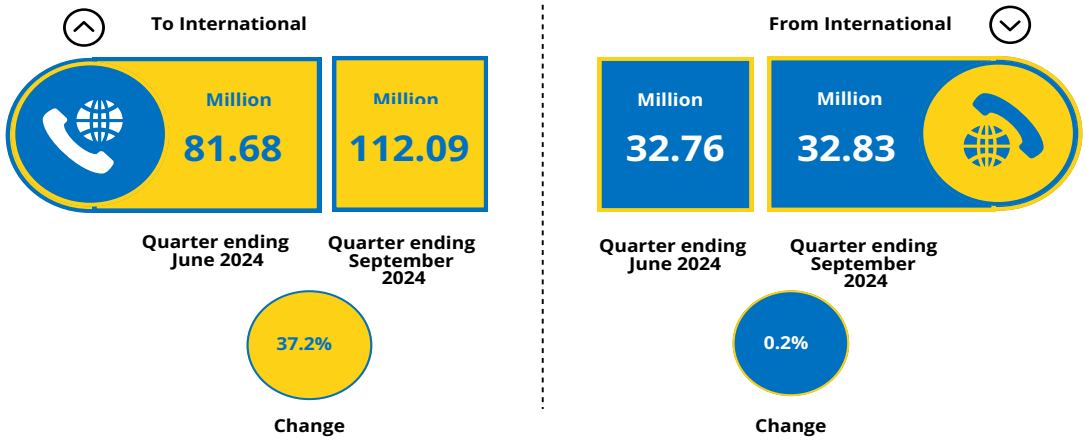
The trend of local voice traffic in minutes over the past five years has been increasing by an average of 9% and 61% for on-net and off-net, respectively, in each year from 2019 to 2023 as shown in Table 1.3.1.2.

**Table 1.3.1.2 Trend of local voice traffic in minutes for the past five years**

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| On-net Traffic | 55,812,036,633 | 54,561,254,851 | 51,673,651,476 | 62,678,814,642 | 77,770,241,513 |
| Off-net Traffic | 11,570,993,820 | 27,084,539,242 | 43,194,917,029 | 60,064,367,493 | 67,100,445,506 |
| **Total** | **67,383,030,453** | **81,645,794,093** | **94,868,568,505** | **122,743,182,135** | **144,870,687,019** |

## 1.3.2 International voice traffic

The voice traffic in minutes to/from international are summarised below.



The summary shows an increase in traffic minutes to and from international in this quarter. The traffic minutes to international increased by 112.1%. Moreover, there was an increase of 0.2% in traffic minutes from international. This result shows that subscribers originated more calls to international than received from international in this quarter.

Total traffic to/from East Africa (EA) and Rest of the World (RoW) for the quarter ending September 2024

| | July | August | September | Total |
|---|---|---|---|---|
| To East Africa | 24,922,006 | 37,936,673 | 38,330,088 | **101,188,767** |
| From East Africa | 9,005,411 | 9,058,028 | 8,731,400 | **26,794,839** |
| To the Rest of the World | 3,427,592 | 3,527,043 | 3,946,229 | **10,900,864** |
| From the Rest of the World | 1,962,754 | 2,012,347 | 2,057,038 | **6,032,139** |

### 1.3.2.1 Percentage share of voice traffic to/from EA

Share of voice traffic to/from EA are shown in Chart 1.3.2.1.

### Chart 1.3.2.1 Share of voice traffic to/from EA

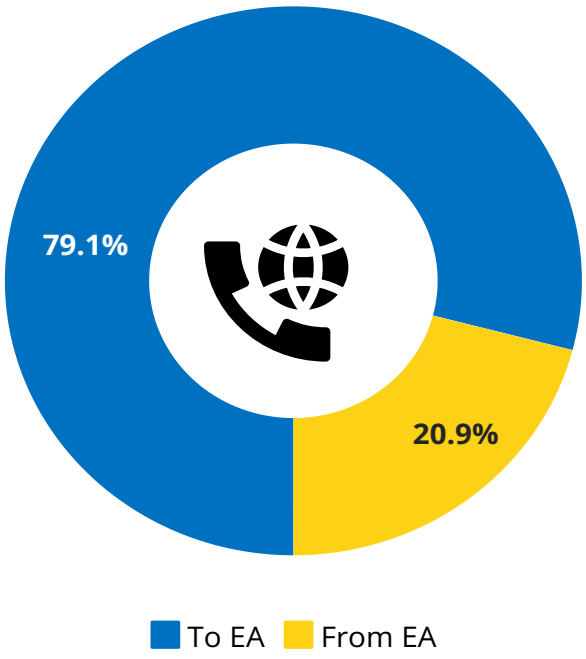



Chart 1.3.2.1 shows that voice traffic to EA countries is almost 3 times the traffic from EA countries. This observation indicates that in the quarter ending September 2024, subscribers spent more minutes communicating to EA countries.

### 1.3.2.2 Percentage share of voice traffic to/from RoW

Share of voice traffic to/from EA are shown in Chart 1.3.2.2.

**Chart 1.3.2.2 Voice traffic shares to/from RoW**

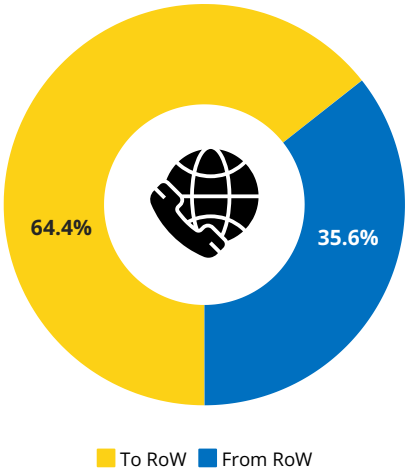



Chart 1.3.2.2 shows that voice traffic to RoW is 1.8 times the traffic from RoW. This observation indicates that, in the quarter ending September 2024, subscribers spent more minutes communicating to RoW.

### 1.3.2.3 Trend of EA and RoW voice traffic over the past five years

The trend of voice traffic to/from EA and RoW is shown in Table 1.3.2.3.

**Table 1.3.2.3 Trend of EA and RoW voice traffic in minutes for the past five**

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| To EA | 14,252,483 | 9,738,521 | 9,097,165 | 8,927,113 | 95,473,684 |
| From EA | 21,989,062 | 15,406,649 | 15,853,362 | 13,594,473 | 34,994,641 |
| To RoW | 43,297,997 | 38,014,133 | 24,856,947 | 26,034,131 | 19,510,999 |
| From RoW | 45,100,536 | 45,172,263 | 49,885,142 | 33,374,619 | 23,681,940 |

As shown in Table 1.3.2.3, more traffic generally comes from EA and RoW than outgoing to the same destinations. However, the traffic to and from EA has been decreasing, and the same trend is noted for the traffic to and from RoW, except for 2023, when the traffic to and from EA has significantly risen.

## 1.4 Telecom SMS traffic

### 1.4.1 Local SMS traffic

The summary of SMS traffic for the quarter ending June 2024 and September 2024 is shown below.

| Quarter ending June 2024 | Quarter ending September 2024 | Change |
|---|---|---|
| **50.8 Billion** | **47.6 Billion** | **-6%** ↓ |

| Period | On-net SMS | Off-net SMS | Total |
|---|---|---|---|
| April to June 2024 | 21.5 Billion | 29.3 Billion | 50.8 Billion |
| July to September 2024 | 20.2 Billion | 27.4 Billion | 47.6 Billion |
| **% Change** | **-6%** | **-7%** | **-6%** |

The summary shows a decrease in SMS traffic in this quarter. The on-net and off-net SMS traffic decreased by 6% and 7% respectively. The overall local SMS traffic decreased by 6%.

The local SMS traffic for the quarter ending September 2024 is detailed in Table 1.4.1 below.

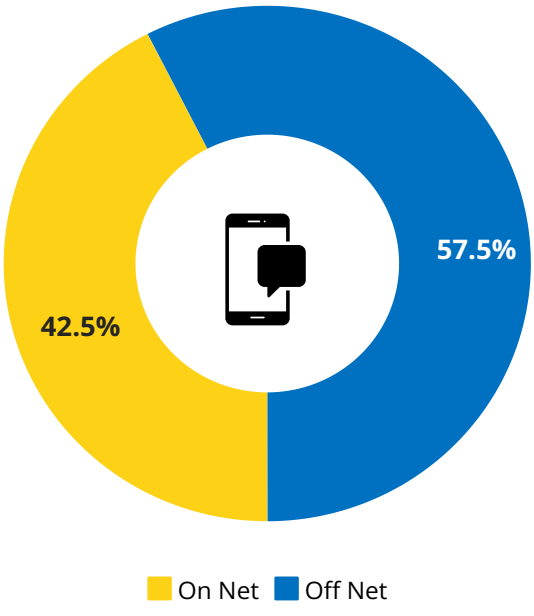
**Table 1.4.1 Local SMS traffic**

| | July | August | September | Total |
|---|---|---|---|---|
| On-Net SMS | 6,895,050,369 | 6,574,187,597 | 6,753,568,865 | **20,222,806,831** |
| Off-Net SMS | 9,422,353,981 | 8,867,820,554 | 9,084,678,095 | **27,374,852,630** |
| **Total Local SMS** | **16,317,404,350** | **15,442,008,151** | **15,838,246,960** | **47,597,659,461** |

Table 1.4.1 shows changes for both on-net and off-net SMS traffic in this quarter. The month of July experienced the highest traffic compared to August and September.

For the whole period, the off-net SMS traffic share was higher (57.5%) than on-net (42.5%). This indicates that in the quarter, more SMS were sent across networks. Generally, the percentage shares for the on-net and off-net SMS traffic are shown in Chart 1.4.1.

**Chart 1.4.1 Percentage of local SMS traffic**



## 1.4.2 Trend of local SMS over the past five years

The trend of local SMS over the past five years is shown in Table 1.4.2.

**Table 1.4.2 The trend of local SMS traffic in the past five years**

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| On-net SMS | 53,787,444,093 | 61,971,569,487 | 58,875,779,663 | 65,358,270,089 | 84,818,793,761 |
| Off-net SMS | 51,650,529,287 | 71,072,186,913 | 78,200,512,436 | 88,154,239,625 | 121,727,776,013 |
| **Total** | **105,437,973,380** | **133,043,756,400** | **137,076,292,099** | **153,512,509,714** | **206,546,569,774** |

## 1.4.3 EA and RoW SMS traffic

The trend of EA and RoW SMS traffic is shown in Table 1.4.3.

**Table 1.4.3 EA and RoW SMS traffic**

| | July | August | September | Total |
|---|---|---|---|---|
| To East Africa | 144,770 | 163,135 | 144,069 | **451,974** |
| From East Africa | 2,906,066 | 3,790,707 | 2,330,727 | **1,390,335** |
| To the Rest of the World | 459,226 | 452,329 | 478,780 | **9,027,500** |
| From the Rest of the World | 496,549,532 | 548,094,184 | 483,726,932 | **1,528,370,648** |

It is shown in Table 1.4.3 that more SMS were received than sent to RoW. Further, more SMS traffic were received from EA than sent to EA. The proportions of SMS sent and received are shown in Chart 1.4.3a and 1.4.3b.

**Chart 1.4.3a Percentage share of SMS traffic to/from EA**

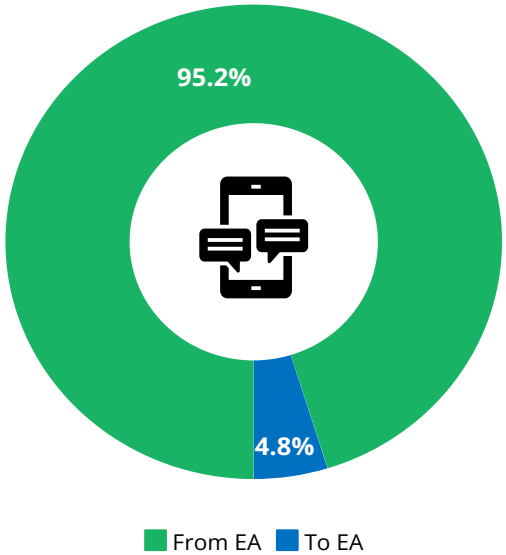
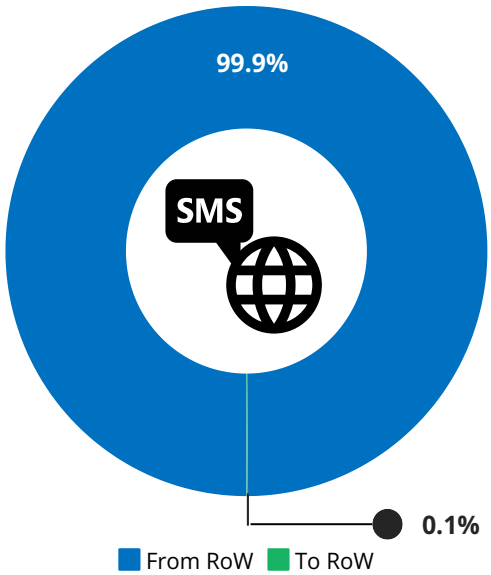



**Chart 1.4.3b Percentage share of SMS traffic to/from RoW**



### 1.4.4 Trend of EA and RoW SMS over the past five years

The trend of EA and RoW SMS for the past five years is shown in Table 1.4.4.

**Table 1.4.4 Trend of EA and RoW SMS traffic in the past five years**

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| Outgoing to EA | 3,850,602 | 1,235,692 | 1,425,624 | 1,700,525 | 2,233,288 |
| Incoming from EA | 48,376,608 | 50,880,982 | 89,717,530 | 58,344,672 | 37,592,410 |
| outgoing to RoW | 6,834,308 | 2,718,443 | 3,191,041 | 3,574,956 | 5,448,764 |
| Incoming from RoW | 3,201,524,787 | 3,935,379,714 | 4,599,468,894 | 4,664,200,079 | 5,562,047,440 |

## 1.5 User devices statistics

User devices are the key driver in promoting the uptake of telecommunication/ICT services. The status of devices attached to operators' networks is shown in Table 1.5.

**Table 1.5 User devices attached to operators' networks**

| Device Type | Number of devices | Penetration |
|---|---|---|
| Mobile Phone/Feature phone | 55,200,552 | 84.83% |
| Smartphone | 22,029,561 | 33.85% |
| Handheld | 1,587,843 | 2.44% |
| Modem | 650,138 | 1.00% |
| Portable include Personal Digital Assistant (PDA) | 58,778 | 0.09% |
| Tablet | 437,892 | 0.67% |
| Module | 52,897 | 0.08% |
| WLAN Router | 174,072 | 0.27% |
| Dongle | 100,421 | 0.15% |
| Internet of Things (IoT) Devices | 136,418 | 0.21% |
| Vehicle | 12,655 | 0.02% |
| Computer | 12,018 | 0.02% |
| Wearable | 9,300 | 0.01% |
| Device for the Automatic Processing of Data (APD) | 3,251 | 0.00% |

As of September 2024, the penetration of smartphones increased to 33.85% from 31.55% recorded in June 2024. Furthermore, penetration of feature phones also increased from 82.6% in June 2024 to 84.83% in September 2024. The penetration for other devices is as indicated in Table 1.5.

