



**THE UNITED REPUBLIC OF TANZANIA**  
**MINISTRY OF COMMUNICATION AND**  
**INFORMATION TECHNOLOGY**

---

**GUIDELINE FOR MANAGEMENT,  
OPERATIONS AND MAINTENANCE  
OF GOVERNMENT INTERNET  
BANDWIDTH IN TANZANIA  
MAINLAND**

*Scan to  
Read Online*





**THE UNITED REPUBLIC OF TANZANIA**  
**MINISTRY OF COMMUNICATION AND**  
**INFORMATION TECHNOLOGY**

---

**GUIDELINE FOR MANAGEMENT,  
OPERATIONS AND MAINTENANCE OF  
GOVERNMENT INTERNET BANDWIDTH IN  
TANZANIA MAINLAND**

*Scan to  
Read Online*



[www.mawasiliano.go.tz](http://www.mawasiliano.go.tz)



# PREFACE

## BY THE PERMANENT SECRETARY



The Guideline for Management, Operations, and Maintenance of Government Internet Bandwidth establishes a pivotal framework within the broader ambitions of Tanzania's Digital Economy Strategic Framework (2024–2034). Developed through a collaborative effort, this guideline aligns the operational management of bandwidth resources with Tanzania's vision of fostering a robust, inclusive, and globally competitive digital economy. The synergy ensures that the technological internet bandwidth supporting public service delivery drives national priorities of digital transformation and economic modernization.

Recognizing the foundational role of reliable internet infrastructure in advancing strategic digital initiatives, this guideline complements the Digital Economy Strategic Framework's Pillars, such as Enabling Digital Infrastructure, Digital Innovation, and Nurturing Digital

Inclusion. By optimizing bandwidth usage, the guideline ensures seamless connectivity, facilitating innovations across sectors like education, healthcare, agriculture, and e-governance. This alignment accelerates Tanzania's progress toward achieving sustainable development goals and bridging the digital divide.

Designed for public institutions, the document addresses governance structures, operational standards, and sustainable revenue models for bandwidth management. The outlined strategies strengthen Tanzania's positioning in the Fourth and Fifth Industrial Revolutions (4IR and 5IR) by fostering technological resilience and inclusion. This framework is critical to enhancing connectivity, supporting digital literacy, and enabling data-driven decision-making.



The guideline serves as an operational cornerstone, linking infrastructure investments under the Ministry of Communication and Information Technology with the broader national digital economy strategy. Together, this effort propels Tanzania into a digitally empowered future, ensuring that its citizens, businesses, and the Government are equipped to thrive in an interconnected global environment.



-----

**Mohammed Khamis Abdulla**  
Permanent Secretary  
Ministry of Communication and Information Technology



# Table of Content

<b>PREFACE</b> .....	i
<b>TABLE OF CONTENTS</b> .....	iii
<b>LIST OF ABBREVIATIONS AND ACRONYMS</b> .....	v
<b>CHAPTER 01: INTRODUCTION</b>	
1.1 Background and Context .....	1
1.2 Objective .....	2
1.3 Scope of Guideline .....	2
<b>CHAPTER 02: GOVERNANCE</b>	
2.1 Mandate of MCIT, PO-PSMGG, e-GA and PO-RALG .....	4
2.2 Government Internet Bandwidth Ownership .....	4
2.3 Overall Management .....	5
2.4 Reporting .....	6
2.5 Feedback .....	6
<b>CHAPTER 03: OPERATIONS</b>	
3.1 Operations .....	8
3.2 Utilization of Government Internet Bandwidth Resources .....	8
3.3 Government Internet Bandwidth Distribution .....	9
3.4 Delivery of Government Internet Bandwidth to End Users .....	9
3.5 Equipment Performance and Utilization .....	10
3.6 Alternative Routes .....	10

## **CHAPTER 04: GOVERNMENT INTERNET BANDWIDTH SERVICE GUARANTEE**

4.1	Reliability and Sustainability (O&M) .....	12
4.2	Maintenance .....	12

## **CHAPTER 05: GOVERNMENT INTERNET BANDWIDTH REVENUE MANAGEMENT**

5.1	Pricing Model .....	15
5.2	Government Internet Bandwidth Revenue Collection .....	15
5.3	Use of the Government Internet Bandwidth Revenue .....	15

