

***SUBSIDIARY LEGISLATION***

*to the Gazette of the United Republic of Tanzania No. 49 Vol 92 dated 9<sup>th</sup> December, 2011*  
Printed by the Government Printer, Dar es Salaam by Order of Government

GOVERNMENT NOTICE No. 416 Published on 9/12/2011

THE ELECTRONIC AND POSTAL COMMUNICATIONS ACT  
(CAP. 306)

**REGULATIONS**

*(Made under section 165)*

THE ELECTRONIC AND POSTAL COMMUNICATIONS (QUALITY OF SERVICE) REGULATIONS,  
2011

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THE ELECTRONIC AND POSTAL COMMUNICATIONS ACT  
(CAP.306)

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**REGULATIONS**

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*(Made under section 165)*

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THE ELECTRONIC AND POSTAL COMMUNICATIONS (QUALITY OF SERVICE)  
REGULATIONS, 2011

PART I  
PRELIMINARY PROVISIONS

- Citation                    1. These Regulations may be cited as the Electronic and Postal Communications (Quality of Service) Regulations, 2011.
- Application                2. These Regulations shall apply to electronic and postal communication licensees.
- Interpre-                    3.            In these regulations, unless the context requires  
tation                        otherwise-
- Cap.306                    “Act” means the Electronic and Postal Communications Act;
- Cap. 172                    “Authority” means the Tanzania Communications Regulatory Authority established under the Tanzania Regulatory Authority Act;
- “basic telecommunication services” means services derived from a Public switched telephone network;
- “broadband” means the information transmission scheme capable of sending or receiving a large volume of data packets originating from or destined for different customers over a single medium at a high speed, achieving an upstream or downstream data flow of at least 2Mbps to provide services

to such customers simultaneously irrespective of the distance covered and the geographical boundary;

“call attempts” means number of calls offered for network processing;

“Call Completion Ratio (CCR)” means the ratio of the number of completed calls to the number of call attempts;

“completed call” means a call where an answer signal is received;

“cellular mobile telephone services” means services derived from a Public Land mobile network;

“content service” means service offered for speech or other sound test or images whether still or moving except where transmitted in private communications;

“down-time” means the sum of all the time during reporting period when the fault exists on the service;

“electronic communication service” means any service the purpose or effect of which is to enable or facilitate electronic communication;

“electronic communication services licensee” means an entity engaged in the provision of electronic communication services;

“fault” means a state where a network does not meet the service specifications and some repair action is required;

“grade of service” means the ratio of lost calls to total call attempts offered to a network during time consistence busy hour of the day;

“licensee” means an entity licensed by the Authority to provide communication services;

“handover” means the action of switching the call in progress from one radio channel to another without disrupting the call;

“operating time” means the total operating time of a service in a network during the reporting period;

“postal service” means any service by post;

“Public Switched Telephone Network” in its abbreviation “PSTN” means a network set up and operated by basic service licensees for the specified purpose of providing fixed communication services between subscribers using telephone sets or accessories;

- “quality of service” means the collective effect of service performances which determine the degree of satisfaction of a user of the service ;
- “repeat fault percentage” means the ratio as percentage of repeat faults to the total number of faults in the month;
- “service cover period” means the time agreed that the services shall be operated to the defined performance standard;
- “time consistent busy hour” means the one hour period starting at the same time of each day for which the average traffic of the resource group concerned is greatest over the days under consideration;
- “time to connect call” means time between pressing the send button and receiving a ring tone;
- “time to confirm instruction to connect” means the maximum time from initiating the call set up command to when this is acknowledged to the user;
- “time to release call” means the maximum time from initiating the disconnect call command until this command is passed on to the destination network;
- “time to alert mobile set” means the maximum time from when the public land mobile network receives a call for a mobile set assumed to be within the (coverage area) until the mobile set indicates that a call has been received.

PART II  
POSTAL, CONTENT AND ELECTRONIC COMMUNICATIONS SERVICE  
LICENSEE OBLIGATIONS

Objective  
of quality  
of service

4. These regulations are intended to-
- (a) create conditions for customer satisfaction by making known the quality of service which the service provider is required to provide and the user expecting to receive;
  - (b) measure quality of service provided by the service provider from time to time and to compare them with the

- norms so as to assess the level of performance; and  
(c) protect the interest of consumers of postal, content and electronic communications services.

