



Seychelles
Communications
Regulatory
Authority

**REGULATORY SUMMARY OF
FEEDBACK OF CABLE AND
WIRELESS (SEYCHELLES) LTD ON
MOBILE QOS IMPROVEMENTS AND
PLANNED ENHANCEMENTS**

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Following the independent QoS assessment commissioned by the Authority, Cable and Wireless (Seychelles) Limited (CWS) has submitted a detailed response outlining corrective actions undertaken and planned to address identified service quality deficiencies. The feedback are as detailed below :

1. Activities Undertaken

The operator has accelerated its planned 2025 optimisation programme in response to the QoS findings and has implemented the first phase of a structured three-year network improvement programme. This initial phase focused on targeted optimisation, congestion relief, and capacity enhancement, supported by before-and-after drive testing to quantify improvements.

Key outcomes by region are summarised as follows:

- **Central Region (Bel Air/Sans Soucis, English River, Mont Buxton, Mont Fleuri)**
Post-optimisation results show substantial improvements, particularly in data throughput and reduced call setup times, indicating improved capacity and user experience. Further site upgrades are planned to consolidate these gains.
- **Eastern Region (Les Mamelles, Pointe Larue)**
Measurable improvements were recorded in signal quality and throughput. A new site at Anse Dejeuner is completed and pending power connection, while additional solutions are under consideration to address antenna height constraints at Pointe Larue. A complementary new site is planned for Les Mamelles.
- **Southern Region (Baie Lazare, Takamaka, Anse Royale)**
Optimisation activities have delivered notable improvements in throughput and call setup performance. Planning processes are underway for a new site in Baie Lazare and a relocation of an existing site in Takamaka to higher ground, both expected to further enhance coverage once implemented.

- **Western Region (Anse Boileau, Port Glaud, Grand Anse)**

Performance improvements were observed following optimisation. Coverage constraints remain in Anse Boileau due to site availability, with a new government-owned location identified. Interim micro-sites have been deployed in Port Glaud, and a new site is being planned in Barbarons to strengthen coverage in Grand Anse.

- **Praslin:**

Significant gains were achieved in throughput, signal quality, and call setup times in the areas of Anse Georgette, Anse Kerlan and Anse Marie-Louise. A new 30-metre tower at Eve Island has been installed and awaits power connection, with further upgrades across Praslin scheduled as part of the next optimisation phase.

2. Ongoing and Planned Initiatives

CWS has confirmed that the first phase represents the initial stage of a broader three-year programme and has now been completed. The second phase, scheduled to be completed in March 2026. This phase prioritise further congestion reduction, capacity expansion, and targeted coverage improvements. Planned measures include construction of new sites, relocation of existing infrastructure to improve radio performance, and upgrades to current installations, subject to planning and utility approvals.

3. SCRA Notes

CWS has undertaken a structured and data-driven response to the QoS issues identified, with demonstrable improvements across multiple regions in terms of throughput, signal quality, and call setup performance. While the initial optimisation phase has yielded positive results, several areas remain dependent on timely completion of new sites, power connections, and planning approvals.

SCRA will continue to monitor delivery of the subsequent phases and expects regular progress updates to ensure sustained improvements and alignment with national QoS objectives.