## 1.6 Number of telecom towers per region

Table 1.6 presents the distribution of physical towers across various regions of Tanzania as of the quarter ending June 2024.

### Table 1.6 Distribution of telecom towers per region

| Region | Number of Telecom Towers |
|---|---|
| **Tanzania Mainland** | |
| Arusha | 409 |
| Manyara | 205 |
| Kilimanjaro | 334 |
| Ruvuma | 316 |
| Dar es Salaam | 1156 |
| Pwani | 303 |
| Dodoma | 415 |
| Njombe | 176 |
| Tanga | 395 |
| Morogoro | 421 |
| Tabora | 329 |
| Mwanza | 423 |
| Geita | 202 |
| Kagera | 355 |
| Mara | 273 |
| Shinyanga | 262 |
| Iringa | 274 |
| Mbeya | 379 |
| Songwe | 108 |
| Katavi | 94 |
| Rukwa | 205 |
| Simiyu | 144 |
| Singida | 211 |
| Kigoma | 287 |
| Lindi | 223 |
| Mtwara | 287 |
| **Zanzibar** | |
| Mjini Magharibi | 227 |
| Kusini Pemba | 53 |
| Kaskazini Pemba | 55 |
| Kaskazini Unguja | 25 |
| Kusini Unguja | 37 |
| **Total** | **8583** |

## 1.7 Radio base stations distribution

Table 1.7 presents the distribution of deployed Base Transceiver Stations (BTS), NodeB, eNB and gNB across regions of Tanzania, reflecting the extent of 2G, 3G, 4G, and 5G network coverage as of the quarter ending September 2024.

**Table 1.7 Distribution of radio base stations per region**

| Region | Number of radio base stations | | | |
|---|---|---|---|---|
| | BTS (2G) | NodeB (3G) | eNB (4G) | gNB (5G) |
| **Tanzania Mainland** | | | | |
| Arusha | 669 | 643 | 629 | 29 |
| Dar-es-salaam | 2272 | 2441 | 2414 | 570 |
| Dodoma | 649 | 575 | 575 | 43 |
| Geita | 376 | 353 | 328 | 6 |
| Iringa | 374 | 320 | 313 | 4 |
| Kagera | 489 | 446 | 406 | 1 |
| Katavi | 156 | 133 | 132 | 1 |
| Kigoma | 467 | 409 | 384 | 3 |
| Kilimanjaro | 528 | 510 | 498 | 7 |
| Lindi | 333 | 251 | 266 | 1 |
| Manyara | 324 | 266 | 270 | 1 |
| Mara | 396 | 358 | 347 | 4 |
| Mbeya | 552 | 531 | 522 | 16 |
| Morogoro | 647 | 587 | 574 | 9 |
| Mtwara | 403 | 336 | 325 | 1 |
| Mwanza | 723 | 694 | 674 | 25 |
| Njombe | 297 | 255 | 252 | 3 |
| Pwani | 451 | 419 | 415 | 11 |
| Rukwa | 274 | 229 | 214 | 1 |
| Ruvuma | 423 | 329 | 331 | 2 |
| Shinyanga | 351 | 336 | 299 | 6 |
| Simiyu | 268 | 228 | 205 | 2 |
| Singida | 322 | 288 | 274 | 3 |
| Songwe | 233 | 198 | 191 | 13 |
| Tabora | 509 | 449 | 397 | 4 |
| Tanga | 604 | 534 | 524 | 3 |
| **Zanzibar** | | | | |
| Kaskazini Pemba | 58 | 58 | 54 | 0 |
| Kaskazini Unguja | 74 | 76 | 75 | 4 |
| Kusini Pemba | 63 | 63 | 58 | 1 |
| Kusini Unguja | 113 | 114 | 113 | 4 |
| Mjini Magharibi | 181 | 208 | 201 | 55 |
| **Total** | **13,579** | **12,637** | **12,260** | **834** |

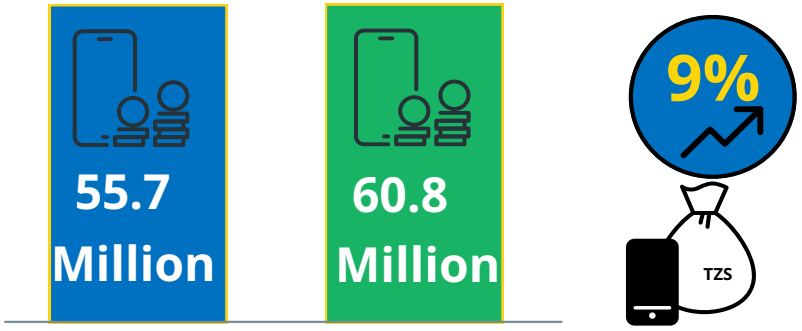
The country exhibits a substantial foundation in 2G and 3G technologies, with 13,579 BTS and 12,637 NodeB demonstrating a well-established mobile communication infrastructure. 4G technology, while not as widespread as 2G and 3G, still shows significant coverage with 12,260 eNBs. However, 5G infrastructure increased by 6% to 834 gNBs, concentrated primarily in urban areas like Dar es Salaam and Mjini Magharibi. Notably, Dar es Salaam leads in all categories, underscoring its status as the country's major hub for connectivity. The data underscores a progressive transition towards advanced mobile technologies, emphasising the need for enhancing 4G and introducing 5G networks to meet future communication demands.

# 2. Mobile Money Services Statistics

This section presents statistics on mobile money services provided by Mobile Network Operators (MNOs) in

## 2.1 Mobile money subscriptions

Mobile money subscriptions refer to the count of all active SIM cards with mobile money service accounts that have registered an activity/have been used at least once in the past three months. The subscriptions increased by 9% from about 56 million accounts in the quarter ending June 2024 to about 61 million in September 2024.

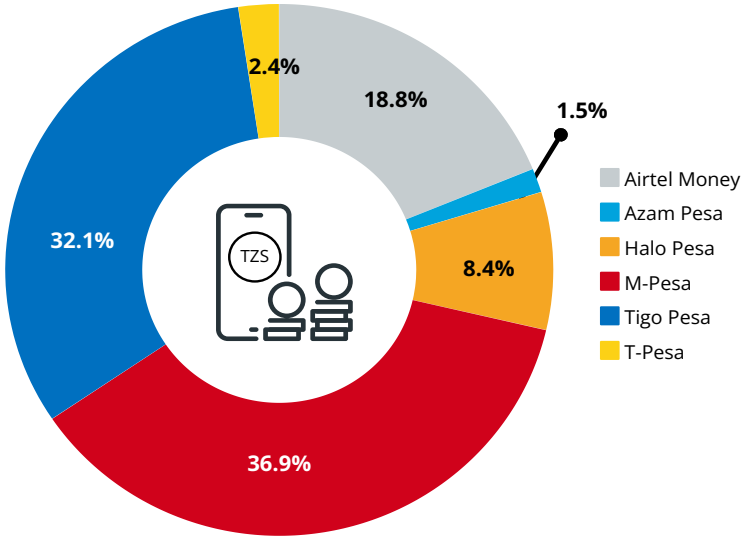



**As of June 2024** **As of September 2024**

**Table 2.1 Mobile money service subscriptions (number of accounts)**

| | July | August | September |
|---|---|---|---|
| Airtel | 11,197,981 | 11,319,425 | 11,435,679 |
| Azam | 631,364 | 829,041 | 891,751 |
| Halotel | 4,781,535 | 4,915,390 | 5,096,559 |
| Vodacom | 21,387,479 | 21,811,045 | 22,445,464 |
| Tigo | 18,707,319 | 18,514,018 | 19,492,440 |
| TTCL | 1,434,579 | 1,445,981 | 1,453,640 |
| **Total** | **58,140,257** | **58,834,900** | **60,815,533** |

**Chart 2.1 Market share on mobile money subscriptions**




**89%**

Of the mobile money market is controlled by MPesa, Tigo Pesa na Airtel Money

Chart 2.1 indicates that the mobile money market is very competitive as Tigo Pesa, M-Pesa, and Airtel money control around 89% of the market share by subscription, led by M-Pesa with 36.9% market share.

## 2.2 Mobile money transactions

Mobile money transactions refers to the number of deposits and transfers from one account to another in the past three months. The mobile money transactions for the quarter ending September 2024 are shown in Table 2.2a below.

### Table 2.2a Mobile money transactions

| | July | August | September |
|---|---|---|---|
| Airtel | 87,014,790 | 89,257,370 | 92,666,780 |
| Azam | 1,867,674 | 1,807,564 | 5,052,925 |
| Halotel | 30,675,639 | 33,192,501 | 35,044,286 |
| TTCL | 658,305 | 500,960 | 502,976 |
| Tigo | 83,656,081 | 86,972,073 | 87929210 |
| Vodacom | 79,089,897 | 73,786,751 | 89,685,384 |
| **Total** | **282,962,386** | **285,517,219** | **310,881,561** |

The trend of mobile money transactions for the past five years, as shown in Table 2.2b, indicates that transactions have increased from 3 billion in 2019 to 5.3 billion, representing a 19% annual growth rate. During the same period, average transactions per subscriber decreased from 117 to 100 transactions per annum.

### Table 2.2b Trend of mobile money transactions in the past five years

| Year | No. of Subscriptions | No. of Transactions | Average No. Trans/Subs |
|---|---|---|---|
| 2019 | 25,864,318 | 3,021,142,958 | **117** |
| 2020 | 32,268,630 | 3,412,210,062 | **106** |
| 2021 | 35,285,767 | 3,752,084,894 | **106** |
| 2022 | 40,953,496 | 4,195,899,414 | **102** |
| 2023 | 52,875,129 | 5,273,086,154 | **100** |

# 3. Internet Services Statistics

## 3.1 Internet subscription

The subscription to mobile and fixed Internet, the primary means of Internet access, is defined as the total number of lines, including SIM cards and fixed lines, that have accessed and used internet services in the last three months, regardless of the technology used (FTTX, GPRS, 3G, 4G, 5G, among others).

The summary of internet subscriptions for the quarter ending September 2024 are shown below.

**As of June 2024**

**39.3 Million**

**As of September 2024**

**41.4 Million**

**5%**

There was an increase of 5% in subscriptions from 39.3 million as of June 2024 to 41.4 million as of September 2024.

Monthly internet subscriptions for the quarter ending September 2024 are shown in Table 3.1a. The table shows that mobile wireless is the mostly prefered compared to other internet services. As of September 2024, it comprises of 99.7% of all subscriptions.

**Table 3.1a Monthly internet subscriptions for the quarter ending September 2024**

| Reporting Month | Mobile Wireless Subs | Fixed Wireless Subs | Fixed Wired Subs | Total |
|---|---|---|---|---|
| July | 40,238,289 | 49,905 | 67,485 | **40,355,679** |
| August | 40,614,846 | 52,893 | 68,684 | **40,736,423** |
| September | 41,246,748 | 59,605 | 70,192 | **41,376,545** |

Internet subscriptions by technology as of September 2024 is shown in Table 3.1b

**Table 3.1b Internet subscriptions by technology for the quarter ending September 2024**

| Technology | July | August | September |
|---|---|---|---|
| 2G | 18,112,328 | 18,306,340 | 18,340,688 |
| Mobile Broadband Subs | 22,125,961 | 22,308,506 | 22,906,060 |
| FTTH Subs | 58,030 | 59,656 | 59,743 |
| FTTO Subs | 9,455 | 9,028 | 10,449 |
| Other Broadband Subs | 49,905 | 52,893 | 59,605 |
| **Total** | **40,355,679** | **40,736,423** | **41,376,545** |

Mobile broadband is the most popular means of accessing internet, with 22,906,060 subscriptions. 2G technology holds significant usage with 18,340,688 subscriptions. Fibre technologies like Fiber to the Home (FTTH) and Fiber to the Office (FTTO) have fewer subscriptions, at 59,656 and 9,028 respectively. This is shown in Table 3.1b.

**Table 3.1c Mobile wireless subscriptions per Operator for the quarter ending September 2024**

| Reporting Month | Mobile Wireless Subs |
|---|---|
| TTCL | 1,514,264 |
| Tigo | 13,391,905 |
| Halotel | 4,470,738 |
| Airtel | 10,363,269 |
| Vodacom | 11,506,572 |
| **Total** | **41,246,748** |