Licensee obligations

5. The postal, content and electronic communications services provider shall insure the following that-
- (a) performance of postal, content and electronic communications services meet or exceed levels of performance as set forth in these Regulations; and
  - (b) customers are provided with information to enable them make informed decisions.

Compliance with electronic service provider obligations

6. In order to comply with regulation (4a), the electronic communications services provider shall-
- (a) establish measurement systems consistent with the framework proposed by the Authority in consultation with the stakeholders; and
  - (b) provide quarterly returns of measurement results for all services to the Authority.

### PART III

#### QUALITY OF SERVICES PARAMETERS

Services related to these Regulations

7. The quality of service parameters for the following services are prescribed under these Regulations-
- (i) PSTN Services;
  - (ii) Mobile telephone services;
  - (iii) International telephone services;
  - (iv) Internet services;
  - (v) Postal services;
  - (vi) Content services.

Quality of service for PSTN

8. The licensee providing Public Switched Telephone Network services shall be required to meet targets on quality of services parameters as specified in the First Schedule to these Regulations.

Quality of service for Mobile telephone services

9. The licensee providing mobile telephone services shall be required to meet targets on quality of service parameters as specified in the Second Schedule to these Regulations.

Quality of service for International telephone Services

10. The licensee providing international telephone services shall be required to meet targets on quality of service parameters as specified in the Third Schedule to these Regulations.

Quality of service for internet services

11. The licensee providing internet services shall be required to meet targets on quality of service parameters as specified in the Fourth Schedule to these Regulations.

Quality of service for Postal Services

12. The licensee providing postal service shall be required to meet targets on quality of service parameters as specified in the Fifth Schedule to these Regulations.

Quality of service for content service provider

13. The licensee providing content services shall be required to meet targets on quality of service parameters and other conditions as specified in Sixth Schedule to these Regulations.

Review of targets and parameters on quality of service

14. The Authority may review the targets and parameters on quality of service under these Regulations from time to time.

Penalties                    15. Any person who contravenes any provision of these Regulations commits an offence and shall on conviction be liable, to a fine not less than five million shillings or to imprisonment for a period not exceeding three months or to both.

Revoca-                    16. The Tanzania Communications (Quality of Service)  
tion  
G.N.No.2                    Regulations are hereby revoked.  
67 of  
2005

FIRST SCHEDULE

*(Made under Regulation 8)*

QUALITY OF SERVICE PARAMETERS FOR PSTN SERVICES

S/No	Definition	Measurement	Target Values
<b>1</b>	<b>Supply time for initial connection</b>		
	The duration from the instant a valid service order being received by a direct service provider to the instant a working service is made available for use. This includes cases where a new access line is installed; an existing access line is taken over by another customer; or an upgrade on the existing line.	- % of orders completed by the date agreed with the customer;  (Measurement to be made according to <b>ETSI EG 201 769-1</b> )	- 80% within 24 hrs; - 90% within 48hrs; - 100% within 7 business days.
<b>2</b>	<b>Local call set-up time (s)</b>		
	The period starting when the address information required for setting up a call is received by the network (e.g. recognized on the calling user's access line) and finishing when the called party busy tone or ringing tone or answer signal is received by the calling party.	Post Selection Delay (in seconds) [ <b>ITU-T Rec. E.721</b> ]  Mean value (in seconds)  (Measurements to be made according to <b>ETSI EG 201 769-1</b> )	The mean value of the Post Selection Delay (en bloc) at normal load should be 3.0sec  Mean value of local call set-up time: < 3sec  Mean value of toll call set-up time: < 5sec
<b>3</b>	<b>Unsuccessful Call Ratio</b>		
	Ratio of unsuccessful calls to the total number of call attempts in a specified time period. An unsuccessful call is call attempt to a valid number, properly dialed following dial tone, where neither called party busy tone, ringing tone, nor answer signal is recognized on the access line of the calling user	Probability of end-to-end blocking ( <b>ITU-T Rec. E.721</b> ); Percentage of unsuccessful calls.  (Measurements to be made according to <b>ETSI EG 201 769-1</b> )	The mean value for probability of end-to-end blocking at normal load should be 2%
		<b>Call Completion Ratio: (CCR)</b>	Local/On-net/Intraoffice calls