## **CHAPTER 06: MONITORING AND EVALUATION**

6.1	Monitoring and Evaluation .....	18
6.2	Guideline Reviews .....	18





## LIST OF ABBREVIATIONS AND ACRONYMS

TERM	DEFINITION
A-POP	Aggregation Point of Presence
COSTECH	Commission for Science and Technology
DSM	Dar es Salaam
DTP	Digital Tanzania Project
e-GA	e-Government Authority
Gbps	Gigabits per second
GoT	Government of Tanzania
GovNet	Government Communication Network
IRU	Indefeasible Right of Use
LGAs	Local Government Authorities
Mbps	Megabits per second
MCST	Ministry of Communication Science and Technology
MDAs	Ministry Department and Agencies
MCIT	Ministry of Communication and Information Technology
MoEST	Ministry of Education, Science and Technology
MoF	Ministry of Finance
NICTBB	National ICT Broadband Backbone
O&M	Operation and Maintenance
PDOs	Project Development Objectives
PM	Preventive Maintenance
PO-PSMGG	President's Office, Public Service Management and Good Governance
PO-RALG	President's Office, Regional Administration and Local Government



RCIP	Regional Communications Infrastructure Program
SC	Steering Committee
SLA	Service Level Agreement
SMEs	Small and Medium sized Enterprises
TC	Technical Committee
TTCL	Tanzania Telecommunications Corporation







# Chapter One

## Introduction



## 1.1. Background and Context

The Government through the Ministry of Communication and Information Technology (MCIT) and the President's Office, Public Service Management and Good Governance (PO-PSMGG), is implementing the Digital Tanzania Project (DTP) whose overall Project Development Objectives (PDOs) are to support Government's efforts to:

- i) Increase access to high quality broadband internet services for government, businesses and citizens; and
- ii) Improve the government's capacity to deliver digital public services.

DTP's implementation covers three components of high priority, which are Digital Eco-system; Digital Connectivity; and Digital Platforms and Services. Under the Digital Connectivity component, the Government aims to provide high speed broadband internet services to currently unconnected or slow connected Ministries, Departments and Agencies (MDAs); Local Government Authorities (LGAs); and other Government institutions. This is expected to be achieved through the purchase of international bandwidth capacity at subsidized price, and distributing it to the users at relatively lower prices, which ultimately is one of the objectives of the Digital Tanzania Project. In that regard, the Government is procuring a 10-year or longer IRU (Indefeasible Right of Use) of 50

Gigabits per second (50 Gbps) of international internet bandwidth capacity terminated at the Aggregation Point (A-POP) in Dar es Salaam; and the overall management of this Government Internet Bandwidth is undertaken from there. This complements the 1.55Gbps of Government Internet Bandwidth capacity covering a 10-year period, pre-purchased under the Regional Communications Infrastructure Program Tanzania (RCIP-Tz).

Procurement of the RCIP-Tz Government Internet Bandwidth included 2 contracts signed in June, 2012 with one contract involving termination equipment was fully commissioned in October, 2012. The other contract involved the delivery of 1,550Mbps of Government Internet Bandwidth to Dar es Salaam Telephone House, where the A-POP was established. This was completed in two phases; the First Phase of 620 Mbps delivered in November 2012 and the second phase of 930 Mbps was delivered in February, 2013. This IRU contract, upon its expiry in 2022/23, was serving more than 500 institutions and public service delivery points and was extended several times, while the process of procuring the 50 Gbps internet capacity, under the Digital Tanzania Project (DTP) was in progress.

Procurement of the 50 Gbps internet bandwidth capacity, conducted by the Ministry of Information Communication and Information Technology, included contract for active and



passive Government Internet Bandwidth termination equipment and contract for the delivery of the 50 Gbps internet bandwidth to the A-POP in Dar es Salaam.

• Towards ensuring effective and efficient use of the internet bandwidth resources, an overall management, operations and maintenance guide for the Government Internet Bandwidth, associated equipment and accessories, has been developed. This will be the guiding document for all key stakeholders of the Government Internet Bandwidth system namely Ministry responsible for Information and Communication Technology (ICT), Ministry responsible for Public Service Management and Good Governance, Ministry responsible for Local Government, Ministry responsible for Finance, Ministry responsible for education, e-Government Authority (eGA), and COSTECH. The guideline, among other things, covers governance, ownership, overall management, operations and maintenance, connectivity issues, Government Internet Bandwidth revenue management, costs and payments associated with using the Government Internet Bandwidth and connectivity resources. Development of the guideline was led by MCIT in close collaboration with PO-PSMGG, e-GA, PO-RALG, COSTECH and MoEST.