**Chart 3.1 Mobile wireless market share per Operator for the quarter ending September 2024**

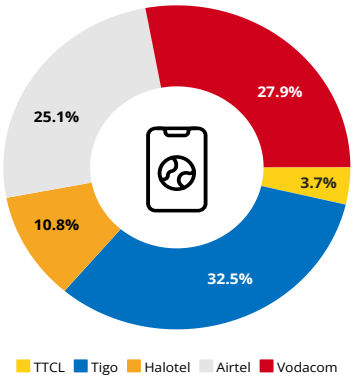



**Chart 3.1 Fixed internet subscriptions per Operator for the quarter ending September 2024**

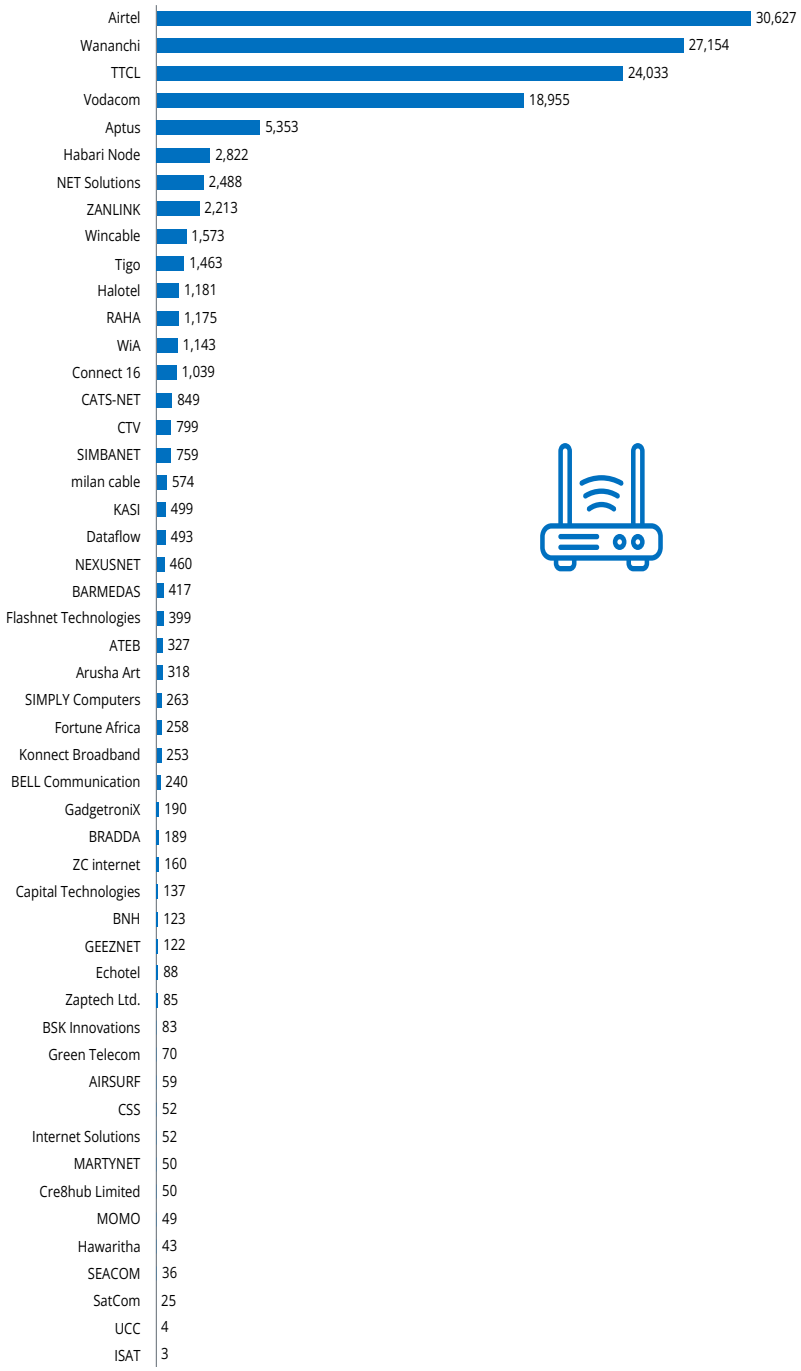


**Chart 3.1 Trend of Internet subscriptions over the past five years**

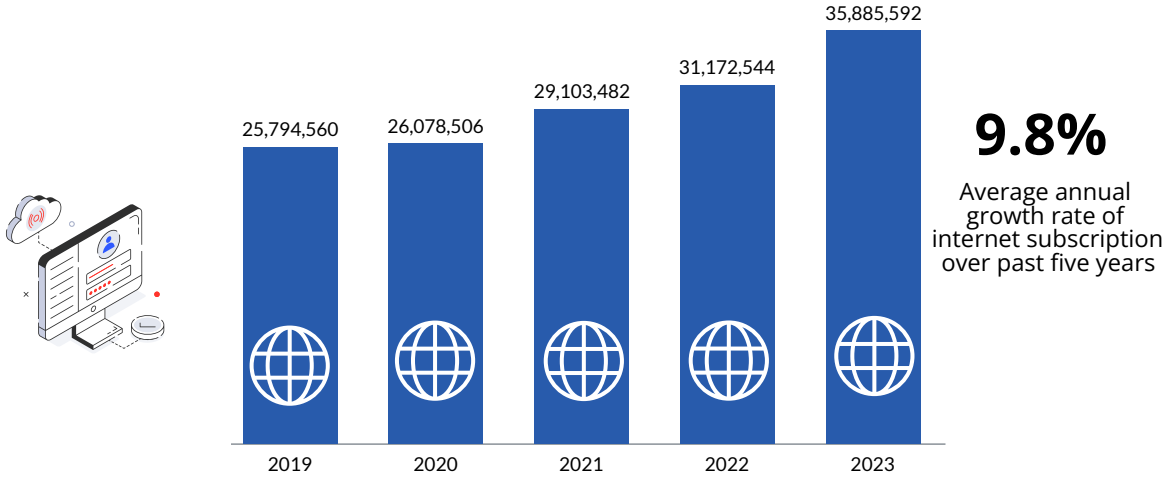



Chart 3.1 indicates an average annual growth rate of 9.8% in internet subscriptions over the past five years. Subscriptions rose from 25.8 million in 2019 to 35.9 million in 2023.

## 3.2 Internet usage per month

Internet usage is counted as the amount of data traffic (in Petabytes) used in a given period. (Note that 1 Petabyte =$1000^3$ Megabytes). The summary for internet usage is shown below.

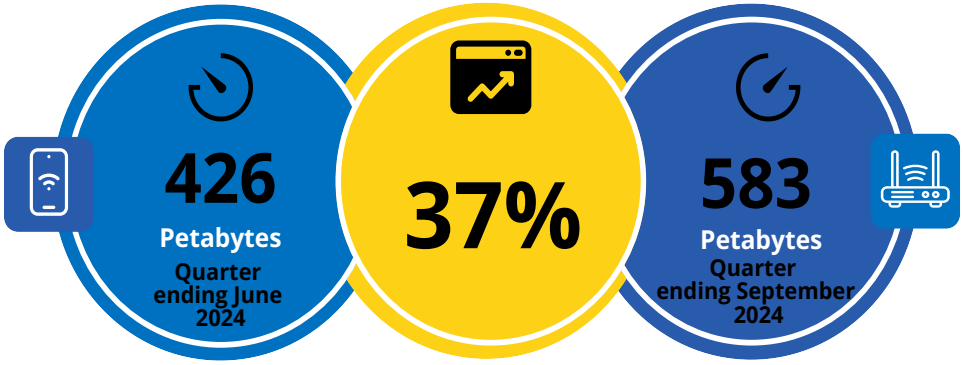



**Table 3.2 Amount of data used in the quarter ending September 2024**

| | July | August | September |
|---|---|---|---|
| MB | 187,513,225,054 | 195,058,997,727 | 200,886,387,461 |
| Subs | 40,355,679 | 40,736,423 | 41,376,545 |
| MB Per Subscriptions | 4,647 | 4,788 | 4,855 |

Data traffic in megabytes shown in Table 3.2 indicates that 4,855 MB per subscriber were used in September which is higher than July and August 2024.

## 3.3 Internet link capacity

For international links, the outgoing and incoming capacity support internet usage locally and internationally. Table 3.3 shows that the country has a 15,332.00 Gbps duplex capacity for new activation.

**Table 3.3 International Internet Capacity as of September 2024**

| Reporting Month | Outgoing capacity (Gbps) | Incoming capacity (Gbps) |
|---|---|---|
| Total /Owned | 17,200.00 | 17,200.00 |
| Activated | 1,868.00 | 1,868.00 |
| Available for new activation | 15,332.00 | 15,332.00 |

## 3.4 Roll out of mobile broadband network and quality of Internet speed

Investment in the telecommunication infrastructure has increased the rollout of mobile broadband networks coverage and speed as shown in Table 3.4.

**Table 3.4 Network coverage and quality of internet speed for mobile and fixed as of September 2024**

| S/N | Indicator | Category | June 2024 | September 2024 |
|---|---|---|---|---|
| 1 | Percentage of the population covered by a mobile broadband network signal (3G, 4G or higher) | 3G | 89% | 90.1% |
| | | 4G | 83% | 84.9% |
| | | 5G | 15% | 18% |
| 2 | Percentage of Geographical coverage by mobile network signal (3G, 4G or higher) | 3G | 73% | 73.6% |
| | | 4G | 69% | 70.2% |
| | | 5G | 2% | 2.2% |

Significant achievements were attained in the sector during this quarter, as shown in Table 3.4, including expanding 3G, 4G and 5G coverage to reach population coverages of 90.1%, 84.9% and 18%, respectively. Furthermore, the geographical coverage for 3G, 4G and 5G has expanded to 73.6%, 70.2% and 2.2% respectively.

| | **Download** Mbps | **Upload** Mbps | **Latency** ms |
|---|---|---|---|
| **Mobile Broadband** | **13.2** | **11.3** | **47.4** |
| **Fixed Broadband** | **40.9** | **34.6** | **22.1** |

## 3.5 Country Code Top Level Domains

The total cumulative number of registered domain names increased from 30,698 at the end of June 2024 to 31,584 by the end of September 2024, as shown in Table 3.5.

### Table 3.5 Number of domain names

| S/N | Zone | June 2024 | September 2024 |
|---|---|---|---|
| 1 | co.tz | 24,085 | 24,796 |
| 2 | or.tz | 2,652 | 2,696 |
| 3 | ac.tz | 1,146 | 1,160 |
| 4 | go.tz | 902 | 913 |
| 5 | .tz | 1,614 | 1,706 |
| 6 | sc.tz | 244 | 256 |
| 7 | ne.tz | 31 | 33 |
| 8 | me.tz | 8 | 9 |
| 9 | info.tz | 2 | 2 |
| 10 | hotel.tz | 3 | 2 |
| 11 | Mobi.tz | 5 | 5 |
| 12 | tv.tz | 3 | 2 |
| 13 | mil.tz | 3 | 4 |
| **Total** | | **30,698** | **31,584** |

# 4. Broadcasting Services Statistics

This section presents statistics on the number of television (TV) subscriptions through Digital Terrestrial Television (DTT), Digital to the Home (DTH), and Cable Television (Cable TV) as well as the population coverage of broadcasting signals in the country.

## 4.1 Active decoders

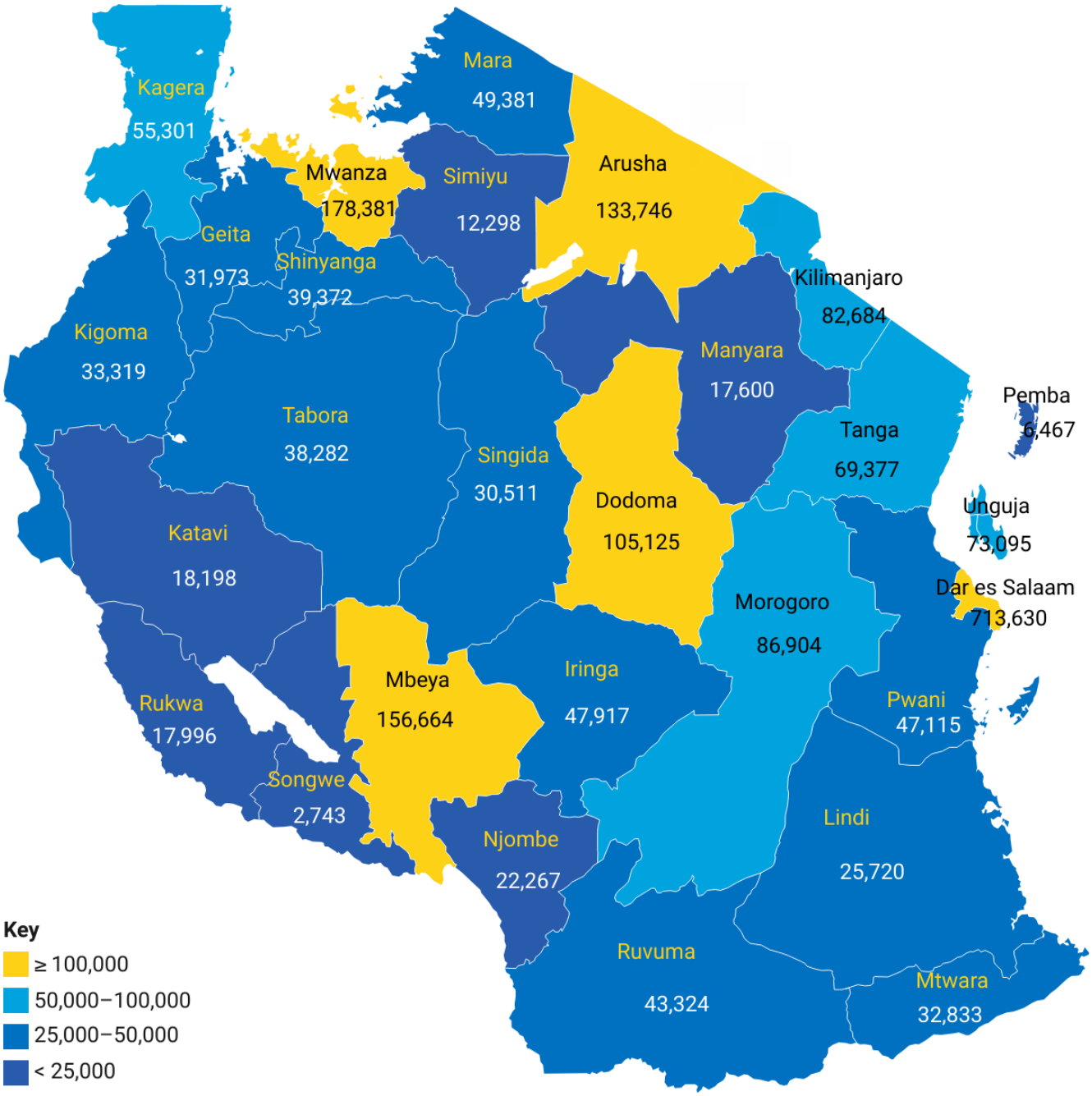
The number of active decoders (set-top boxes which were subscribed to a paid TV package) accessing TV broadcasting services is shown in Table 4.1. As it is shown in Table 4.1, Azam Media Limited has the most significant number of active decoders (subscriptions) followed by StarMedia Limited.

**Table 4.1 Number of active decoders per operator as of September 2024**

| | DTT | DTH | Total |
|---|---|---|---|
| Agape Associates Limited | 1,840 | 0 | **1,840** |
| Azam Media Limited | 271,962 | 1,084,702 | **1,356,664** |
| Basic Trasmissions Limited (Digitek) | 15,000 | 0 | **15,000** |
| Basic Trasmissions Limited (Continental) | 37,659 | 31,309 | **68,968** |
| Multichoice Tanzania Limited (DSTv) | 0 | 234,415 | **234,415** |
| Star Media Limited | 230,000 | 247,236 | **477,236** |
| Zuku | 0 | 21,687 | **21,687** |
| **Total** | **556,461** | **1,619,349** | **2,175,810** |

Based on the regional distribution of active decoders shown in Map 4.2, Dar es Salaam is ranked first with 713,630 active decoders, followed by Mwanza with 178,381 active decoders, Mbeya is ranked third with 156,664 active decoders and Arusha is ranked fourth with133,746 decoders as shown in Map 4.1

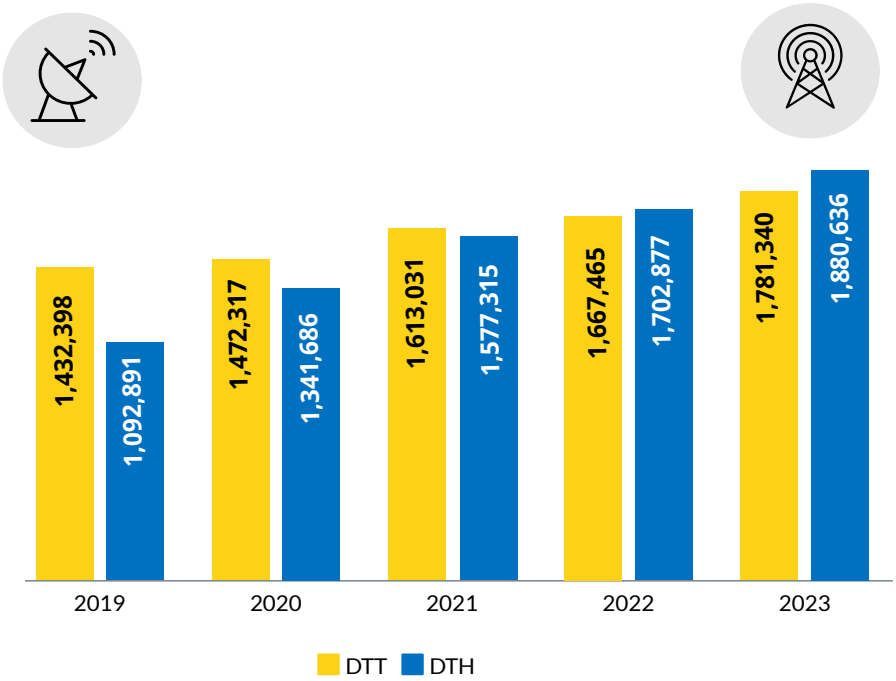
**Map 4.1 Number of Active Decoders per Region**



