



TANZANIA TELECOMMUNICATION CORPORATION

INFORMATION SOLUTIONS AND SERVICES
BUSINESS IT CHANGE REQUEST FORM

Request No: of Year

Information System receiving

Date: .../.../....

Originating

Section:

PRODUCT DEVELOPMENT

Location:

11th Floor Extelecoms

Date: 29/07/2022

Requester:

RABIA NASSOR HEMED

Appointment:

ENGINEER I

Requested change:

AUTOMATION OF SERVICE APPLICATION FORM

Category (make a selection) – See details of Categories.

☐ Computing Systems Hardware

☐ Computing Systems Software

☐ Environmental

☐ Network System

☐ Applications and Information Systems

☐ Operations procedures

☐ Workstations and Public Clusters

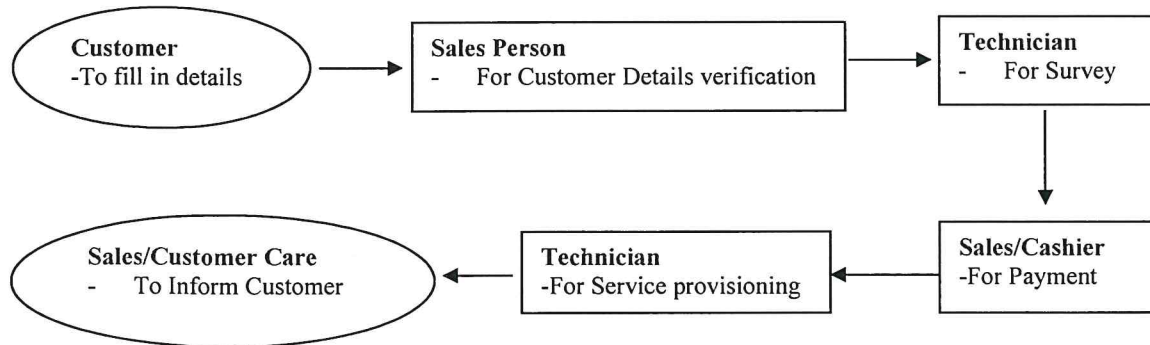
Brief description of change - (Attach separately details of the change - current and the required scenario)

TTCL Service application form is the form that is used to receive customer basic details and service requested.

This document request to automate the service application form hence to be available through *web-portal* and software application for on **Android and iOS**

The digital service will simply service recruitment activities and enable customer to quickly apply for TTCL services from the comfort of their homes or offices.

The flow will be as follows:



Please note:

- ✓ The Application should automatically be directed to the designated region as per customer physical address
- ✓ Customer Should be able to see the status of his/her application (Tracking the status of his request/application)
- ✓ The existing manual form and standard process has been attached



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Priority - See detailed of Priorities

☐ Emergency (Priority 1)

☐ High/Urgent (Priority 2)

☐ Medium (Priority 3)

☐ Low (Priority 4)

What business areas will be affected by change?

- ✓ eKYC
- ✓ TTCL website
- ✓ CvBS

Positive aspects of change

- ✓ Enhancement of customer recruitment

Negative aspects of change

N/A

Work around procedure if change fails

Existing manual form shall apply

Earliest date for change 29/07/2022

Latest date for change 01/08/2022

Name of Officer	Title	Signature	Date
Originated by: Rabia Nassor Hemed	Engineer I		29/07/2022
Authorized by: Issaya Ernest	MPD & MR		29/7/2022
Authorized by: Vedastus Mwita	Director of Commercial		02/08/2022



TANZANIA TELECOMMUNICATIONS CORPORATION

For all enquires, Please Call 100

Appl. No.....

Customer No.....

APPLICATION FORM FOR TELECOMMUNICATION SERVICE TS 106

DEAR CUSTOMER, PLEASE FILL THIS FORM IN BLOCK CAPITALS

PART ONE: CUSTOMER INFORMATION

Personal Application

Title (Mr/Mrs/Miss/Ms/Prof/Hon) _____
 Surname _____
 Middle Name _____
 First Name _____
 Postal Address _____ Fax _____
 Contact Tel _____
 E-Mail _____
 ID card / Passport No _____

Company Application

Full Company Name _____
 Company Registration No. _____
 TIN No _____
 Postal Address _____ Fax _____
 Contact Person _____
 Position Held _____
 Contact Tel _____
 E-Mail _____

* (For Post Paid Customer, Please find a separate sheet for additional requirements)

Physical Address

Region _____ District _____ Area _____
 House/Plot No _____ Street/Road _____ Floor No. _____

Customer Category

.....

