

*ITU/CTO WORKSHOP ON UNIVERSAL  
ACCESS*

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**Universal Access approaches in Tanzania**

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**Introduction:**

Milestones in telecommunications  
development in Tanzania

**1993**

- Tanzania Communications Act no 18 of 1993 passed by Parliament. The beginning of the liberalization of the communications sector.
- Incumbent PTC split – Tanzania Posts and Tanzania Telecom Companies formed

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### 1994

- Tanzania Communications Commission established as the national postal and telecommunications regulator
- Mandate includes developing telecommunications in Tanzania

### 1997

- Tanzania National Telecommunications Policy introduced to guide the sector

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- Broad objectives and goals including increasing teledensity to at least 6% by 2020. By then teledensity was 0.40 per cent.
- Policy foresees possibility of rural telecommunications fund
- Tanzania Communications Commission decides that the fund to be formed by part of the annual royalty paid by operators.

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### By 2000

- Five land cellular mobile telephone companies licenced.
- Conditions include obligations to roll out along trunk roads, installing fixed cellular payphones in rural and lightly populated areas.

### February 2001

- Incumbent (TTCL) partly privatized ( Govt. sells 35 % of its stake to int'l consortium – MSI and Detecon

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New TTCL licensed and given a four year exclusivity in basic telephony and an obligation to install at least two public payphones in each settlement with at least 3000 inhabitants

- Tanzania Communications Commission undertakes country-wide survey to establish the settlements for effective monitoring

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### **31 January 2003**

- TCC withdraws licence of one mobile operator-TRITEL following serious breach of licence conditions.

### **Feb 2003**

Consultant – APPOYO of Peru - appointed by the privatization commission (PSRC) to prepare rural telecommunications plan.

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### **Specifically, to:**

- Make evaluation of rural telecom market
- Estimate the market
- Determine how best to serve the market
- Propose most suitable rural access options
- Propose institutional framework for delivery, role of regulator
- Look at costs, funding mechanism

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## Tanzania's experience with telecentres

### Overview

- Licensed operators have been re-selling their services. For example, Vodacom leases fully equipped containers in which public telephone services are offered at a reasonable tariff

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- Internet service companies provide internet access to companies which have opened telecommunications centers mainly in urban areas
- A leading internet service provider – the University of Dar Es Salaam Computing Centre – has opened telecentres in two urban centers in central and northern Tanzania. Services offered include internet services, computer courses.

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## **Multipurpose community telecentres in Tanzania**

Definition: Staffed center providing telecommunications and other multimedia facilities, for use by a local community in remote, rural regions and/or in low-income urban settlements, so that these facilities can be used to enhance accessibility to communication and thereby integrating those communities to the global economy and ways of life.

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The first MCTC is at Sengerema, a small town west of Lake Victoria.

Took off in January 2001.

The second, intended to serve refugee communities has been earmarked for a settlement near the border with Rwanda.

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The funds were spent on rent for premises, construction of the main building and payment for utilities. The new building has been completed.



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Project is managed at national level by national project Management Committee and a Local Steering Committee at local level.

Representatives of the seven cooperating partners and national stakeholders constitute the PMC.

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The NSC has 15 members. The LSC (17 members) is supposed to represent interest groups in Sengerema.

These include professionals, NGOs, local government authorities, small business holders, cooperatives, health and the educational sector. LSC to take over running of project after December 2003.

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**Activities:**

**Computer training** – the most successful. 10 computers with popular programmes. Annual intake between 500 and 600 candidates

**Secretarial services**

**Internet services** – Started September 2002. Broadband link through a Dar Es Salaam data communication service provider. Currently five computers. Centre needs at least 10 more computers to meet demand.

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Response good. Between 450 and 725 man sessions a month.

**Costs:** One dollar an hour; one dollar to set up e-mail accounts

Cross section of users – from farmers to livestock keepers mainly accessing internet for e-mails.

-At least 40 farmers a month.

-Scribe services

-Local website being developed:

[www.sengerema.or.tz](http://www.sengerema.or.tz)

Local content to be promoted

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### Income:

Computer training leads in generating income (average of US \$ 1000 monthly from second half of 2002) followed by secretarial and internet services.

### Future Plans

- Opening mini telecentres in villages and internet cafes around Sengerema.

- Setting up a community radio station

### Problems

- Frequent power cuts. Sometimes for entire day.

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- Late arrival of computers. Internet services started in September 2002
- Misconceptions on benefits. Locals think the center is for the elite.
- Uncertainty after December 2003. Local authorities supposed to take over the running of the Centre. Their financial contribution so far is only 20 % of the pledged amount.

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### Solutions

Awareness campaigns on the reliability of e-services

Extension of external funding beyond December 2003.

### Lessons/experiences

Importance of awareness campaigns for support

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**Conclusion**

**Roll out obligations by operators extends coverage of voice and SMS.**

**Need to regulate for broadband access**

**Thank You.**