

Tigo announces upgrade and expansion of services

DAR ES SALAAM, Tanzania - Tigo Tanzania has announced a massive drive to further modernise its network infrastructure. The telecom operator which bills itself as a digital lifestyle mobile firm, will endeavour to increase its coverage footprint and service quality.



Tigo's chief technical and information officer, Jerome Albou addresses senior editors from Tanzanian media during the workshop on Tigo's network modernisation initiative. The workshop was conducted at Tigo Headquarters in Dar es Salaam. Credit: Tigo

“Since last year, we have made massive expansion of our infrastructure to increase the coverage footprint and capacity and most importantly, the quality of experience for mobile broadband service,” Tigo’s chief technical and information officer, Jérôme Albou, said while speaking to senior editors at a briefing held at the company’s headquarters in Dar es Salaam recently.

Spelling out the company’s network upgrade plans, Albou explained that one of Tigo’s key strategic objectives is to transform broadband customer experience by providing first-class services as per global industry standards in both 3G and 4G technologies.

According to Albou, the demand for data services is growing due to availability of data enabled devices. Therefore, Tigo is proactively expanding its 3G and 4G network in both rural and semi-urban areas of the country to enhance rural connectivity as well as consolidating coverage and capacity in urban areas.

He further explained, “As far as mobile broadband is concerned, Tigo has added new 535 sites with 3G technology,

upgraded capacity on 408 of 3G sites and 95 new sites with 4G technology over the past year, and has modernised and expanded the existing 2G, 3G and 4G networks. We have now 4G coverage in all the major cities and towns across Tanzania.

“To further improve experience of customers we have also added the Cache Servers in the core network to make frequently accessed internet contents such as Google, Youtube, Android, Facebook, WhatsApp or Instagram readily available in Tanzania in a single click.”

Conversely, Tigo had made substantial investment in stabilising its network by managing technology, power and infrastructure more efficiently focusing on customer experience.

“Within the past 12 months, we have commissioned a total of 2,294km of backbone fibre which traverses through 22 new District headquarters expanding the existing National ICT Backbone footprint (Bagamoyo, Chalinze, Handeni, Korogwe, Muheza, Lushoto, Same, Mwanga, Rombo, Hai, Arumeru, Kibaha, Mvomero, Kongwa, Bahi, Manyoni, Tabora, Nzega, Kahama, Shinyanga, Kwimba & Chamwino) as well as increasing the number of fiber points around the key cities.”

This allows Tigo to provide high speed internet in these new districts. Also, the new fiber ensures alternative transmission routes in case of fiber cuts, providing seamless services around the clock for the key cities such as Mwanza, Dodoma, Arusha, Morogoro and Tanga.

Elaborating on what network upgrade entails, Albou explained the improvement is done based on customer surveys, economic activities, penetration of data enabled devices and feedback from other stakeholders such as Tanzania Communication Regulatory Authority (TCRA) and the Ministry of Works, Transport and Communications.

“Tigo is therefore, committed to continue to improve its network to achieve the best customer satisfaction and customer experience on both data and voice,” he summed up.

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