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G.N. No. 416 (contd)

	within 30 seconds from the instant when the address information required for setting up a call is received by the network.		>95%; Transit/Off-net calls including International >90%;
<b>4</b>	<b>Transmission Delay (milli-Seconds)</b>		
	Includes delay due to equipment processing as well as propagation delay.	End-to- End Transmission Time (ITU-T Rec. G.114)	One way transmission time: < <b>150 ms</b>
<b>5</b>	<b>Fault Rate</b>		
	A fault report is a report of disrupted service or degraded service that is made by a customer and is attributable to the network of the service provider or any interconnected public network, and that is not found to be invalid. Faults in any equipment on the customer side of the network termination point are excluded.	Fault reported per access line per year  (Measurements to be made as per <b>ETSI EG 201 769-1</b> )	Number of faults reported per 100DELS: < <b>0.5</b>
<b>6</b>	<b>Fault Repair Time</b>		
	The duration of the instant a fault has been notified by the customer to the service provider to the instant when the service has been restored to the normal working order.	Time by which valid faults on access lines are repaired (in hours)  (Measurements to be made as per <b>ETSI EG 201 769-1</b> )	Time to repair:- 80% within 24 hrs; 90% within 48 hrs  MTTR: 5 hrs  Repeating faults: <1%
<b>7</b>	<b>Billing Complaints</b>		
	The proportion of bills resulting in a customer complaining about the correctness of a given bill.	Percentage of bills resulting in a customer complaint.  (Measurements to be made as per <b>ETSI EG 201 769-1</b> )	Billing complaints: <2%
<b>8</b>	<b>Complaint Resolution Time</b>		
	Time taken for a service provider to resolve a complaint.	The time by which reported complaints have been resolved or percentage of complaints resolved any time stated as an objective by the service provider.  (Measurements to be made as per <b>ETSI EG 202 057-1</b> )	100% resolved within 5 working days
<b>9</b>	<b>Customer Care Services</b>		

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	Customer help lines	Call centre answer success rate;	$\geq 98\%$
		Customer care line accessible through other networks;	$\geq 1$
		Average waiting time before a customer is attended by a call centre operator;	$\leq 5$ minutes
	Customer complaints	Number of complaints per day related to any of: One-way/two-way loss of audio, Cross-talk, Call misdirection to un-intended number, and Voice Quality;	$\leq 50$
		Number of complaints per day in respect of network-related blocking of incoming or outgoing calls;	$\leq 5$
		Number of complaints per day related to: wrong Cleared Balance, wrong IVR Messages, Failed Attempts to determine the Account Balance, Failure to Provide Agreed Content;	$\leq 10$
		Number of account complaints per one million bills;	$\leq 10$
		Failed attempts to load recharge payment/voucher;	$\leq 3$ hrs for network related faults; $\leq 30$ minutes for software related faults.
		Charging of calls beyond the actual call durations;	$\leq 24$ hrs (with overcharge refunded)
		Charging of uncompleted/unsuccessful calls;	$\leq 1$ hour (with refund)

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*G.N. No. 416 (contd)*

		Charging of calls at incorrect rates or more than once;	≤ 1 hour (overcharge refunded)
		Charging for services not rendered;	≤ 24 hrs (with refund)
		Failed attempts to check/determine the account balance;	≤ 30 minutes
		Losing credited amount from a customer's account;	≤ 1 hour
		Number of complaints per day related to: wrongly cleared balance, wrong IVR messages, failed attempts to determine the account balance, and failure to provide agreed content;	≤ 10 complaints
	Disconnection of call due to low or no balance (pre-paid customers)	Alert tone sent for low balance before call disconnection ;	75% of credit limit
	Disconnection of service due to low or no balance (post-paid customers)	Time to continue with service after reaching 100% of credit limit.  9A constant IVR notice of credit expiry remains ON during this period, after which the service provider is at liberty to allow /disallow outgoing calls until debt is settled.	7 days
<b>10</b>	<b>Public payphones</b>		
	The proportion of public pay-telephone in full working order i.e. the user is able to make use of the services advertised as normally available.	% of public payphones in working order  (Measurements to be made as per <b>ETSI EG 201 769-1</b> )	≥ 90%
	Maximum number of faults per line per year.	Faults per DEL per annum (FDEL)	1

SECOND SCHEDULE

(Made under Regulation 9)