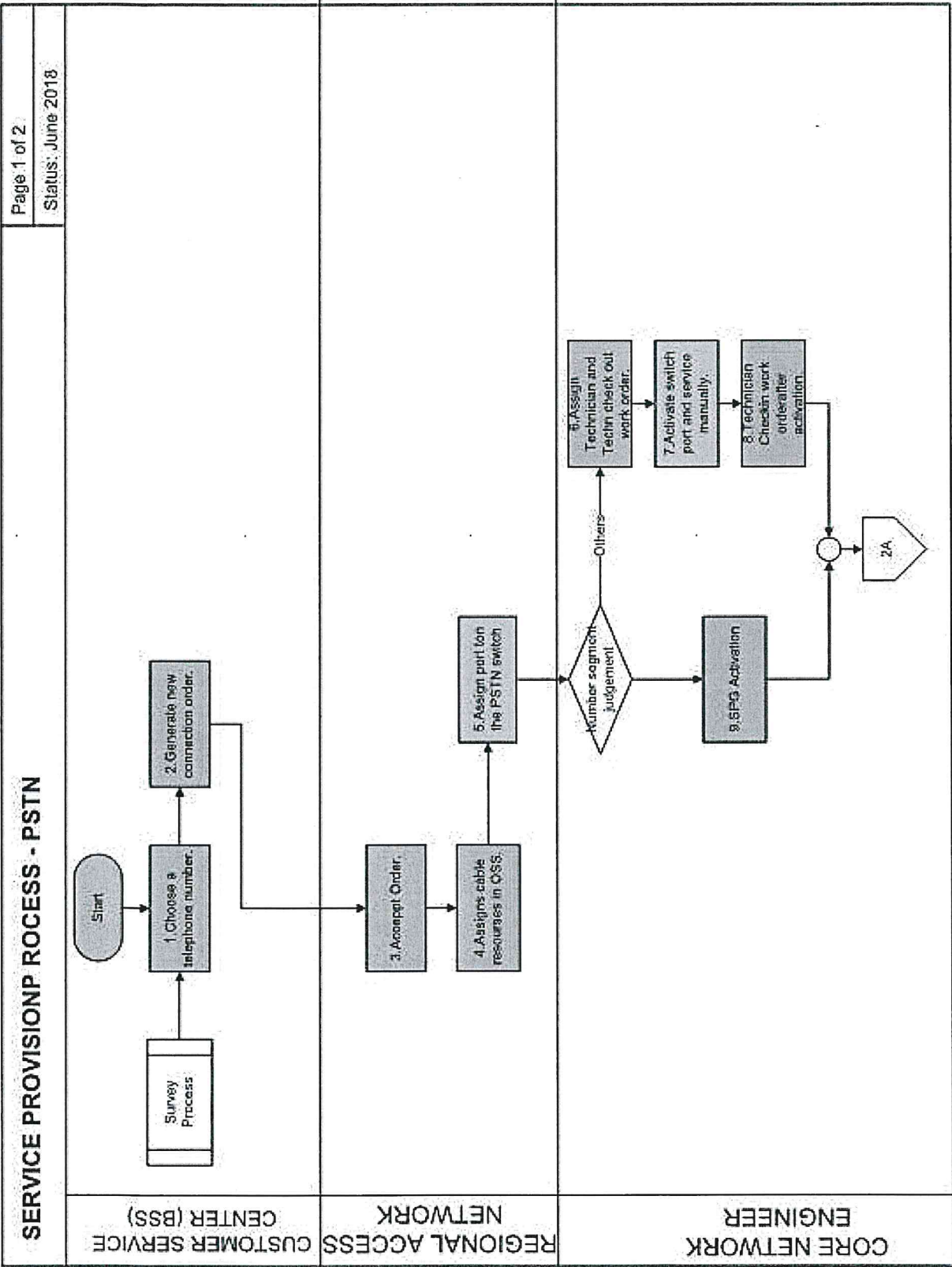
PART TWO: SERVICES

Voice Products

- ☐ Fixed Prepaid ☐ Mobile Prepaid ☐ ISDN Basic Rate ☐ Others (Specify)
☐ Fixed Postpaid ☐ Mobile Postpaid ☐ ISDN Primary Rate (Specify Number of Extensions).....
☐ Toll Free ☐ Bulk SMS ☐ Multiconference (Tele &/ or Video Conference)
☐ PPA Remote Services(Specify)..... Please specify

Fixed Data Products

- ☐ Broadband Volume Package ☐ Unlimited Packages (TTCL Poa) ☐ IP Address (Dynamic / Static)
 Please specify volume requested..... Please specify.....
☐ Satellite Broadband
☐ VPN MPLS(Specify speed).....
☐ Dedicated Internet Bandwidth (Specify Speed).....
☐ Others (Specify)
☐ Leased Circuits: A end..... B end.....(Specify Speed).....
☐ Provide Telephone number where you want service to be installed



SERVICE PROVISIONPROCESS - PSTN

REGIONAL ACCESS NETWORK TEAM