## 4.2 Sold decoders in the past five years

The number of sold decoders in the past five years per type of service (DTT or DTH) are shown in

**Chart 4.2 Trend of sold decoders over the past five years**

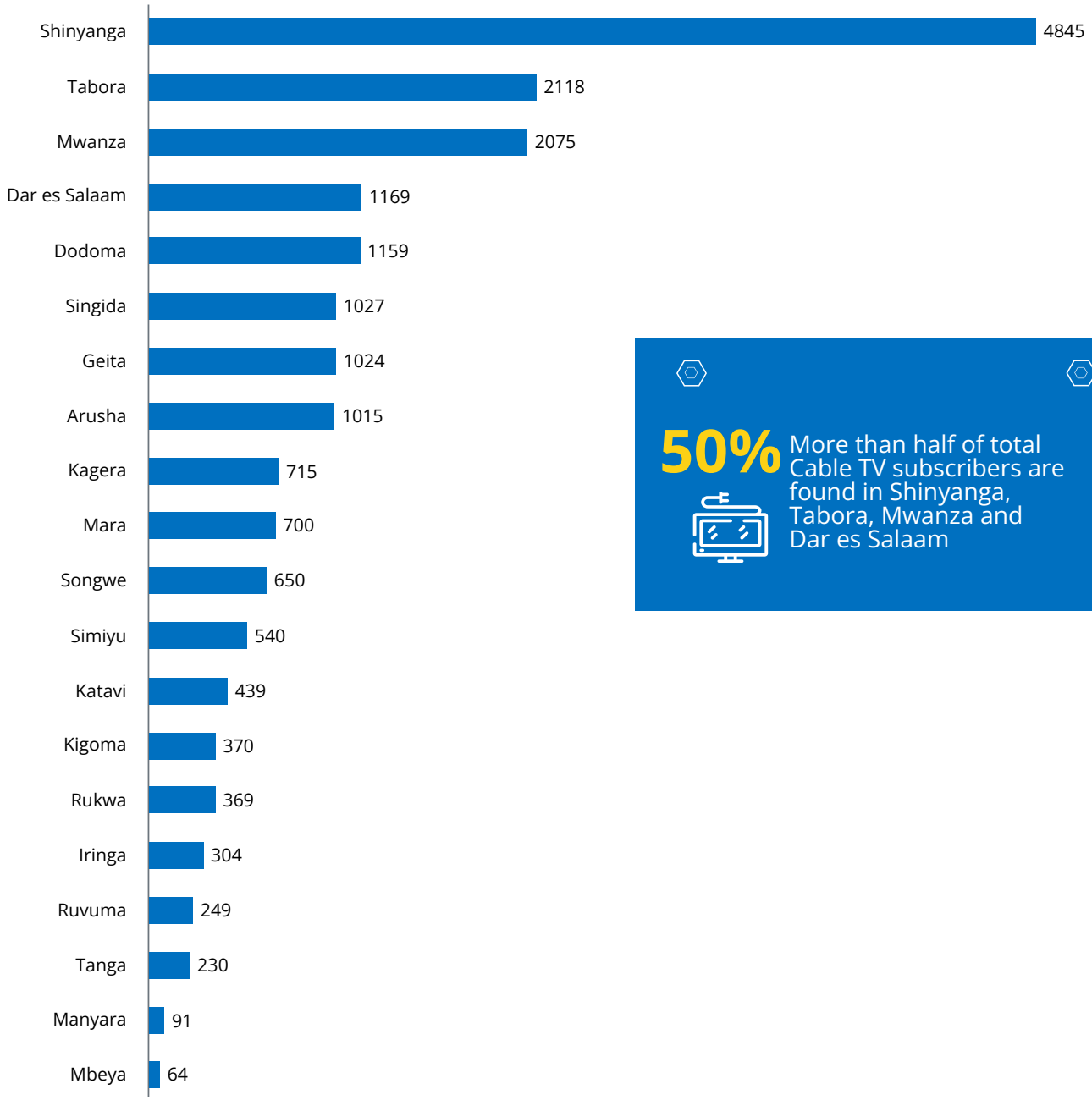



There is a growing trend in DTT and DTH subscriptions, as shown in Chart 4.3, from year to year, where as of 2023 the number of sold decoders was the highest.

## 4.3 Cable TV subscriptions

The number of cable TV subscriptions increased by 2% from 18,820 as of June 2024 to 19,153 as of September 2024, as shown below.

**Chart 4.3 Cable TV subscriptions in Tanzania as of September 2024**




**50%** More than half of total Cable TV subscribers are found in Shinyanga, Tabora, Mwanza and Dar es Salaam

Among all regions of Tanzania mainland, Shinyanga leads by having 4,845 Cable TV subscriptions, followed by Tabora with 2,118, Mwanza with 2,075 and Dar es Salaam with 1,169 and. Regions with the least Cable TV subscriptions are Mbeya, which has 64 subscriptions; Manyara, which has 91 subscriptions; and Tanga, which has 230 subscriptions.

## 4.4 Trend of cable TV subscriptions in the past five years

Cable TV subscriptions increased, especially between 2020 and 2022, but decreased in December 2023, as shown in Table 4.5. The decrease in subscriptions might be attributed to the increased penetration of DTT and DTH in the country.

### Table 4.5 Trend of Cable TV subscription for the past five years

| | 2019 | 2020 | 2021 | 2022 | 2023 |
|---|---|---|---|---|---|
| Subscriptions | 15,245 | 14,350 | 19,739 | 22,295 | 16,223 |

## 4.5 Coverage of broadcasting network

The broadcasting signal coverage shown in Table 4.6 highlights significant disparities among DTT, DTH, and FM broadcasting technologies. DTH provides complete coverage geographically and in terms of population, serving as a critical resource for reaching remote areas.

### Table 4.6 Broadcasting signal coverage as of September 2024

| Indicator | September 2024 |
|---|---|
| Percentage of the population covered by DTT signal | 58% |
| Percentage of the population covered by DTH signal | 100% |
| Percentage of the population covered by FM broadcasting signal | 78% |
| Percentage of the geography covered by DTT signal | 33% |
| Percentage of the geography covered by DTH signal | 100% |
| Percentage of the geography covered by FM broadcasting signal | 56.5% |

# 5. Postal & Courier Services Statistics

This section presents statistics for postal and courier customers, posted and delivered items, such as mail, parcels and documents, to and from domestic, East Africa (EA) and the Rest of the World (RoW).

## 5.1 Subscription to postal receptacles

Tanzania Posts Corporation (TPC) provides basic postal services of letter boxes and private bags to private individuals and corporate customers. During the period from July to September 2024, there was no change in the number of letter boxes and private bags as shown in Table 5.1.

### Table 5.1 TPC letter boxes and private bags

| Reporting Month | No. of Letter Boxes | No. of Private Bags | Total |
|---|---|---|---|
| July | 158,006 | 67 | **158,073** |
| August | 158,006 | 67 | **158,073** |
| **September** | 158,006 | 67 | **158,073** |

## 5.2 Courier customers

Courier customers for this quarter are shown in Table 5.2.

### Table 5.2 Courier customers

| Reporting Month | Corporate Customers | Individual Customers | Total |
|---|---|---|---|
| July | 1,168 | 35,628 | **36,796** |
| August | 1,801 | 70,316 | **72,117** |
| **September** | 708 | 47,215 | **47,923** |

Data in Table 5.2 indicates that there were more individual courier service customers than corporate customers.

## 5.3 Domestic posted items

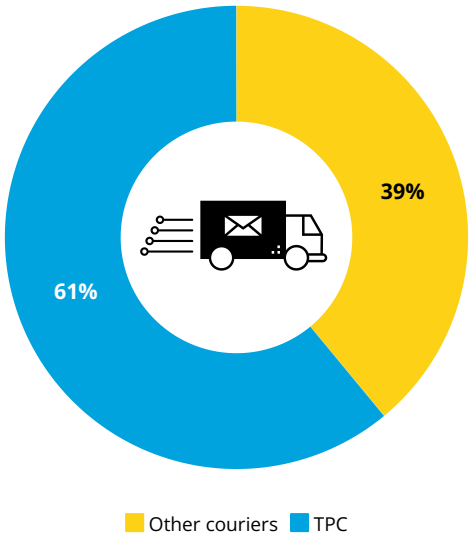
The number of domestic posted items in this quarter is shown in Table 5.3. The statistics show that documents were the most posted items in this quarter, followed by letter mails. Cargo were the least posted items in the quarter.

### Table 5.3 Domestic posted items for the quarter ending September

| Reporting Month | Letter Mails | Parcels | Packets | Documents | Postal Cargo | Total |
|---|---|---|---|---|---|---|
| July | 55,999 | 64,289 | 5,391 | 55,592 | 114 | 181,385 |
| August | 57,709 | 17,660 | 2,595 | 64,622 | 799 | 143,385 |
| **September** | 52,882 | 63,729 | 4,805 | 49,201 | 134 | 170,751 |
| | **166,590** | **145,678** | **12,791** | **169,415** | **1,047** | **495,521** |

The market shares for the domestic posted items accounted by Tanzania Posts Corporation (TPC) was 61% while other courier services providers was 39% as shown in Chart 5.3.

### Chart 5.3 Market share for the domestic posted items




## 5.4 International posted items

The number of international items posted through TPC and other couriers is shown in the Table 5.4a.

### Table 5.4a Number of international posted items by TPC and private couriers

| | Apr to Jun 2024 | July to Sept 2024 |
|---|---|---|
| TPC | 39,308 | 18,483 |
| Other Couriers | 13,763 | 15,083 |
| **Total** | **53,071** | **33,566** |

Table 5.4b shows the number of international posted items which indicates that letter mails were the most posted items to international in this quarter, followed by documents and parcels.

### Table 5.4b Number of international posted items

| Reporting Month | Letter Mails | Parcels | Packets | Documents | Postal Cargo | Total |
|---|---|---|---|---|---|---|
| July | 3,853 | 1,005 | 587 | 1,770 | 1,342 | 7,215 |
| August | 4,516 | 5,653 | 171 | 4,657 | 931 | 14,997 |
| September | 6,709 | 1,589 | 793 | 2,263 | 1,253 | 11,354 |
| **Total** | **15,078** | **8,247** | **1,551** | **8,690** | **3,526** | **33,566** |

## 5.5 Domestic delivered items

The total number of domestic delivered items through TPC and other couriers was 443,977. In comparison to the number of domestic posted items in Table 5.5, the statistics show that 51,544 posted items were not delivered.

### Table 5.5 Domestic delivered items for the quarter ending September 2024

| Reporting Month | Letter Mails | Parcels | Packets | Documents | Postal Cargo | Total |
|---|---|---|---|---|---|---|
| July | 38,428 | 74,202 | 5,081 | 31,849 | 90 | **149,650** |
| August | 42,441 | 26,709 | 2,789 | 63,053 | 979 | **135,971** |
| September | 53,304 | 58,167 | 3,066 | 43,812 | 7 | **158,356** |
| **Total** | **134,173** | **159,078** | **10,936** | **138,714** | **1,076** | **443,977** |

## 5.6 International delivered items

The summary of international delivered items is shown in Table 5.6a.

### Table 5.6a International delivered items for the quarter ending September

| | Apri to Jun 2024 | July to Sept 2024 |
|---|---|---|
| TPC | 53,493 | 38,668 |
| Other Couriers | 150,209 | 22,044 |
| **Total** | **203,702** | **60,712** |

The international delivered items in Table 5.6b shows that letter mail was the most delivered in this quarter. Cargo were the least delivered items in the quarter.

### Table 5.6b International delivered items for the quarter ending September 2024

| Reporting Month | Letter Mails | Parcels | Packets | Documents | Postal Cargo | Total |
|---|---|---|---|---|---|---|
| July | 6,637 | 4,673 | 2,449 | 4,125 | 97 | 17,981 |
| August | 8,572 | 5,904 | 5,499 | 5,131 | 5 | 25,111 |
| September | 9,717 | 2,022 | 3,972 | 1,910 | 0 | 17,620 |
| **Total** | **24,926** | **12,599** | **11,920** | **11,166** | **102** | **60,712** |

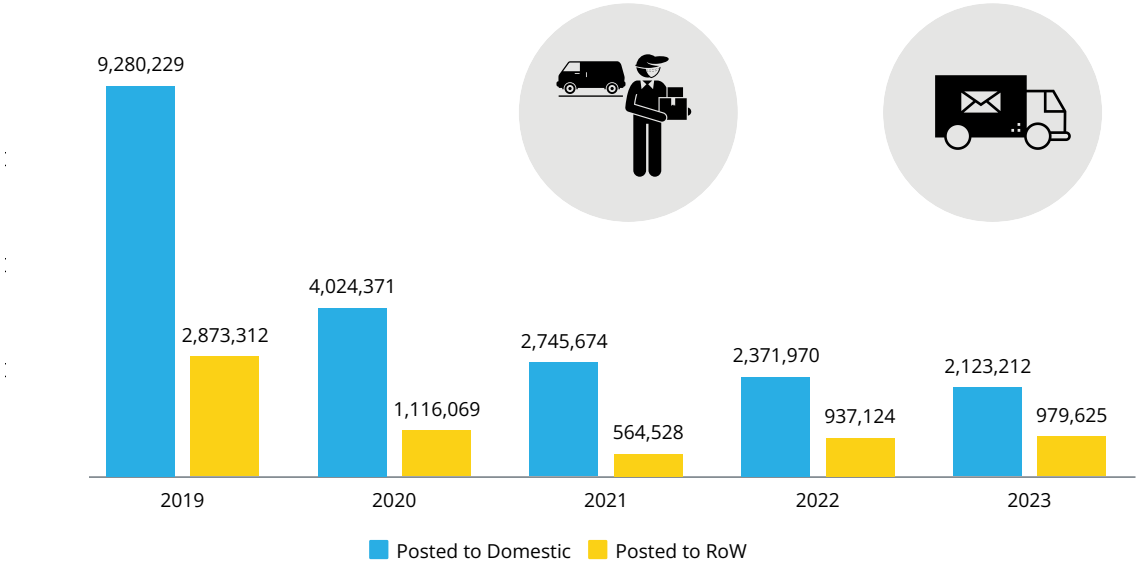
The market shares of international posted and delivered items are shown in Chart 5.6. The chart shows that Tanzanians post fewer items (36%) compared to delivered (64%).

**Chart 5.6 Share of international posted and delivered items**


## 5.7 Trend of domestic and international posted items over the past five years

The trend of posted items over the past five years is shown in Chart 5.7.

**Chart 5.7 Trend of posted items domestic and international over the past five years**




It is shown in Chart 5.7 that more items were posted to domestic destinations than to international destinations. However, the number of posted items has decreased over time.

## 5.8 Trend of international posted and delivered items over the past five years

Chart 5.8 depicts the number of items posted and delivered from the international during the past five years.