QUALITY OF SERVICE PARAMETERS FOR MOBILE TELEPHONE SERVICES

S/NO	Definition	Measurement	Target Values
<b>1</b>	<b>Service Coverage</b>		
	Percentage of test route over which a minimum signal strength of -100 dBm is achieved	Road/In door signal strength test  (Measurement to be made as per ETSI EG 202 057-3)	In door: $\geq -85\%$ : Out door: $\geq -95\%$
<b>2</b>	<b>Network Availability</b>		
	Network availability gives an indication about the downtime of the MSC/BS but excludes all planned service downtime for any maintenance or software upgrade work.	(Measurement to be made as per ETSI EG 202 057-3)	Above 99%
<b>3</b>	<b>Blocked Call Rate</b>		
	Percentage of unsuccessful calls. An unsuccessful call is call attempt to a valid number, while in a coverage area, where neither the call is answered nor the called party busy tone nor ringing tone is recognized at the access of the calling user within 40 seconds from the instant when the last digit of the destination subscriber number is received by the network.	Percentage of unsuccessful calls.  Probability of end-to-end blocking (ITU-T Rec. E.771)  (Measurements to be made as per ETSI EG 202 057-3)	SDCCH congestion: $< 0.5\%$ TCH Congestion: $< 2\%$  The average target value for the probability of blocking on radio links: $10^{-2}$  The average target value for the probability of blocking on PLMN-to-fixed network: $5 \cdot 10^{-3}$
<b>4</b>	<b>Call Set-up Time</b>		
	The call set up time can be defined as the time interval from the instant the user initiates a connection request until the complete message indicating call disposition is received by the calling terminal.	Post Selection Delay: Mean value (in seconds) (ITU-T Rec. E.771)  (Measurement to be made as per ETSI EG 202 057-3)	The mean value of the Post Selection Delay at normal load: Mobile to Mobile: 8.5 sec ; Mobile to Fixed: 5.5sec

	The call set up time comprises the post-selection delay (authentication, transfer of routing number, paging) and the synchronization delays of the interworking elements of the network.		PSD for GSM: 5sec
<b>5</b>	<b>Dropped Call Ratio</b>		
	Proportion of calls, which once they have been correctly established and therefore have an assigned traffic channel, are dropped or interrupted prior to their normal completion by the user, the cause of the early termination being with the operator's network.	Percentage of successfully established calls that are dropped.  The average target value for Probability of unsuccessful land cellular handing over (ITU-T Rec. E.771).  (Measurement to be made as per ETSI EG 202 057-3)	< 3%  5*10 <sup>-3</sup>
<b>6</b>	<b>Billing Complaints</b>		
	Billing complaints resolution effective the date from complaint reporting	Billing complaints per 100 bills issued;	< 0.1%
		Percentage of billing complaints resolved within 4 weeks;	100%
		Period of all refunds or payment due to customers from the date of resolution of complaints.	< 30 days
<b>7</b>	<b>Customer Care Services</b>		
	Customer help lines	Call centre answer success rate;	≥ 98%
		Customer care line accessible through other networks;	≥ 1
		Average waiting time before a customer is attended by a call centre operator;	≤ 5 minutes
	Customer complaints	Number of complaints per day related to any of: one-way/two-way loss of audio, Cross-talk, Call misdirection (to wrong number), and Voice Quality;	≤ 50
		Number of complaints per day in respect of network-related blocking of incoming /outgoing calls/SMS;	≤ 5

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*G.N. No. 416 (contd)*

		Number of complaints per day related to: wrong Cleared balance, wrong IVR messages, Failed attempts to determine the account balance, Failure to provide agreed content;	≤ 10
		Failed attempts to load recharge payment/voucher;	≤ 3hrs for network related faults; ≤ 30 minutes for software related faults.
		Charging of calls/SMS beyond the actual call durations;	≤ 24hrs (with overcharge refunded)
		Charging of uncompleted/unsuccessful calls/SMS;	≤ 1 hour (with refund)
		Charging of calls or SMS at incorrect Rates or more than once;	≤ 1 hour (overcharge refunded)
		Charging for services not rendered;	≤ 24 hrs (with refund)
		Failed attempts to check or determine the account balance;	≤ 30 minutes
		Losing credited amount from a customer's account;	≤ 1 hour (with credit amount restored)
		Number of complaints per day related to: wrongly cleared balance, wrong IVR messages, failed attempts to determine the account balance, and failure to provide agreed content;	≤ 10 complaints
		Number of complaints per month related to incorrect setting by local operator leading to inhibition of two-way communication while roaming internationally.	≤ 10 complaints
	Disconnection of call due to low or no balance (pre-paid customers)	Alert tone sent for low balance before call disconnection	75% of credit limit
	Disconnection of service due to low or no balance (post-paid customers)	Time to continue with service after reaching 100% of credit limit.	≥ 7 days [as per to SLA]

