

UTEL GLOBAL COMPANY LIMITED

PROGRESS REPORT

Submitted to: Tanzania Investment Centre (TIC)

Date: August 2025

1. Planned Activities for the Period

For the reporting period (2024/2025), Utel Global Company Ltd planned to:

- Expand and upgrade call centre infrastructure to accommodate increased traffic from clients.
- Recruit, train, and deploy additional call centre agents and technical support staff.
- Procure more ICT equipment, office furniture, and standby power backup systems.
- Strengthen quality assurance processes through frequent training and performance evaluations.
- Conduct feasibility work for opening regional branches in Mwanza and Dodoma.
- Initiate development of a national mobile money transaction platform targeting 10 million users.

2. Achievements to Date

- Workforce Growth: Staff levels increased to 300+ employees, comprising 210 full-time call centre agents, 40 part-time agents, and 28 administrative/technical staff.
- ICT & Infrastructure:
 - Installation of upgraded servers, redundant internet connections, and cloud backup systems.
 - Procurement of vehicles, office furniture, and call-handling equipment.
 - Deployment of a 100KVA standby generator at headquarters.
- Service Delivery: Continued 24/7 call centre operations with KPIs achieved ($\geq 96\%$ call answer rate, $\leq 4\%$ call abandonment, $\geq 99\%$ uptime).
- Training & Capacity Building: monthly refresher training for all agents; new recruits undergo 20-day intensive training followed by supervised practice before deployment.
- Compliance: Strengthened data security and regulatory compliance, including TLS encryption, firewall protection, and role-based access controls.

3. Project Financial Expenditure to Date

Particulars	TZS ('000)
Land & Buildings	180,000
Computers & ICT Equipment	38,320

Motor Vehicles	156,509
Office Equipment	102,151
Furniture & Fittings	97,785
Working Capital	258,172
Total	832,936

4. Project Financing

The project has been financed through a mix of equity contributions and term loans:

- Equity: TZS 574.8 million
- Term Loan: TZS 258.1 million

This approach has enabled the company to sustain growth while managing liquidity needs.

5. Problems and Solutions

Problem	Solution
Inadequate long-term funding	Reinvestment of retained earnings; pursuing strategic partnerships.
Skills gap in call handling	In-house training and continuous professional development.
Power interruptions	Acquisition of a 100KVA standby generator and backup internet links.
Competitive telecom market	Quality-driven service delivery, continuous innovation, and client retention.

6. Future Plans

- Roll out branch offices in Mwanza and Dodoma to serve upcountry clients.
- Develop and launch a mobile money platform with nationwide reach, reducing costs of transactions and improving security.
- Expand workforce to 400+ employees by 2026.
- Continue ICT infrastructure upgrades to support scale and ensure compliance.
- Strengthen Corporate Social Responsibility (CSR) initiatives in disadvantaged communities.

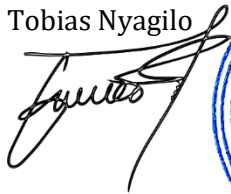
7. Recommendations and Comments

- The Government is encouraged to maintain stable policies to foster long-term investments in the ICT and telecom sector.

- Consideration should be given to reducing tax burdens to allow companies like Utel to accumulate capital for expansion.
- Continued support from TIC in facilitating access to long-term financing and creating a favorable investment climate is recommended.

Submitted by:

Tobias Nyagilo



Managing Director

Utel Global Company Limited