Furthermore, the developed guideline aims at ensuring effective and efficient use of the scarce internet bandwidth resource procured under the Digital Tanzania Project and any other

Government Internet Bandwidth procured in the future under similar arrangement. The internet bandwidth capacities procured under other arrangements will not be automatically subjected to this guideline but may be used as a reference for developing other guidelines.

## 1.2. Objective

The guideline aims at providing effective and efficient methodology for overall management, operation and maintenance of the Government procured Government Internet Bandwidth and associated equipment and accessories. Specifically, it covers:

- i) Governance of the Government Internet Bandwidth system;
- ii) Ownership of the Government Internet Bandwidth system;
- iii) Utilization of the Government Internet Bandwidth resources;
- iv) Reliability and sustainability of the services delivered through the Government Internet Bandwidth System; and
- v) Government Internet Bandwidth revenue collection and management.

## 1.3. Scope of Guideline

This guideline covers ownership, overall management, operations and maintenance, connectivity issues, Government Internet Bandwidth revenue management, Costs and payments associated with using the Government Internet Bandwidth and connectivity resources.





# Chapter Two

## Governance



The governance of the Government Internet Bandwidth will involve MCIT, PO-PSMGG, PO-RALG and e-GA basing on their mandate in ICT related matters and bandwidth ownership, utilization and management.

### **2.1. Mandate of MCIT, PO-PSMGG, e-GA and PO-RALG**

#### **The Ministry of Communication and Information Technology (MCIT)**

MCIT together with other duties is mandated by the Government of the United Republic of Tanzania to develop and supervise implementation of ICT policies as well as spearheading overall development of Information, Communication and Information Technology industry in Tanzania.

#### **President's Office, Public Service Management and Good Governance (PO-PSMGG)**

PO-PSMGG together with other duties is mandated by the Government of the United Republic of Tanzania to develop and implement e-Government Policy and provides policy directions on all issues related to ICT in the Public Services. The actual implementation of the e-Government Policy is assigned to e-Government Authority.

#### **President's Office, Regional Administration and Local Government (PO-RALG)**

The Ministry responsible for Regional

Administration and Local Government as a link between the Central Government and Communities and responsible for implementation of the ICT policy at Local Government levels.

### **e-Government Authority (e-GA)**

The e-Government Authority (e-GA) under President's Office Public Service Management and Good Governance (PO-PSMGG) is mandated to oversee the use of ICT in the Government to enhance delivery of Public Services in terms of improving service quality, broadening service availability to more people, and innovating new types of digital services.

### **2.2. Government Internet Bandwidth Ownership**

MCIT through Digital Tanzania Project has purchased internet bandwidth capacity under IRU contract for 10 years to support service delivery to Government institutions. The overall management of the bandwidth system is handled by e-GA while operations and maintenance shall be handled by TTCL through SLA and the ownership of the system remains under MCIT. This will safeguard the existing contractual obligations between contractors of the system and MCIT.

PO-PSMGG shall ensure quality of services is obtained through Government institutions and platforms, digital services are accessible by citizens, ensuring availability and sustainability



of Government Internet Bandwidth.

e-GA shall ensure that services provided by the Government Internet Bandwidth system are delivered to the intended end-users effectively while MCIT will ensure all necessary system upgrades are implemented and spare parts are made available for reliable operation of the system.

Overall management and service quality assurance of the Government Internet Bandwidth system is handed over to e-GA, and TTCL is responsible for day-to-day system operations. Allocation of Government Internet Bandwidth for research and higher education through Higher Education and Research Institutions Network (HERN) shall be managed by COSTECH. System upgrading as per service needs, expansions, tools and spare parts provisioning shall be under MCIT.

Costs associated with Government Internet Bandwidth system contracted Operation and Maintenance (O&M) activities and other operation and routine costs shall be covered by Government Internet Bandwidth revenue collected as prescribed in the Government Internet Bandwidth business model.

## 2.3. Overall Management

### 2.3.1. Steering committee

The Project Steering Committee (PSC) shall provide guidance on priority setting and coordination throughout the implementation lifecycle of the Government Internet

Bandwidth System. It will also be responsible for monitoring, evaluating and ensuring that the project service is successfully implemented through designated implementation arrangements. The SC will be chaired by the Permanent Secretary (PS) of MCIT, with the PS-PO-PSMGG as Vice-Chair. Its members will include, but not be limited to, the Permanent Secretary, President's Office, Regional Administration and Local Government (PS-PO-RALG), Permanent Secretary, Ministry of Finance and Planning (PS-MoFP), Permanent Secretary and Ministry of Education, Science and Technology (PS-MoEST). Other members including the private sector, academia and other stakeholders will participate on call basis and when need arises. This will be for the purpose of consultations, as required and according to the agenda items.