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*G.N. No. 416 (contd)*

		(A constant IVR notice of credit expiry remains ON during this period, after which the service provider is at liberty to allow /disallow outgoing calls until debt is settled).	
	Subscription services, such as VAS SMS	Stoppage of charging after service expiry (such as games, votes, and lotteries);	Immediately (system automated)
		Information on service unsubscribing.  (subscribers should appropriately be informed on ways to unsubscribe from a service)	<b>SMS</b> [just after registration/subscribing]
<b>8</b>	<b>Customer Perception of Service</b>		
	Measurement should base on Quality of Experience (QoE) on service provision	% of customers satisfied with the provision of service	>95
		% of customers satisfied with the billing performance	>90
		% of customers satisfied with help services	>90
		% of customers satisfied with network performance, reliability and availability	>95

THIRD SCHEDULE

*(Made under Regulation 10)*

QUALITY OF SERVICE PARAMETERS FOR INTERNATIONAL  
TELEPHONE SERVICES

S/NO	Definition	Measurement	Target Values
<b>1</b>	<b>Answer Seizure Ratio (ASR)</b>		
	The relationship between the number of seizures that result in an answer signal and the total number of seizures.	Percentage of seizures resulting in answer signal ( <b>ITU-T Rec. E.425</b> ) Effective call attempts should be more than 60%.	For active test calls placed by some test systems [ <b>ITU-T Rec. E.426</b> ]: ASR: $\geq 80\%$ . NER: $\geq 90\%$ .
<b>2</b>	<b>Network Efficiency Ratio (NER)</b>		
	The relationship between the number of seizures and the sum of the number of seizures resulting in either an answer message, or a user busy, or a ring no answer, or in the case of ISDN a terminal rejection/unavailability	Percentage of seizures resulting in answer signal or user failure( <b>ITU-T Rec. E.425</b> )  Effective call attempts should be more than 60%.	For active test calls placed by some test systems: NER: $\geq 90\%$ .
<b>3</b>	<b>Call set-up time</b>		
	The call set up time can be defined as the time interval from the instant the user initiates a connection request until the complete message indicating call disposition is received by the calling terminal.	Mean values (in seconds) ( <b>ITU-T Rec. E.721; ITU-T Rec. E.771</b> )	Mean value of International call set-up time: $< 8\text{sec}$
<b>4</b>	<b>Blocked Call Rate</b>		
	Percentage of unsuccessful calls. An unsuccessful call is call attempt to a valid number, while in a coverage area, where	Probability of end-to-end blocking ( <b>ITU-T Rec. E.771</b> )	Mean value of end-to-end call blocking: $< 5\%$

	neither the call is answered nor the called party busy tone nor ringing tone is recognized at the access of the calling user within 40 seconds from the instant when the last digit of the destination subscriber number is received by the network.		
<b>5</b>	<b>R-Value</b>		
	Transmission Rating Factor R is the primary output of the E-model defined in ITU-T Rec. G.107/ G.108		For best quality: $90 \leq R < 100$ For high quality: $80 \leq R < 90$ For medium quality: $70 \leq R < 80$ <b>[ITU-T Rec. G.109]</b>
<b>6</b>	<b>Mean Opinion Score (MOS)</b>		
	Values on a predefined scale that subjects assign to their opinion of the performance of the telephone transmission system used either for conversation or for listening to spoken material. Apart from subjective opinion, the abbreviation "MOS" is also used for scores that originate from objective models or network planning models.	Objective assessment based on conversion of R-value. <b>(ITU-T Rec. G.107)</b>  Subjective assessment based on use of telephone user surveys. <b>(ITU-T Rec. P.82)</b>	MOS should be greater than 4

FOURTH SCHEDULE

*(Made under Regulation 11)*

QUALITY OF SERVICE PARAMETERS FOR INTERNET SERVICES

S/NO	Definition	Measurement	Target Values
<b>1</b>	<b>Successful log-in ratio</b>		
	The ratio of successful log-ins to access the Internet when both the access network and the ISP network are available in full working order	% Successful log-ins <b>(ETSI EG 202 057-4; ETSI TS 102 250-2)</b>	Dial-up users must be able to connect at least 90% of the time  Leased line users must be able to connect at least 99% of the time
<b>2</b>	<b>Delay (one way transmission time)</b>		
	The delay is half the time in milliseconds that is needed for an ICMP Echo Request/Reply (Ping) to a valid IP address	Half the time in milliseconds that is needed for an ICMP Echo Request/ Reply (Ping) to a valid IP address.  Measurement provided as the mean value of the delay (in ms) <b>(ETSI EG 202 057-4)</b>  For international network latency, the measurement is carried by sending a PING packet from the test point to the first international point of presence. <i>(ITU-T Rec. Y.1541).</i>  Mean upper bound for each class of service is specified in, for example the mean upper	National network latency (two-way) $\leq 85$ ms  International network latency (two-way) $\leq 300$ ms