**Chart 5.8 Trend of posted items to international and delivered from international over the past five years**

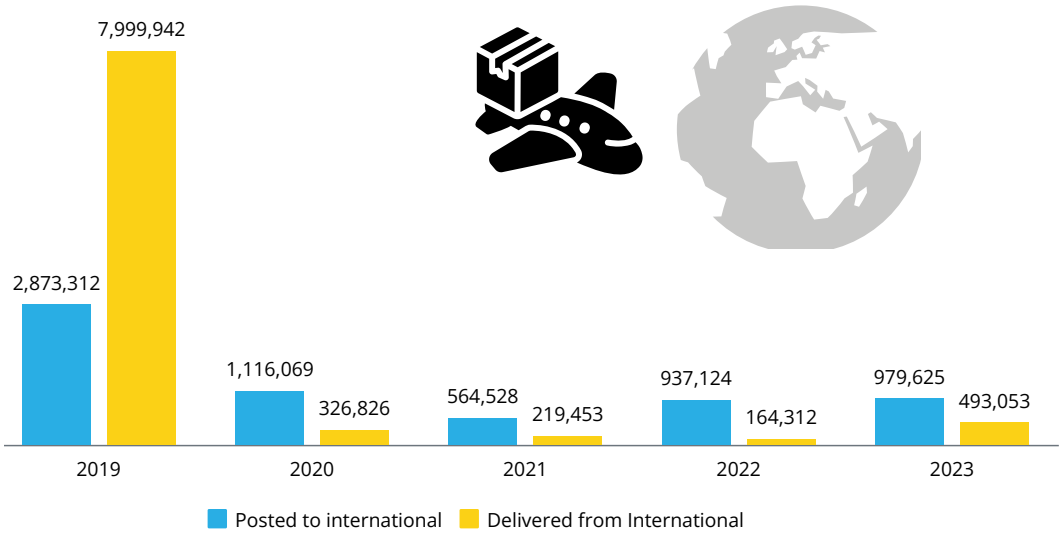



Chart 5.8 shows that the number of items posted to international destinations has decreased from 2,873,312 items in 2019 to 493,053 items in 2023. On the other hand, delivered items experienced an almost similar decreasing trend. However, more items have been posted to other countries than delivered from other countries.

# 6. Quality of Services, Compliance Indicators & Fraud attempts Statistics

## 6.1 Quality of services (QoS) for the telecom subsector

Measurements were conducted considering the QoS parameters and measurement methods specified in the Electronic and Postal Communications (Quality of Service) Regulations, 2018. The following is the summary of the results on the Quality of Service (QoS) of mobile networks in Tanzania from July to September 2024.

### 6.1.1 Network availability

Network Availability measures how well the mobile network is available when consumers want to use mobile network services. The threshold for compliance is greater than 99%.

Tigo passed the target in all fourteen measured service areas. Airtel and Vodacom passed the target in thirteen out of fourteen measured service areas. TTCL passed the target in twelve out of fourteen measured areas and Halotel passed the target in ten out of fourteen measured service areas as shown in Chart 6.1.1.

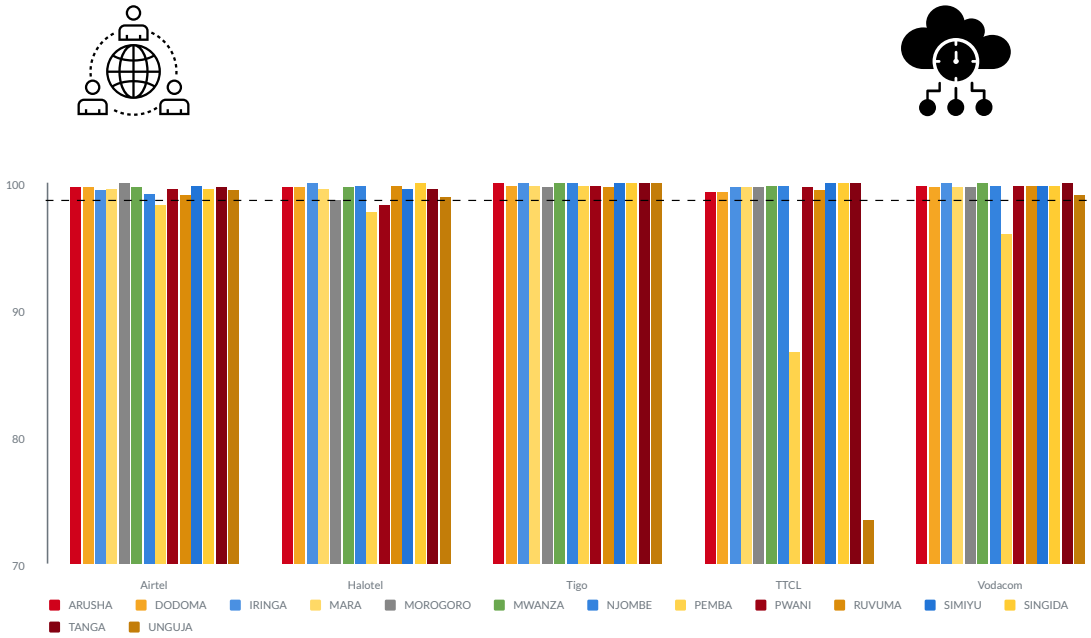



Chart 6.1.1. Network Availability (%) (Target is above 99%)

### 6.1.2 Call Connection Failure Rate (CCFR)

The Call Connection Failure Rate measures the percentage of calls that failed to connect after dialing due to technical reasons. The threshold for compliance is less than 2%.

Tigo passed the target in all fourteen measured service areas. Airtel passed the target in twelve out of fourteen measured service areas. Halotel and Vodacom each passed the target in eleven out of fourteen measured service areas. TTCL passed the target in six out of the fourteen measured service areas as shown in chart 6.1.2.

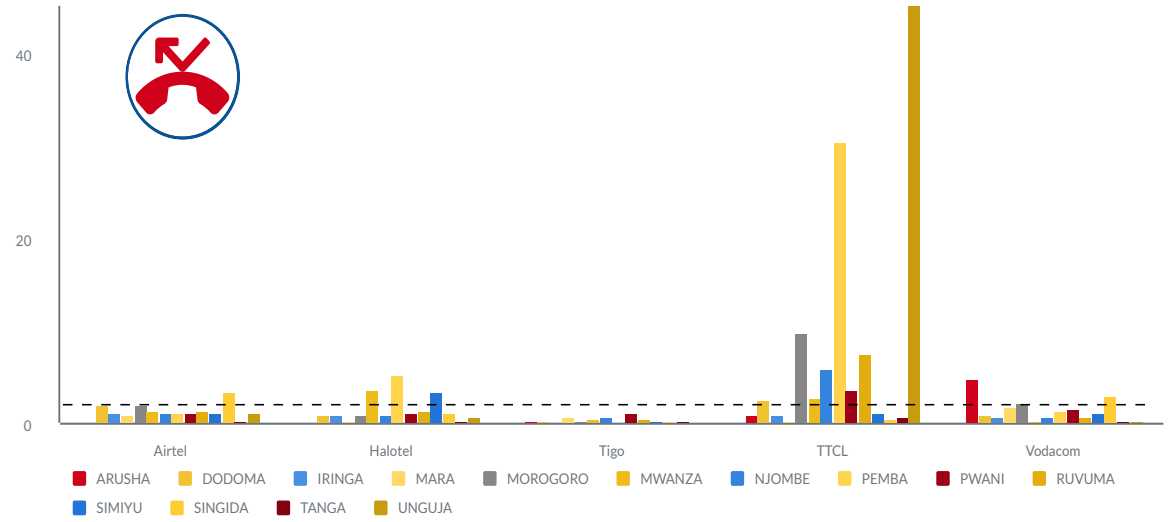



Chart 6.1.2 Comparative results on the Call Connection Failure Rate

## 6.1.3 Call drop rate

Call Drop Rate measures the percentage of calls cut off due to technical reasons before the speaking parties finish their conversation and one of them hangs up (dropped calls). The threshold for compliance is less than 2%.

All operators passed the target in all fourteen measured service areas as shown in Chart 6.1.3.

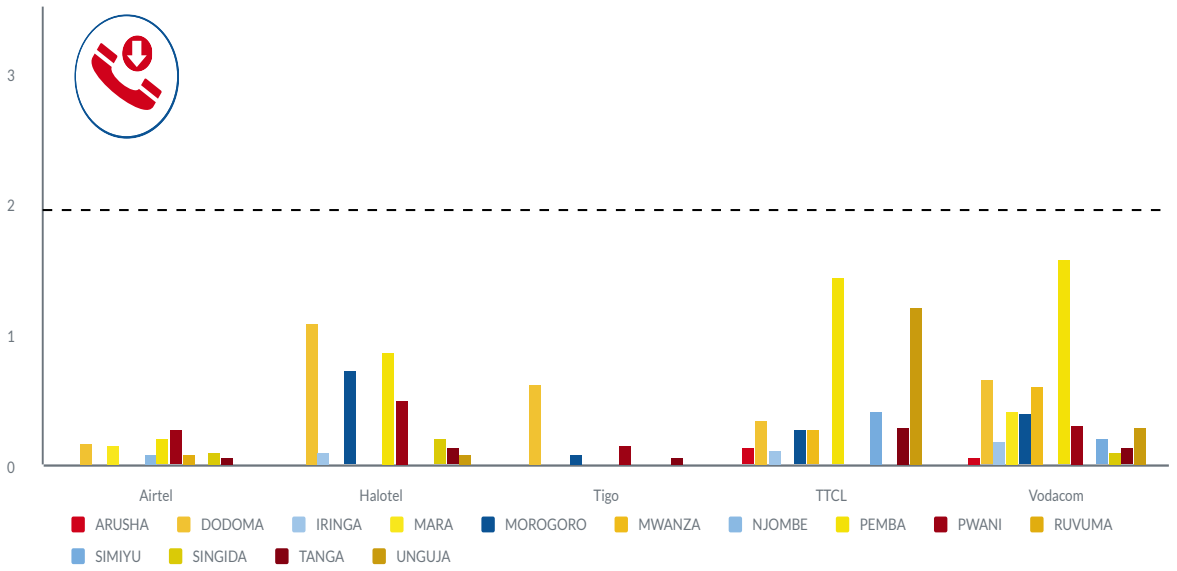



Chart 6.1.3. Comparative results on the Call Drop Ratew

## 6.1.4 2G Service coverage

2G Service Coverage indicates how well service areas are covered by a particular mobile network operator signal for consumers to get mobile network service. Consumers cannot get 2G mobile network services in areas with no coverage or very poor coverage. The threshold for compliance for 2G technologies is -85 dBm.

Halotel passed in twelve out of fourteen measured service areas, Airtel passed the target in all eight out of nine measured service areas, , Vodacom passed in five out of ten measured service areas, TTCL passed in three out of five meassured service areas, and Tigo passed in one out of two measured service areas, as shown in Chart 6.1.4.

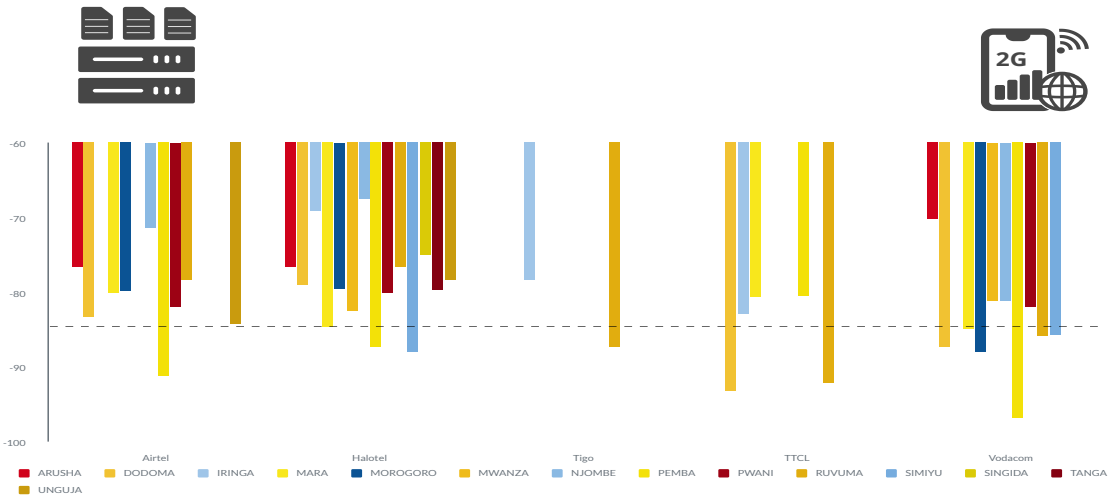



Chart 6.1.4. Comparative results on 2G Coverage.

## 6.1.5 3G Service coverage

The 3G Service Coverage indicates how well service areas are covered by a particular mobile network operator signal for consumers to get mobile network service. Consumers cannot get 3G mobile network services in areas with no coverage or very poor coverage. The threshold for compliance for 3G technologies is -85 dBm.

Halotel and Tigo passed the target in all fourteen measured service areas. Airtel and Vodacom each passed the target in thirteen out of fourteen measured service areas, while TTCL passed the target in twelve out of fourteen service areas, as shown in Chart 6.1.5.

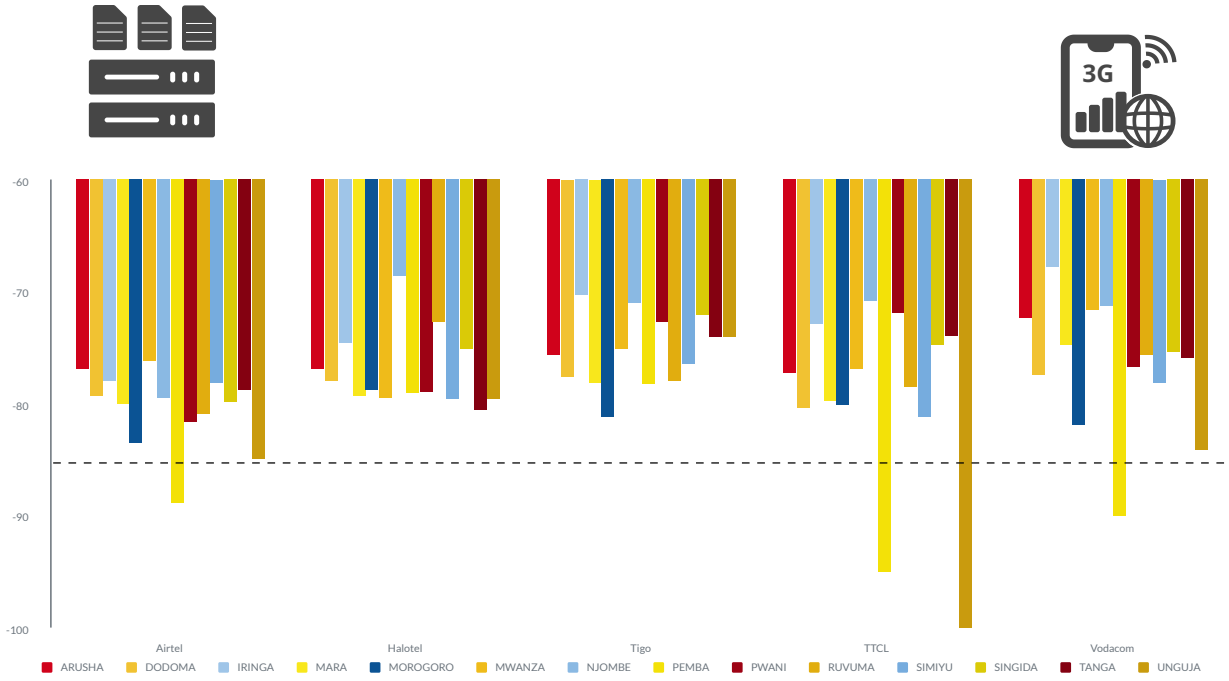



Chart 6.1.5. Comparative results on 3G Coverage.