### 2.3.2. Technical committee

There shall be established a Technical Committee (TC) reporting to the SC, that will advise, resolve issues and make recommendations on technical aspects of Government Internet Bandwidth System implementation.

The TC will be chaired by the Director of ICT Infrastructure from MCIT with the Director of Infrastructure and Operation from eGA as Vice-Chair. The permanent members of the TC will include, but not be limited to, representatives from MoF, PO-RALG, PO-PSMGG, MoEST, TTCL and COSTECH. Other members from



the private sector, academia and other stakeholders may participate on call basis and when need arises. This will be for the purpose of consultations, as required and according to the agenda items. The TC shall meet quarterly and when need arises. Issues that could not be resolved by the Technical Committee shall be forwarded to the Steering Committee for further action. The TC shall be Secretariat of the Project Steering Committee meetings.

#### 2.4. Reporting

e-GA shall issue a monthly and quarterly management and performance report, the report will cover: system performance, system utilization, system availability and any other major events happened during the reported period. The monthly report audience shall be MCIT and PO-PSMGG, and quarterly report audience shall be both technical and steering committees.

#### 2.5. Feedback

The feedback channels to be used for obtaining end-user feelings and complaints on services offered by the Government Internet Bandwidth system shall include the Government Complaints Handling Systems, Helpdesk and support systems, Government Call Centers. MCIT shall review the feedback and complaints together with e-GA for solutions; if needed the complaining end-user may also be invited for clarification.

All end users shall be provided with feedback

channel for suggestions and complaint to eGA and provide copies to MCIT for improvement of the services provided by the system.





# Chapter Three

## Operations



### 3.1. Operations

Operations refer to day-to-day activities related to provisioning of services and assurance of quality of service within agreed SLAs.

In order for operations of the Government Internet Bandwidth system to be effective and efficient, clear **processes** need to be developed, documented, understood and observed by all personnel involved in operations.

The processes should include but not limited to system change management, quality assurance, incident reporting process, network accident resolution procedures, service level agreement with the end user, in addition a service level agreement between e-GA and contractors for operations should be established and be part of the contract.

Operation activities will include but not limited to ensuring the following:

- i) Security of information that flows through the network/equipment as per Government Internet Bandwidth guideline.
- ii) Reliability and availability of services to the end users – to ensure services are delivered to the intended end-users according to the capacity allocated.
- iii) Identifying, troubleshooting and resolving problems in the Government Internet Bandwidth

system and inter-connected network.

- iv) Identify any system upgrades required or spare parts needed to ensure smooth service delivery.
- v) Service assignment to users as per approved requests.
- vi) Assign administrative user groups and authorities.
- vii) Websites and Content access management.
- viii) Any other activities that e-GA finds necessary for smooth service delivery to client.

All operations will be performed according to the operational manuals supplied with the equipment; if extra operation activity beyond existing supplied documentation is needed to meet Government requirements, e-GA will collaborate with MCIT to engage the system supplier for the solution.

### 3.2. Utilization of Government Internet Bandwidth Resources

Government Internet Bandwidth utilization shall be measured from the aggregate capacity of bandwidth consumed on a network or network segment and the breakdown of its composite traffic. Understanding how Government Internet Bandwidth is utilized in a network is of critical importance for ensuring peak network performance. Whereas bandwidth



allocation and distribution to institutions shall be guided by agreed procedure.

### **3.3. Government Internet Bandwidth Distribution**

The targeted institution shall lodge an official request for allocation of Government Internet Bandwidth through e-GA using the templates supplied by e-GA for this purpose.

Based on the targeted/end user groups, the Government Internet Bandwidth assignment requests shall be submitted according to the following procedure:

- i) All Ministries, Departments and Agencies (MDAs) shall submit their requests for Government Internet Bandwidth allocation directly to e-GA.
- ii) All Regional Administration and Local Government Authorities (LGAs, schools, etc.) requests shall be channeled to e-GA through Ministry responsible for RALG.
- iii) Education and research Institutions (e.g. Universities, Colleges and Research Centers/institutions) requests shall be forwarded to COSTECH and a copy to e-GA.
- iv) Health Institutions (hospitals, laboratories) Requests will be forwarded to e-GA through their Ministries responsible for Health and

RALG.

e-GA will review the request and according to the set baseline will assign appropriate Government Internet Bandwidth for the requesting institution or reject the request with clear reason stated. Whether the request is accepted or rejected, e-GA will have to provide feedback to the client in writing (in form of letter, fax or email).

e-GA will implement assignment of the approved Government Internet Bandwidth and inform the applicant within 2 weeks from request submission date if all necessary conditions are fulfilled like last mile connectivity, terminating equipment etc.