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		bound specified for Real-time, highly interactive applications sensitive to jitter is 100ms.	
<b>3</b>	<b>Loss Ratio</b>		
	Ratio of packets lost to the total packets transmitted between two designated points.	(ITU-T Rec. Y.1541).	Loss ratio for each class of service: $<10^{-3}$
<b>4</b>	<b>Unsuccessful data transmission ratio</b>		
	The ratio of unsuccessful data transmissions to the total number of data transmission attempts in a specified time period. A data transmission is successful if a test file is transmitted completely and with no errors.	% Unsuccessful data transmission (measured as per ETSI EG 202 057-4)	$<10^{-3}$
<b>5</b>	<b>Data transmission speed achieved</b>		
	The data transmission rate that is achieved separately for downloading and uploading specified test files between a remote web site and a user's computer.	-Maximum data transmission rate in kbit/s achieved; -Minimum data transmission rate in kbit/s achieved; -mean value and standard deviation of the transmission rate in kbit/s achieved; (ETSI EG 202 057-4)	Data transmission achieved should be at least 80% of that advertised by the service provider.

FIFTH SCHEDULE

*(Made under Regulation 12)*

QUALITY OF SERVICE PARAMETERS FOR POSTAL SERVICES

<b>Criteria</b>	<b>Indicator</b>	<b>Standard/Target</b>
<b>Speed of service – the transit time from when a mail piece has been posted and the postage cancelled or recorded at the originating office, to when the piece arrives at the destination office or delivered to the customer.</b>	<b>Intra-City/Town</b>	<b>D + 0 (85%)</b>
	<b>Inter-City/Town Zone A</b>	<b>D + 1 (90%)</b>
	<b>Inter-City/Town Zone B</b>	<b>D + 2 (90%)</b>
	<b>Inter-City/Town District</b>	<b>D + 4 (85%)</b>
	<b>Inter-City/Town Rural</b>	<b>D + 5 (80%)</b>
<b>NOTE:</b> D represents “Day of posting”. e.i 85% of all intra-city/town mail needs to be delivered to the destination office or customer on the same day		
<b>Customer satisfaction – the proportion of customers’ complaints to the customer base or corresponding values for ordinary mail or transactions for counters.</b>	<b>Mail Counters</b>	<b>0.10%</b>
		<b>0.20%</b>
<b>Complaint/inquiry handling – time in which a registered complaint or inquiry is officially responded to customer</b>	<b>Local registered mail</b>	<b>Response given in 5 working days after its receipt</b>
	<b>International registered mail</b>	<b>Response given in 3 working days after its receipt</b>

SIXTH SCHEDULE

*(Made under Regulations 13)*

QUALITY OF SERVICE PARAMETERS FOR CONTENT SERVICES

<b>S/N</b>	<b>Parameter Description</b>	<b>Target Value</b>
<b>Service Availability/Reliability</b>		
1	Redundancy facility for studio and transmitter	100%
2	Changeover to alternative studio/transmitter	≤ 5 minutes
3	Changeover of presenters for succeeding programs	≤ 30 seconds
4	Colour bar for television or signal tune for radio in case of failure	≤ 3 minutes
<b>Fault repair time</b>		
1	Maximum allowable outage time (service shall be restored with apology)	≤ 5 minutes
2	Maximum allowable time to attend faulty customer premises equipment (including STB, Antenna and smart card).	≤ 24 Hrs
	**This applies to subscription services only)	
<b>Service Quality</b>		
1	Broadcasting seamless original program of correspondent(s) live or recorded reports	100%
2	Accoustically treated studio	100%
<b>Complaints Resolution</b>		
1	Complaints resolution time effective the date from complaint received by the content service provider	≤ 24 Hrs

Dar es Salaam  
29<sup>th</sup> December, 2011

MAKAME M. MBARAWA  
*Minister for Communication,  
Science and Technology*