## 6.1.6 4G Service coverage

4G Service Coverage indicates how well service areas are covered by a particular mobile network operator signal for consumers to get mobile network service. Consumers cannot get 4G mobile network services in areas with no coverage or very poor coverage. The threshold for compliance for 4G technology is -95 dBm.

Tigo and TTCL each passed the target in all fourteen measured service areas. Vodacom and Airtel each passed the target in twelve out of fourteen measured service areas and Halotel passed the target in eleven out of fourteen measured service areas, as shown in Chart 6.1.6.

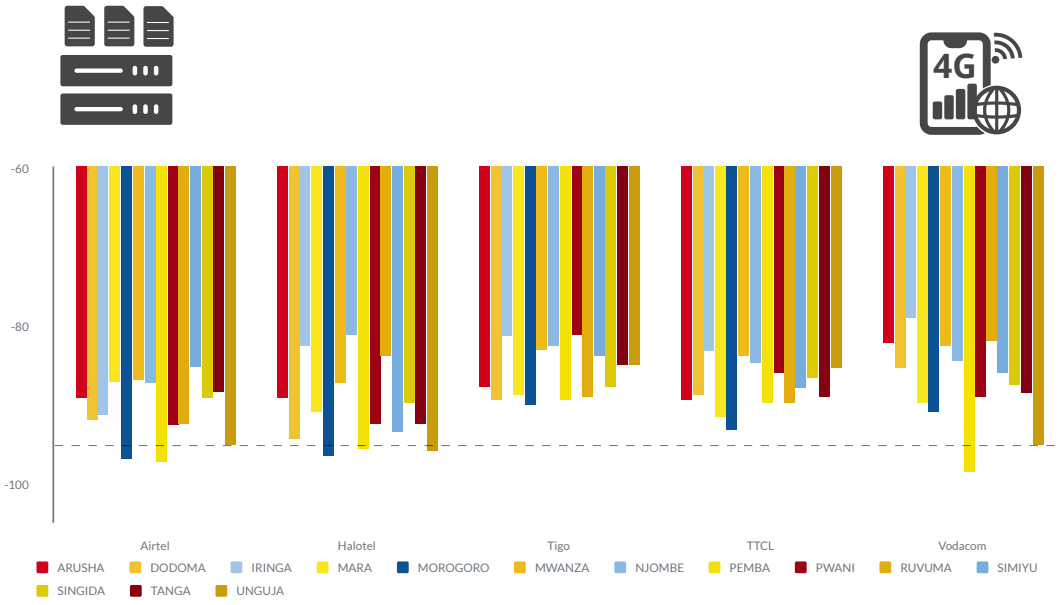



Chart 6.1.6. Comparative results on 4G coverage

## 6.1.7 Call Success Rate

Call Success Rate measures the percentage of calls completed successfully after dialling, such that they were neither blocked nor dropped. The threshold for compliance is equal to or greater than 95%.

Airtel, Tigo and Vodacom passed the target in all fourteen measured service areas. Halotel passed the target in thirteen out of fourteen measured service areas while TTCL in nine out of fourteen measure service areas, as shown in Chart 6.1.7.

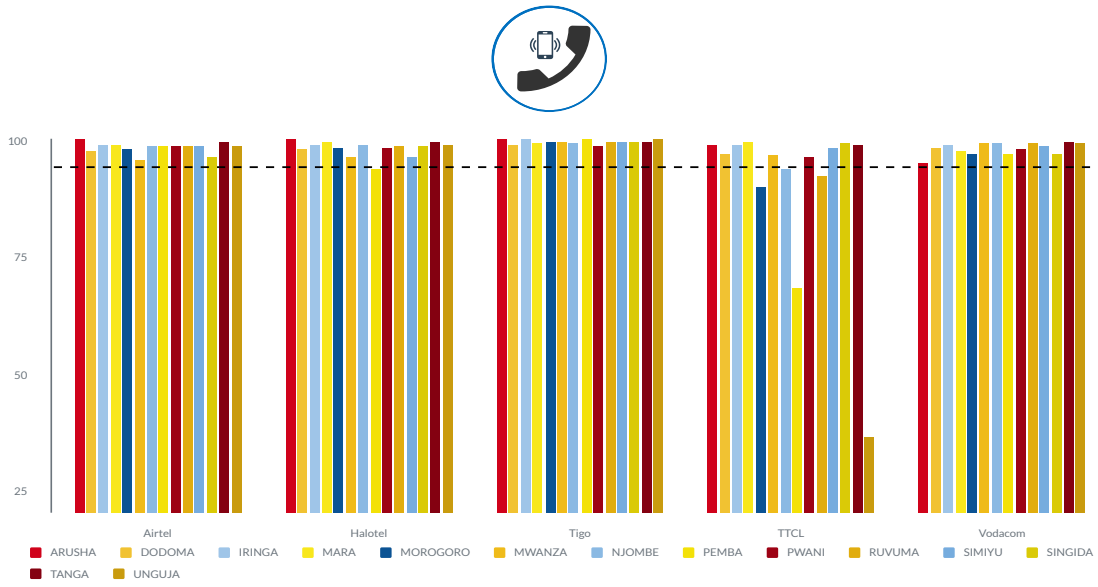



Chart 6.1.7. Comparative results on Call Success Rate.

## 6.1.8 Handover Success Rate

Handover Success Rate measures how well voice calls are transferred from one communication tower to another without dropping while the user moves. The threshold for compliance is equal to or greater than 98%.

Airtel, Halotel, Tigo and Vodacom passed the target in all fourteen measured service areas, while TTCL passed the target in twelve out of fourteen measured service areas, as shown in Chart 6.1.8.

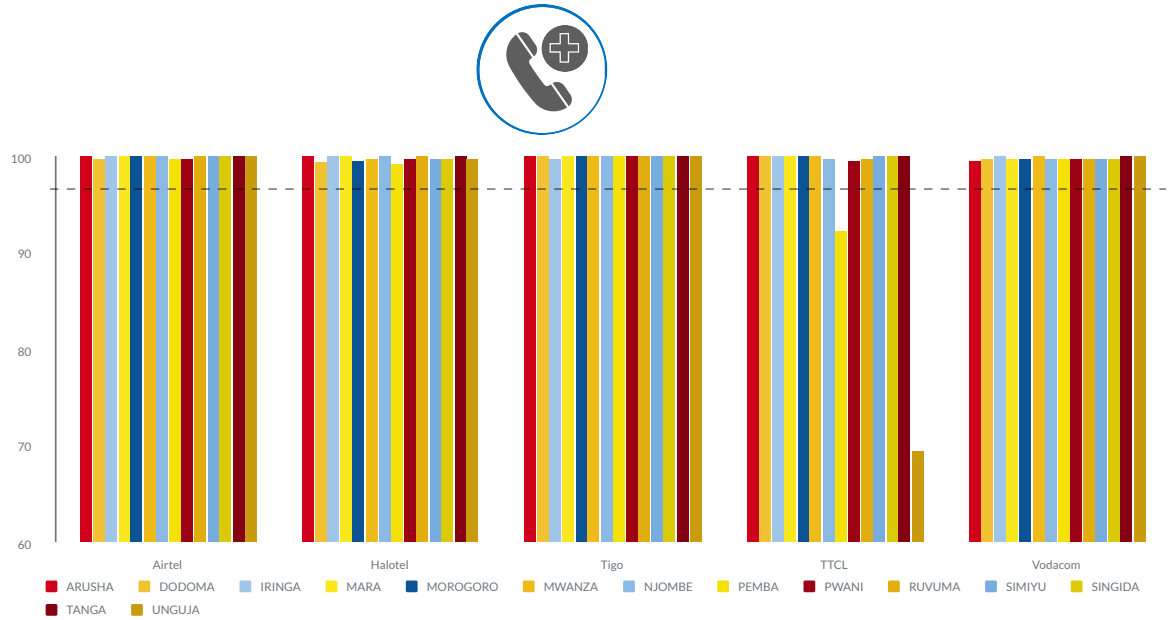



Chart 6.1.8. Comparative results on Handover Success Rate.

## 6.1.9 Voice Quality (MOS)

Voice Quality (MOS) is a measure of the perception of the audio quality of the conversation during a call. The MOS Score scale ranges from 1 to 5, with 1 being poor and 5 being excellent audio quality. The threshold for compliance is an average of all Voice Quality (MOS) measurement samples being greater than 3.5.

Airtel, Tigo, TTCL and Vodacom passed the target in all thirteen measured service areas, while Halotel passed the target in all ten out of ten measured service areas as shown in Chart 6.1.9.

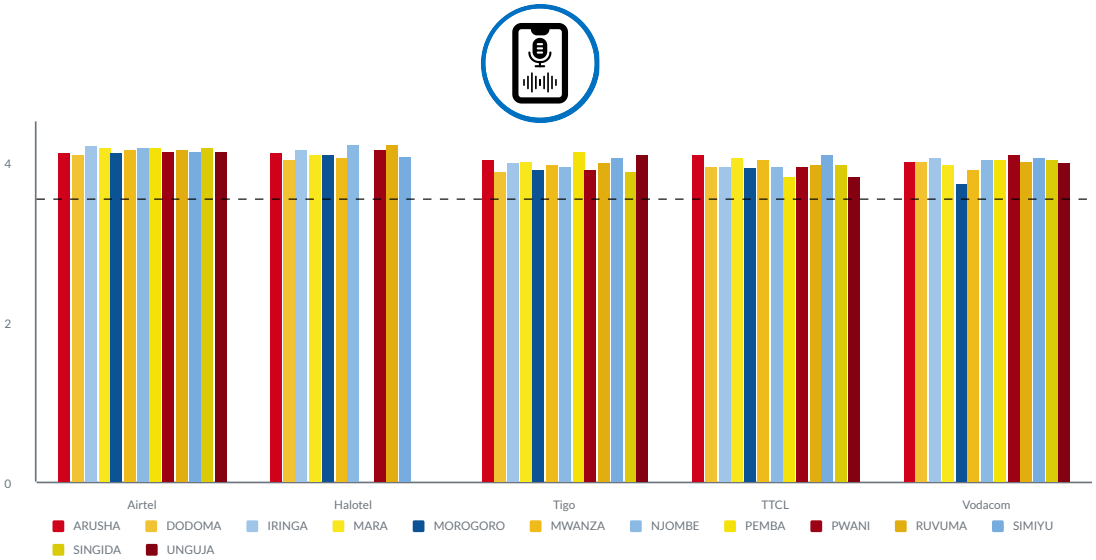



Chart 6.1.9. Comparative results on Voice Quality.

## 6.1.10 Download Mean Data Rate

Download Mean Data Rate is a measure of the rate of data transfer on a network. It measures how fast data is transferred from a file transfer protocol (FTP) server to a mobile device. The compliance threshold is average, greater or equal to 4000 kbps.

All operators passed the target in all fourteen measured service areas as shown in Chart 6.1.10.

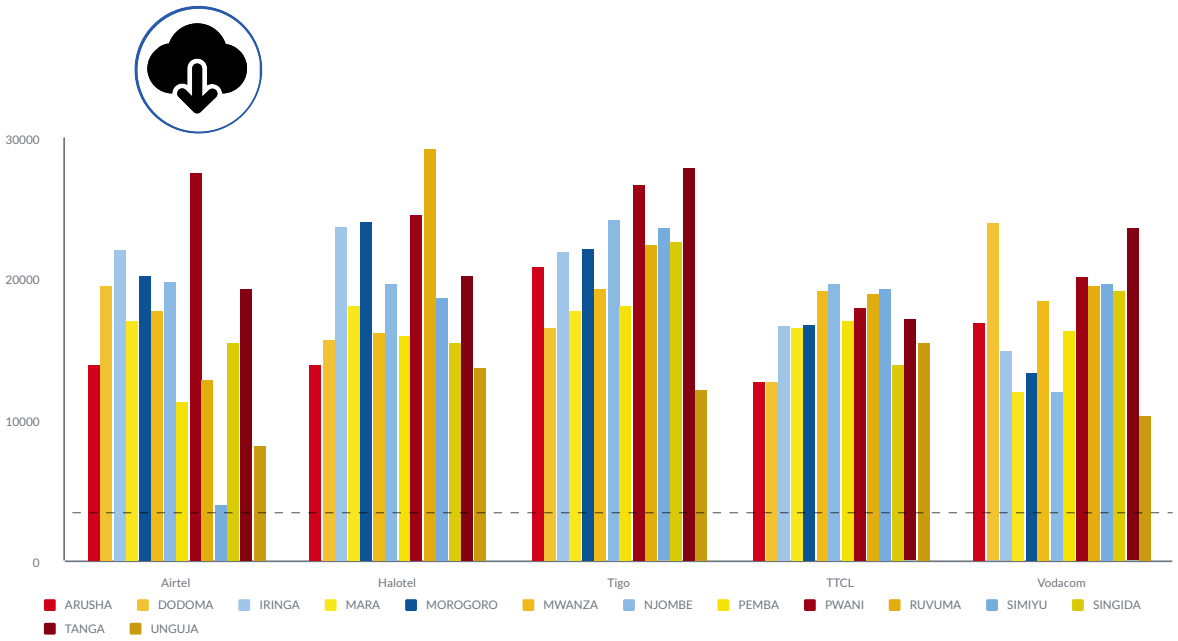



Chart 6.1.10. Comparative results on Download Mean Data Rate

## 6.1.11 Ping Round Trip Time

Ping Round Trip Time measures the time the user equipment takes to send a request and receive a response from the server. The threshold for compliance is average, being less than 400 ms.

All operators passed the target in all fourteen measured service areas, as shown in Chart 6.1.11.

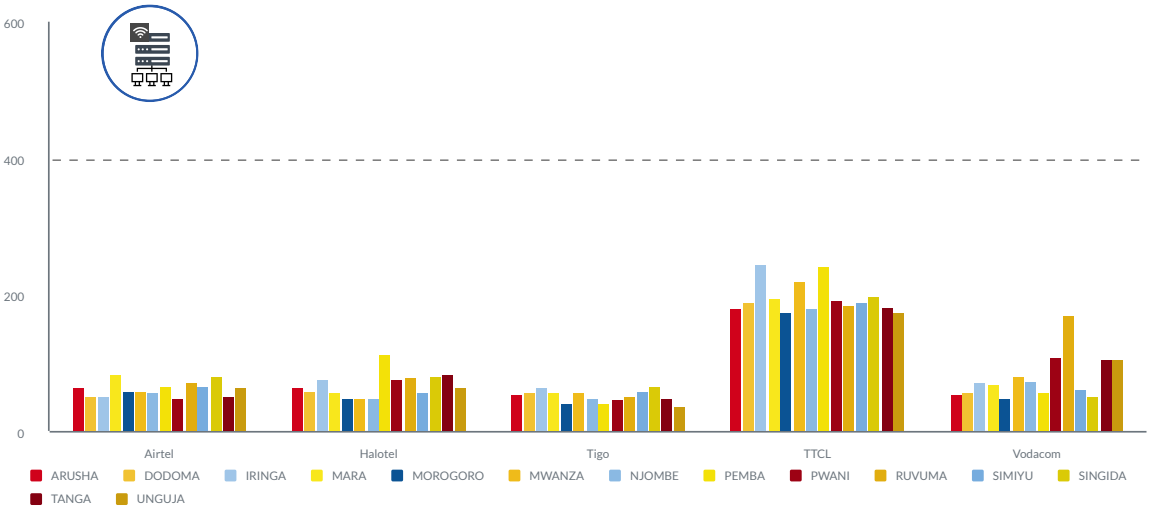



Chart 6.1.11. Comparative results on Ping Round Trip Time.