Client will confirm in writing (in form of letter, fax or email) to e-GA acknowledging service availability and quality at the approved capacity within 3 working days after assignment is completed and notified by e-GA (in form of letter, fax or email).

A copy of all Government Internet Bandwidth allocation requests, rejections and approvals shall be sent to MCIT in Monthly basis.

### **3.4. Delivery of Government Internet Bandwidth to End Users**

- (i) The connectivity required for Government Internet Bandwidth delivery to the end user includes backbone network and last mile connectivity network.



- (ii) e-GA shall work closely with MCIT to ensure availability of NICTBB capacity to regional PoPs.
- (iii) e-GA shall perform technical Audit in the backbone network to ensure that the assigned Government Internet Bandwidth is delivered to the intended user without being tempered.
- (iv) e-GA shall conduct unscheduled technical audit to verify that the last mile service providers deliver the assigned Government Internet Bandwidth to the end user effectively without any losses.
- (v) MCIT shall perform periodical assessment on the entire Government Internet Bandwidth system performance to ensure it meets the objectives.
- (vi) Depending on location, the end-user shall contact Service Providers of their choice for last mile delivery of the Government Internet Bandwidth.
- (vii) Payment for last mile connectivity shall be done as per Government Internet Bandwidth business model.

### 3.5. Equipment Performance and Utilization

e-GA shall prepare management, equipment performance and utilization reports addressing various areas related to the Government

Internet Bandwidth system. These areas shall include but not limited to; System performance and Utilization, warranty and support services status for hardware and related systems and services, necessary patches and upgrades related to Government Internet Bandwidth system, Government Internet Bandwidth distribution and utilization reports, Government Internet Bandwidth availability status in relation to agreed SLA and any other relevant information that could assure the Government of optimal utilization and availability of the Government Internet Bandwidth system.

### 3.6. Alternative Routes

In order to ensure sustainability of the Government Internet Bandwidth, e-GA in collaboration with MCIT shall ensure presence of alternative routes (both local and international) so as to avoid service outage in case of any fibre cut.





# Chapter Four

Government Internet  
Bandwidth Service  
Guarantee



#### 4.1. Reliability and Sustainability (O&M)

Operations and Maintenance (O&M) are essential for communication equipment to ensure that the service runs smoothly and all key stakeholders are prepared should there be any failures.

e-GA shall take full responsibility to ensure TTCL and Service Providers conduct Operations and Maintenance (O&M) of the Government Internet Bandwidth system taking into consideration the warranties and O&M contracts which will be bundled with the supply and implementation of the system.

Operations and Maintenance activities shall be conducted in accordance to the agreed processes and procedures developed by eGA.

e-GA shall advice for necessary periodic refresher capacity building programs to equip the technical team with necessary skills to proactively and effectively operate and maintain the Government Internet Bandwidth system. The Technical Team shall mean a group of experts responsible for day-to-day operations and maintenance of Government Internet Bandwidth System.

#### 4.2. Maintenance

Maintenance for Government Internet Bandwidth system aims to ensure the system will always be in a state that allows the system to deliver the intended services reliably, effectively and efficiently.

There shall be two types of maintenance that will be adopted in the Government Internet Bandwidth system: **Preventive maintenance** and **Corrective maintenance**.

Preventive maintenance is carried out on the equipment before it fails; the objective is to avoid future failures. Corrective maintenance is carried out after the equipment fails or service quality degrades.

- (i) Scheduled Preventive Maintenance (PM) as per recommendations of equipment manufacturer for Government Internet Bandwidth termination equipment; routine maintenance reports will highlight areas for improvement and those which need action before services can be affected or system failure. PM for the Government Internet Bandwidth system shall be performed for the whole route from termination point (DSM telephone house) to Tier-1 supplier. For the last mile PM will cover all systems from Government Internet Bandwidth termination equipment in DSM telephone house to the end user.



