



Seychelles  
Communications  
Regulatory  
Authority

**REGULATORY SUMMARY OF  
FEEDBACK OF AIRTEL  
SEYCHELLES LTD ON MOBILE QOS  
IMPROVEMENTS AND PLANNED  
ENHANCEMENTS**

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Following the Authority's request for information on measures undertaken to improve mobile service quality, Airtel Seychelles Ltd (Airtel) has reported a series of network upgrades, capacity expansions, and strategic investments implemented since the QoS measurements conducted in October 2024, as well as initiatives currently underway and planned for future deployment.

## **1. Activities Undertaken Since October 2024**

The operator has implemented multiple network enhancement measures aimed at addressing coverage gaps, congestion, and service quality issues identified through QoS monitoring and internal assessments.

### **Key actions include:**

- **Radio Access Network Upgrades**

Legacy antennas were modernised at several locations, notably Fregate Island and Sans Soucis, through the deployment of high-performance quadband antennas and increased antenna heights. These upgrades have resulted in improved signal strength and wider coverage, including benefits extending into the greater Victoria area.

- **Capacity Expansion on LTE 2100 MHz Band**

Capacity upgrades were implemented across 20 sites nationwide, leading to measurable improvements in network performance, including reduced congestion, improved user throughput, and more efficient radio resource utilisation across high-traffic areas such as Victoria, Plaisance, Perseverance, Anse Aux Pins, Roche Caiman, Eden, and surrounding districts.

- **Core and Baseband Modernisation**

Legacy Digital Units were replaced with Baseband Units at selected sites serving Perseverance, Copolia, and La Digue. This has enhanced processing capability, delivered incremental throughput gains, and positioned the network for future feature upgrades without significant additional hardware investment.

- **New Capacity Site Deployment**

A new site was commissioned in Perseverance Estates, significantly increasing local data capacity and delivering substantial improvements in user experience across Perseverance and neighbouring areas.

- **Cell-Level Optimisation and Additional Cells**

Targeted optimisation works and deployment of additional cells were undertaken in areas including Victoria, Grand Anse Mahé, Pointe Au Sel, and surrounding localities, improving voice call stability, data throughput, and overall service reliability.

- **Radio Technology Upgrade**

Radio upgrades at selected high-traffic sites have enabled advanced LTE features such as 2x2 MIMO and carrier aggregation. These enhancements have improved coverage, particularly at cell edges, and resulted in improved call retention and reduced dropped calls.

- **LTE Auto-Provisioning**

Automated LTE provisioning was implemented within the core network, enabling compatible devices to access optimised LTE services without manual configuration, thereby improving data performance and latency for end-users.

- **Outer Island Coverage Expansion**

New GSM sites using VSAT backhaul were deployed on Desroches and Assomption islands, extending basic mobile voice services to previously unserved locations and improving connectivity and emergency communications for outer island communities.

## **2. Network Initiatives Currently Underway**

The operator has indicated that several additional initiatives are in progress or at advanced planning stages, including:

- Deployment of new 5G sites at strategic locations to support high-speed fixed wireless access services.

- Installation of additional backup batteries at selected sites to improve network resilience during prolonged power outages.
- Transmission modernisation through migration to IP-based Radio Access Network (IP RAN) architecture to support higher capacity and future technology integration.
- Further baseband and radio modernisation at additional sites to improve handling of increasing data traffic.

### 3. Future Network Expansion and Coverage Plans

Looking ahead, the operator has outlined medium- to long-term plans, largely aligned with its 2028–2029 investment cycle, to address persistent coverage challenges across several regions:

- **Central and Eastern Regions**

Planned tower upgrades and infill sites in Bel Air (Sans Soucis), Les Mamelles, and La Misère to mitigate terrain-related coverage limitations.

- **Southern Region**

Proposed infill sites and tower upgrades in Takamaka, Anse Royale, and Baie Lazare, subject to site acquisition and community engagement challenges.

- **Western Region**

Further optimisation and a planned new site in Port Glaud to complement recent improvements in Grand Anse.

### SCRA's Notes

Some proposed deployments are subject to land access and community acceptance, and may require coordinated engagement with relevant stakeholders. SCRA will continue to monitor implementation of the ongoing initiatives and future rollout plans, particularly those linked to persistent coverage gaps and outer island connectivity, to ensure alignment with national service quality and coverage objectives.