## 6.1.12 Attach Failure Ratio

Attach Failure Ratio refers to the percentage of failures when a mobile phone fails to connect to the network when powered ON or flight mode is turned OFF. The threshold for compliance is less than 2%.

Airtel passed the target in all fourteen measured service areas. Tigo and Vodacom passed the target in eleven out of fourteen measured service areas. Halotel passed the target in nine out fourteen measured service areas, and TTCL in seven out of fourteen service areas, as shown in Chart 6.1.12.

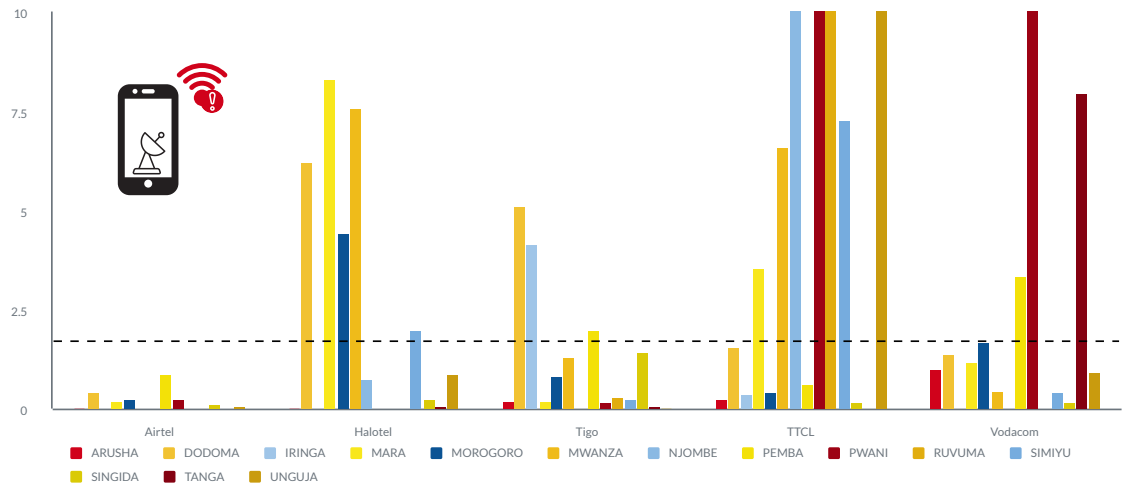



Chart 6.1.12. Comparative results on Attach Failure Ratio.

## 6.1.13 Attach Setup Time

Attach Setup Time refers to the time a mobile phone takes to connect to the network when powered ON or flight mode turned OFF. The threshold for compliance is less than 5 seconds.

All operators passed the target in all fourteen measured service areas measured service areas, as shown in Chart 6.1.13.

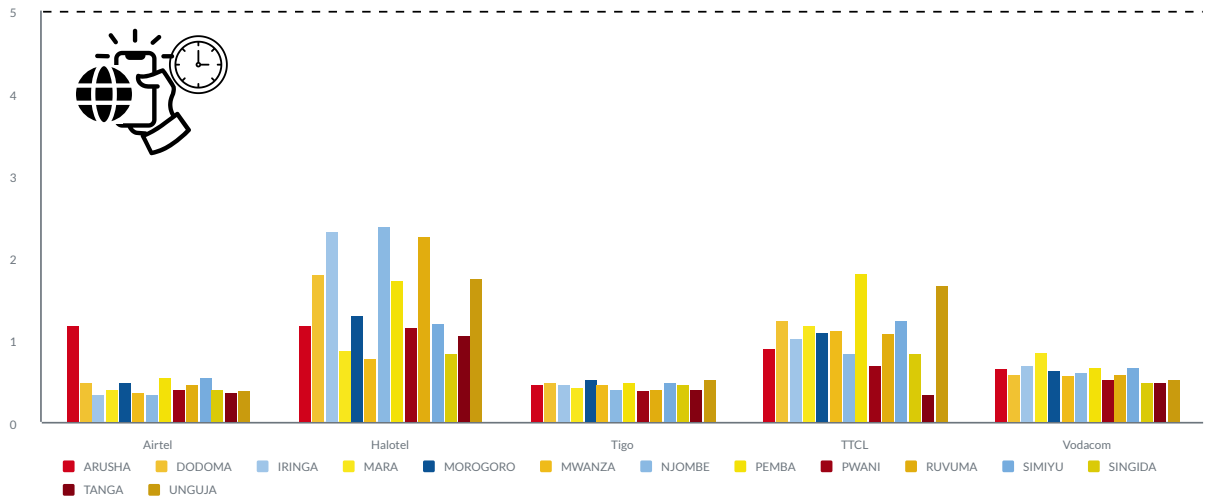



Chart 6.1.13. Comparative results on Attach Setup Time.

### 6.1.14 Call Setup Time

Call Setup Time measures the time a call takes to connect after dialling. The threshold for compliance is less than 10 seconds.

All operators passed the target in all fourteen measured service areas as shown in Chart 6.1.14.

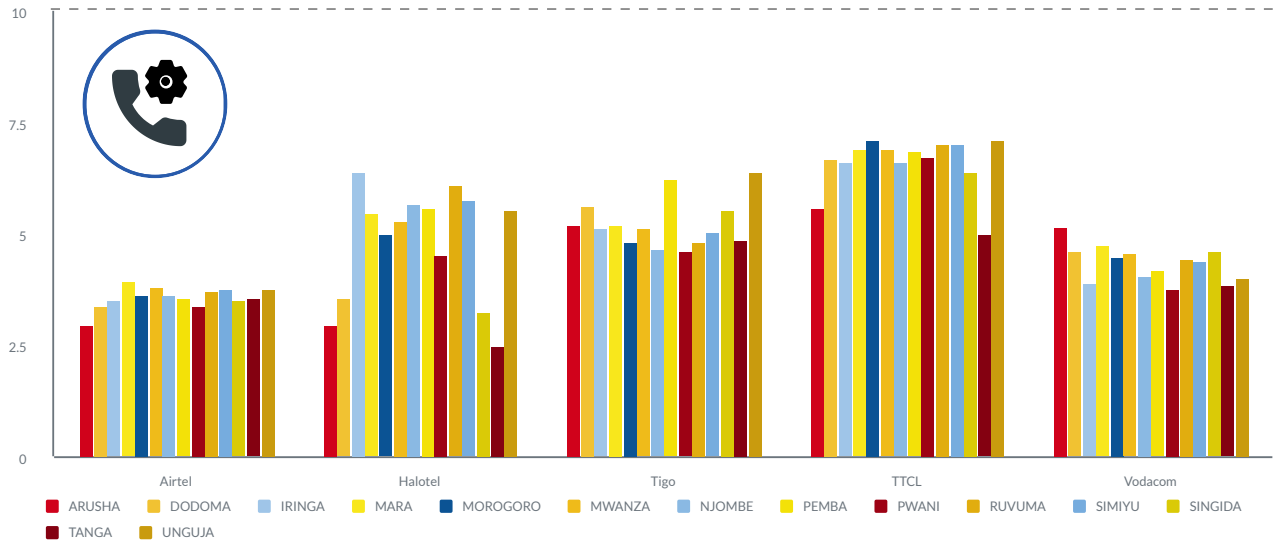



Chart 6.1.14. Comparative results on Call Setup Time.

The general quality of service results from July to September 2024 indicates that Airtel scored 97%, Vodacom 93, Tigo 98, Halotel 90% and TTCL scored 86% in performance, as shown in Table 6.1.

**Table 6.1 Summary of QoS scores per MNO for Q3 and Q4 of 2023/2024**

| Operator | June 2024 | September 2024 | % Change |
|---|---|---|---|
| Airtel | 98% | 97% | -1% |
| Vodacom | 96% | 93% | -3% |
| Tigo | 99% | 98% | -1% |
| Halotel | 93% | 90% | -3% |
| TTCL | 78% | 86% | 10% |
| Industry average | 91% | 92.6% | 0.16% |

## 6.2 Compliance indicators for the Broadcasting subsector

Content monitoring was carried out for National Broadcasters (Television and Radio). Compliance was based on the criteria of program line up submission and its adherence, and adherence to 90 minutes for presentation of news, program diversity, content of education nature and adherence to local content.

### 6.2.1 Program line up submission and its adherence

National Broadcasters are required to provide schedules (timing, order, and duration) and adhere to the programs submitted.

The compliance to program line up submission and adherence for television and radio stations for the quarter under review is shown in Table 6.2.1a and Table 6.2.1b respectively.

### Table 6.2.1a Television program line up submission and adherence

| Television name | Program Line Up Submission | Adherence to Program Line-Up Submitted |
|---|---|---|
| ITV | Compliant | Compliant |
| UTV | Compliant | Compliant |
| Tumaini TV | Compliant | Non-compliant |
| Channel Ten | Non-compliant | Non-compliant |
| East Africa TV | Compliant | Compliant |
| Star TV Tanzania | Compliant | Non-compliant |
| TBC 1 | Compliant | Compliant |
| TV Imaan | Compliant | Compliant |
| Arise and Shine | Compliant | Non-compliant |
| WRM TV | Compliant | Non-Compliant |
| Clouds TV | Non-compliant | Non-compliant |
| Hope Channel Tanzania | Compliant | Non-compliant |
| Upendo TV | Compliant | Non-compliant |
| Mahaasin TV | Compliant | Non-compliant |
| Channel Ten Plus | Non-compliant | Non-compliant |
| TVE | Non-compliant | Non-compliant |

### Table 6.2.1b Radio program line up submission and adherence

| Radio name | Program Line Up Submission | Adherence to Program Line-Up Submitted |
|---|---|---|
| Radio One | Non-compliant | Non-compliant |
| TBC Taifa | Compliant | Compliant |
| Adventist World Radio (AWR) | Compliant | Non-compliant |
| Clouds FM | Compliant | Compliant |
| East Africa Radio | Compliant | Compliant |
| EFM | Compliant | Compliant |
| Wasafi FM | Compliant | Compliant |
| TBC International | Compliant | Compliant |
| Radio Free Africa | Non-compliant | Non-compliant |
| Bongo FM | Non-compliant | Non-compliant |
| Radio Maria | Non-compliant | Non-compliant |

## 6.2.2 Program diversity

National Broadcasters are required to provide broad range of content that is fairly diverse in providing information, education and entertainment content so as to cater for different tastes, cultures, and interests of Tanzanians.

The compliance to program diversity, content of educational nature, adherence to presentation of news for television and radio stations in this quarter is shown in Table 6.2.2a and Table 6.2.2b respectively.

### Table 6.2.2a Television program diversity

| Television name | Program diversity | Content of Education Nature | Adherence to 90 minutes for News |
|---|---|---|---|
| ITV | Compliant | Compliant | Compliant |
| UTV | Compliant | Compliant | Compliant |
| Tumaini TV | Compliant | Compliant | Compliant |
| Channel Ten | Compliant | Compliant | Compliant |
| East Africa TV | Compliant | Compliant | Non-compliant |
| Star TV Tanzania | Compliant | Compliant | Compliant |
| TBC 1 | Compliant | Compliant | Compliant |
| TV Imaan | Compliant | Compliant | Non-compliant |
| Arise and Shine | Non-compliant | Non-compliant | Compliant |
| WRM TV | Non-compliant | Non-compliant | Non-compliant |
| Clouds TV | Compliant | Compliant | Compliant |
| Hope Channel Tanzania | Compliant | Compliant | Non-compliant |
| Upendo TV | Compliant | Compliant | Non-compliant |
| Mahaasin TV | Compliant | Compliant | Non-compliant |
| Channel Ten Plus | Non-compliant | Non-compliant | Non-compliant |
| TVE | Non-compliant | Non-compliant | Non-compliant |

### Table 6.2.2b Radio program diversity

| Radio Name | Program Diversity | Content of Education Nature | Adherence to 90 minutes for News |
|---|---|---|---|
| Radio One | Compliant | Compliant | Compliant |
| TBC Taifa | Compliant | Compliant | Compliant |
| Adventist World Radio (AWR) | Compliant | Compliant | Non-compliant |
| Clouds FM | Compliant | Compliant | Non-compliant |
| East Africa Radio | Compliant | Compliant | Non-compliant |
| EFM | Compliant | Compliant | Non-compliant |
| Wasafi FM | Compliant | Compliant | Non-compliant |
| TBC International | Compliant | Compliant | Compliant |
| Radio Free Africa | Compliant | Compliant | Compliant |
| Bongo FM | Compliant | Compliant | Non-compliant |
| Radio Maria | Compliant | Compliant | Non-compliant |

## 6.2.3 Adherence to local content

National Broadcasters are required to ensure that 60% of aired content is produced locally, reflecting the culture, language, and interests of the local audience.

The compliance to adherence to local content in the quarter under review is shown in Table 6.2.3a and Table 6.2.3b below.

**Table 6.2.3a Television adherence to local content**

| Television name | Adherence to local content | | |
|---|---|---|---|
| | Relevance to society | Language (Kiswahili or English) | 60% local content production |
| ITV | Compliant | Compliant | Compliant |
| UTV | Compliant | Compliant | Compliant |
| Tumaini TV | Compliant | Compliant | Compliant |
| Channel Ten | Compliant | Compliant | Compliant |
| East Africa TV | Compliant | Compliant | Compliant |
| Star TV Tanzania | Compliant | Compliant | Compliant |
| TBC 1 | Compliant | Compliant | Compliant |
| TV Imaan | Compliant | Compliant | Compliant |
| Arise and Shine | Compliant | Compliant | Compliant |
| WRM TV | Compliant | Compliant | Compliant |
| Clouds TV | Compliant | Compliant | Compliant |
| Hope Channel Tanzania | Compliant | Compliant | Compliant |
| Upendo TV | Compliant | Compliant | Compliant |
| Mahaasin TV | Compliant | Compliant | Compliant |
| Channel Ten Plus | Compliant | Compliant | Compliant |
| TVE | Compliant | Compliant | Compliant |

**Table 6.2.3b Radio adherence to local content**

| Radio name | Adherence to local content | | |
|---|---|---|---|
| | Relevance to society | Language (Kiswahili or English) | 60% local content production |
| Radio One | Compliant | Compliant | Compliant |
| TBC Taifa | Compliant | Compliant | Compliant |
| Adventist World Radio (AWR) | Compliant | Compliant | Compliant |
| Clouds FM | Compliant | Compliant | Compliant |
| East Africa Radio | Compliant | Compliant | Compliant |
| EFM | Compliant | Compliant | Compliant |
| Wasafi FM | Compliant | Compliant | Compliant |
| TBC International | Compliant | Compliant | Compliant |
| Radio Free Africa | Compliant | Compliant | Compliant |
| Bongo FM | Compliant | Compliant | Compliant |
| Radio Maria | Compliant | Non-compliant | Compliant |

## 6.3 Quality of services (QoS) for the Postal and courier subsector

QoS measurement tests were carried out for domestic couriers during the period under review in relation to the delivery of items in Inter-town Zone A.