(ii) Based on the manufacturer's recommended scheduled Preventive Maintenance and Government requirements; MCIT in collaboration with e-GA will develop a Preventive Maintenance (PM) manual that will guide all personnel involved in PM and have clear PM reports which will highlight areas of improvement prior to system service gets affected.

(iii) Preventive maintenance will guarantee smoother operation of the system by noticing system problems well before they have impacted the services.

(iv) Corrective maintenance need to be done immediately once the problem is identified.

(v) Corrective maintenance will be performed according to the corrective maintenance manual supplied with the equipment based on e-GA's approved quality assurance and change management processes.

e-GA in collaboration with MCIT and major stakeholders will develop a Service Level Agreement (SLA) which will be entered between Service Provider delivering bandwidth to the end users and the end-users; in addition, e-GA will develop an SLA between itself and any institution that will be contracted to support O&M activities or Service

Provider delivering bandwidth to the end users.





# Chapter Five

Government Internet  
Bandwidth Revenue  
Management



There shall be monthly subsidized charges on the Government Internet Bandwidth services to be paid by the users; the main driver of these charges is to ensure the services are sustainable and reliable for the entire planned period of ten (10) years (2024 - 2034) as well as planning for the future. A subsidized fee is aimed at ensuring sustainability of the current internet services and to cover operational and management costs.

### 5.1. Pricing Model

- (i) A strategic pricing model shall be developed and adopted so that the services can be sustainable and reasonably priced to all targeted priority user groups; primarily, the pricing model shall enable collection of revenue that will be able to support operations and maintenance of the system. In addition, the prices shall consider all priority user groups and serve for future.
- (ii) MCIT in consultation with e-GA and stakeholders shall propose the pricing model to be endorsed by Steering committee.
- (iii) The Pricing Model shall undergo three years' periodic review or when deemed necessary.

### 5.2. Government Internet Bandwidth Revenue Collection

- (i) There shall be a Government Internet

Bandwidth account managed by MCIT for collected revenue.

- (ii) Revenue for Government Internet Bandwidth shall be collected by TTCL or any other designated service provider and deposit to bandwidth account under MCIT and e-GA per developed pricing model.
- (iii) Use of the Government Internet Bandwidth generated revenue shall be as per business model to be developed for sustainability of the service.
- (iv) Costs associated with last mile connectivity shall be as per bandwidth business model.

### 5.3. Use of the Government Internet Bandwidth Revenue

The Government Internet Bandwidth revenue shall be primarily used for sustainability of the services. Some of the proposed eligible uses of the collected revenue include the following:

- (i) To cover costs of Operation and Maintenance(O&M)fortheGovernment Internet Bandwidth system both the Termination equipment part (from 4<sup>th</sup> year) and internet bandwidth (from 2<sup>nd</sup> year) of operation;
- (ii) Upgrading the System when established to be necessary;
- (iii) Purchase of Tools necessary for system operations;



- (iv) Purchase of Spare parts or warranty renewal;
- (v) Procurement of additional Government Internet Bandwidth when need arises;
- (vi) Re-purchase Government Internet Bandwidth after expiry of the current IRU contract;
- (vii) Procurement of alternative routes for

improving reliability and resilience;

(viii) Capacity building; and

(ix) Any other costs as advised or recommended by e-GA or MCIT to technical committee.







# Chapter Six

## Monitoring and Evaluation



## 6.1. Monitoring and Evaluation

There shall be Quarterly technical review meeting to be attended by Government Internet Bandwidth technical committee. This meeting will review and monitor system performance, customer feedback, discuss improvement plans, revenue management and any other issues. The meeting can be convened when deemed necessary.

Evaluation of Government Internet Bandwidth performance shall be carried out after every three (3) years.

## 6.2. Guideline Reviews

This guideline may be revised after every three (3) years or any time before that so that to include any policy changes and for continuous improvement purposes.

MCIT shall issue revisions based on feedback from stakeholders and audits performed on the system during the three years' period. Major stakeholders will review the revised guideline before being submitted to Steering Committee for final approval.





**THE UNITED REPUBLIC OF TANZANIA**  
**MINISTRY OF COMMUNICATION AND**  
**INFORMATION TECHNOLOGY**

---

**GUIDELINE FOR**  
**MANAGEMENT, OPERATIONS**  
**AND MAINTENANCE OF**  
**GOVERNMENT INTERNET**  
**BANDWIDTH IN TANZANIA**  
**MAINLAND**

*Scan to  
Read Online*