The tests were based on the speed of service from when an item has been posted at the originated office to when it arrives at the destination office or delivered to the customer as shown in Table 6.3.

**Table 6.3 QoS indicator – Speed of delivery for Inter-Town Zone A Target: D +1 Days; > = 85%**

| Licencee name | Compliance status |
|---|---|
| Air Tanzania | Compliant |
| Precision Air | Compliant |
| Tanz Movers | Compliant |
| Advanced Logistics | Compliant |
| Delex Courier & Logistics Limited | Compliant |
| Ellymo Company Limited | Compliant |
| Segax | Compliant |
| Geamos Co. Ltd | Non-compliant |
| Marathon Logistics | Non-compliant |
| Blaze | Non-compliant |
| Mwanga Logistics | Non-compliant |
| Sga Cash In Transit (T) Limited | Non-compliant |
| Almko Investment Limited | Non-compliant |
| Cmtl Group | Non-compliant |
| Couriemate | Non-compliant |
| Easy Movers | Non-compliant |
| Jonz | Non-compliant |
| Kleafast Couriers & Logistics | Non-compliant |
| Simba Courier | Non-compliant |

TCRA has taken and will continue to take regulatory measures to all licencees who fail to comply with Quality of Service parameters as provided in the Electronic and Postal Communications (Quality of Service) Regulations, 2018.

## 6.4 Fraudulent attempts

### Tanzania Mainland

| Region | Airtel | Halotel | Tigo | TTCL | Vodacom | Total |
|---|---|---|---|---|---|---|
| Rukwa | 1,582 | 428 | 1,523 | 1,247 | 791 | 5,571 |
| Morogoro | 902 | 15 | 2,880 | 34 | 1,655 | 5,486 |
| Mbeya | 252 | 70 | 326 | 368 | 96 | 1,112 |
| Dar es Salaam | 246 | 29 | 533 | 54 | 97 | 959 |
| Arusha | 94 | 5 | 84 | 15 | 153 | 351 |
| Kilimanjaro | 5 | 3 | 117 | 5 | 205 | 335 |
| Pwani | 108 | 3 | 95 | 7 | 9 | 222 |
| Mwanza | 42 | 6 | 95 | 25 | 46 | 214 |
| Tabora | 14 | 26 | 36 | 111 | 11 | 198 |
| Katavi | 0 | 34 | 16 | 83 | 58 | 191 |
| Songwe | 1 | 46 | 77 | 42 | 0 | 166 |
| Dodoma | 6 | 7 | 110 | 6 | 3 | 132 |
| Iringa | 5 | 3 | 98 | 10 | 2 | 118 |
| Tanga | 6 | 5 | 88 | 4 | 4 | 107 |
| Kagera | 13 | 5 | 65 | 0 | 12 | 95 |
| Ruvuma | 3 | 3 | 61 | 12 | 2 | 81 |
| Shinyanga | 5 | 6 | 31 | 18 | 11 | 71 |
| Singida | 1 | 0 | 51 | 13 | 2 | 67 |
| Geita | 0 | 2 | 52 | 8 | 3 | 65 |
| Kigoma | 13 | 3 | 18 | 21 | 5 | 60 |
| Manyara | 35 | 3 | 17 | 4 | 1 | 60 |
| Njombe | 0 | 1 | 19 | 29 | 1 | 50 |
| Mtwara | 2 | 2 | 33 | 3 | 1 | 41 |
| Mara | 1 | 4 | 31 | 1 | 3 | 40 |
| Lindi | 2 | 0 | 21 | 4 | 2 | 29 |
| Simiyu | 0 | 2 | 11 | 2 | 1 | 16 |
| **Zanzibar** | | | | | | |
| Mjini Magharibi | 70 | 0 | 50 | 1 | 1 | 122 |
| Kaskazini Pemba | 0 | 0 | 15 | 0 | 0 | 15 |
| Kaskazini Unguja | 0 | 0 | 12 | 0 | 0 | 12 |
| Kusini Pemba | 0 | 0 | 10 | 0 | 0 | 10 |
| Kusini Unguja | 0 | 0 | 6 | 0 | 0 | 6 |
| **Total** | **3,408** | **711** | **6,581** | **2,127** | **3,175** | **16,002** |

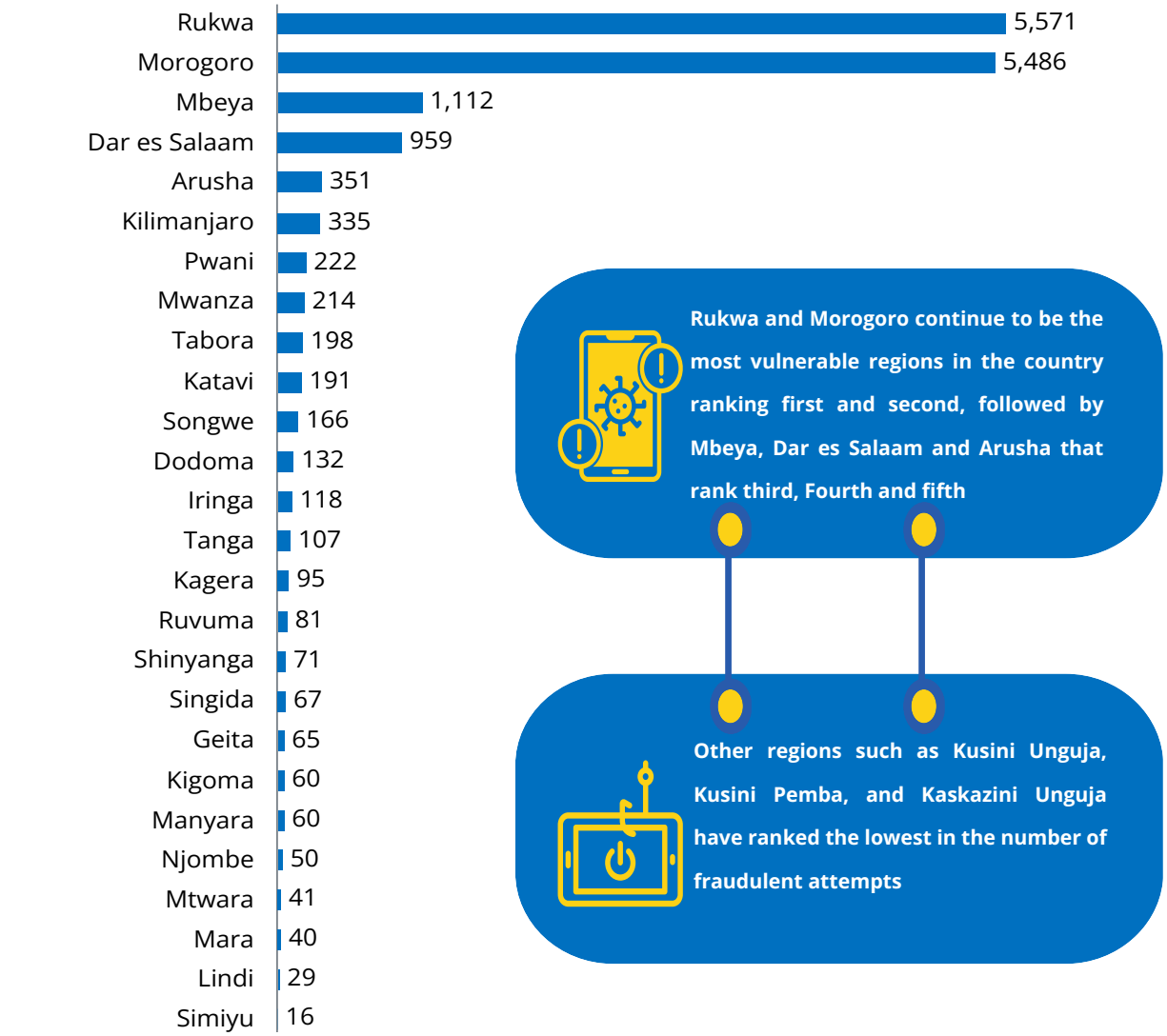
Table 6.3 shows fraudulent attempts per operator for the quarter ending June 2024 and September 2024. Tigo has recorded the highest number of fraudulent attempts compared to other MNOs, while Halotel has the least.

### Table 6.3a Fraudulent attempts per operator

| Quarter ending | Airtel | Halotel | Tigo | TTCL | Vodacom | Total |
|---|---|---|---|---|---|---|
| June 2024 | 6,069 | 469 | 10,242 | 2,093 | 3,384 | 22,257 |
| September 2024 | 3,408 | 711 | 6,581 | 2,127 | 3,175 | 16,002 |
| Percentage change | **-44%** | **52%** | **-36%** | **2%** | **-6%** | **-28%** |

The results further show that fraudulent attempts for Halotel and TTCL have increased by 52% and 2% respectively. However, Fraudulent attempts for Airtel, Tigo and Vodacom have decreased by 44%, 36% and 6% respectively.

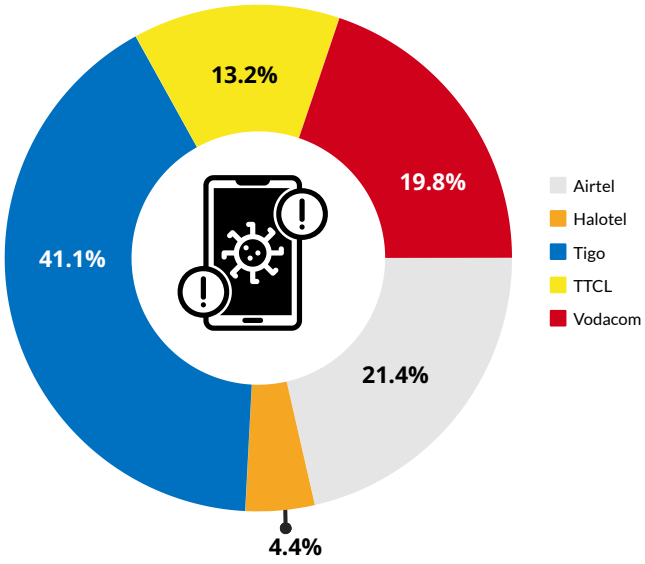
### Chart 6.3a Distribution of fraudulent attempts per region in the quarter ending September



## Table 6.3b Fraudulent attempts per district for the four leading regions

| Region | District | Fraudulent attempts |
|---|---|---|
| **Rukwa** | Sumbawanga | 5198 |
| | Nkasi | 250 |
| | Kalambo | 122 |
| | | |
| **Morogoro** | Ifakara | 3922 |
| | Kilombero | 1306 |
| | Morogoro | 127 |
| | Kilosa | 89 |
| | Ulanga | 21 |
| | Mvomero | 10 |
| | Malinyi | 8 |
| | Gairo | 3 |
| | | |
| **Mbeya** | Mbeya | 993 |
| | Mbarali | 66 |
| | Chunya | 21 |
| | Rungwe | 21 |
| | Kyela | 11 |
| | | |
| **Dar es Salaam** | Ubungo | 314 |
| | Kinondoni | 286 |
| | Temeke | 210 |
| | Ilala | 125 |
| | Kigamboni | 24 |
| | | |

## Chart 6.3b Fraudulent attempts per operator in the quarter ending September 2024



# 7. Number of Licenses and Certificates

## 7.1 Licenses

| Telecommunications and Internet | | |
|---|---|---|
| Category | Number | |
| | June 2024 | September 2024 |
| Network Facilities Licences | 34 | 35 |
| Network Services Licences | 15 | 16 |
| Application Services Licences | 142 | 146 |
| Aircraft Stations | 169 | 176 |
| Amateur Stations | 20 | 23 |
| Fixed VSAT Terminals | 42 | 36 |
| Mobile VSAT Terminals | 2 | 2 |
| Satellite Ground Earth Stations | 1 | 1 |
| Ship Stations | 35 | 36 |
| HF Radio Stations | 23 | 21 |
| VHF- UHF Radio Repeaters | 2 | 2 |
| VHF - UHF Radio Station with Pair of Frequency | 118 | 109 |
| VHF - UHF Radio Station with Single Frequency | 192 | 184 |
| Numbering | 576 | 493 |

| Broadcasting | | |
|---|---|---|
| Category | Number | |
| | June 2024 | September 2024 |
| National Content Television (FTA) Licences | 16 | 16 |
| District Content Television (FTA) Licences | 23 | 22 |
| National Content Radio Licences | 14 | 14 |
| Regional Content Radio Licences | 31 | 33 |
| District Content Radio Licences | 177 | 182 |
| Community Radios | 15 | 17 |
| Community Televisions | - | - |
| National Content Televisions by Subscription | 25 | 28 |
| District Content Televisions by Subscription | 1 | 1 |
| National Content (support services) | 3 | 3 |
| Online Content Aggregators | 5 | 6 |
| Weblogs (Blogs) | 64 | 66 |
| Online Radios | 9 | 10 |
| Online Televisions | 215 | 210 |
| Cable Televisions | 63 | 63 |

| Postal and Courier | | |
|---|---|---|
| Category | Number | |
| | June 2024 | September 2024 |
| International Courier | 8 | 6 |
| East Africa Courier | 2 | 2 |
| Intercity Transporters | 71 | 76 |
| Intracity Courier | 18 | 16 |
| Domestic Courier | 46 | 47 |
| Public Postal | 1 | 1 |

## 7.2 Certificates

| Category | Number | |
|---|---|---|
| | June 2024 | September 2024 |
| Global Maritime Distress and Safety Systems | 152 | 177 |
| Type Approval | 4590 | 4774 |
| Registration for Satellite Mobile Phones | 32 | 32 |

# 8. Conclusion

The communications sector in the quarter ending September 2024 experienced significant progress and a notable increase in the adoption of communication services, driven by the continued healthy competition among service providers.

A significant achievement was the extensive expansion of mobile network coverage across the country, where, 3G coverage has reached 90% of the population, enhancing access to data services. Moreover, 4G coverage has reached 85% of the population, which has improved Internet connectivity. The expansion of 5G coverage to 18% of the population signifies faster speeds, reduced latency, and more reliable connections compared to other technologies which is vital for enabling other sectors of the economy. The development of robust communication infrastructure ensures reliability, affordability, and inclusivity warranting a connected society in this digital age. This underscores the critical role of communication services in fostering the digital economy and empowering citizens socially and economicaly.

Moreover, the broadcasting subsector saw a positive trend with 78% of the population covered by the FM radio signal and 58% of the population covered by the Digital Terestrial Television (DTT) signal. This growth reflects the sector's dynamic evolution in response to user demands. These combined improvements across the communications sector are crucial for fostering a more connected and digitally empowered society.

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