



MTL QUALITY OF SERVICE REPORT FOR QUARTER ONE (Q1) 2025

1 INTRODUCTION

The Quarter Four (Q4) Quality of Service report shows the performance of MTL against the required Key Performance Indicator (KPI) targets in the months of January, February, and March 2025.

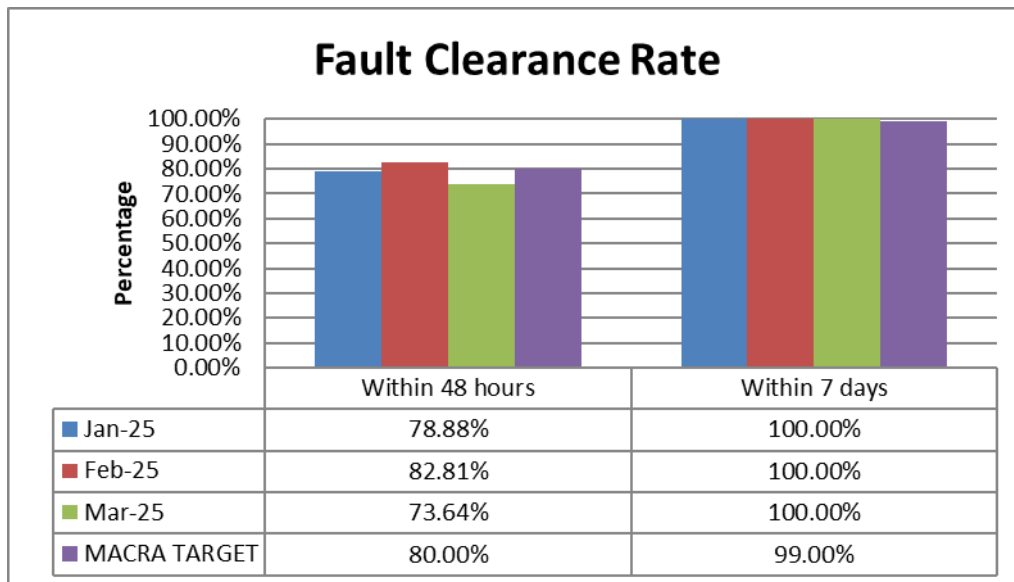
All the graphs in this report were plotted using already analysed data which was submitted by Malawi Telecommunications Limited.

2 KEY PERFORMANCE INDICATORS

The major Key Performance indicators (KPIs) under consideration in this quarterly report are:

- Fault Clearance Rate
- Connection Rate

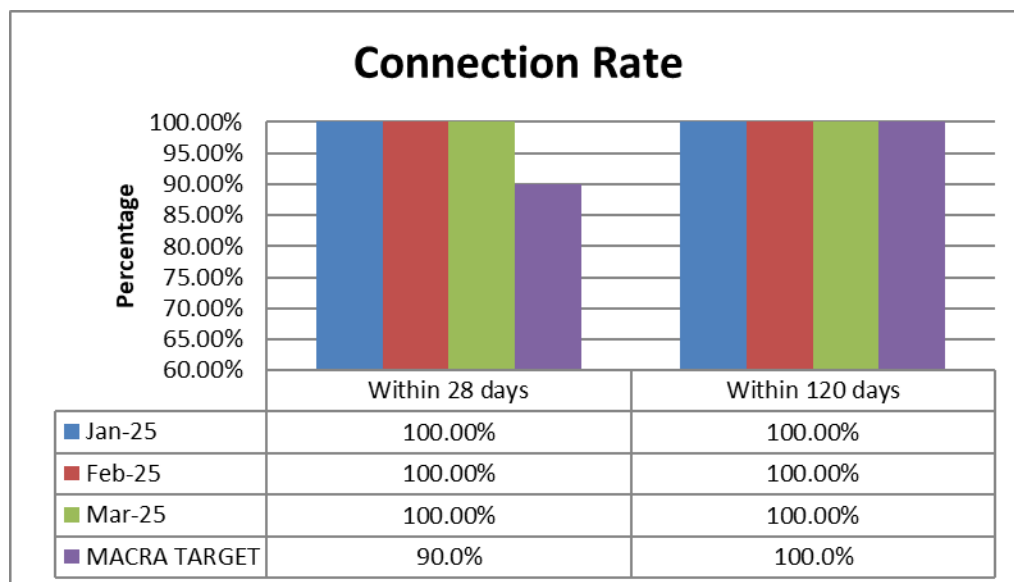
2.1 FAULT CLEARANCE RATE



Graph 1: Achieved Fault Clearance Rate vs. Target Fault Clearance Rate within 48 hours and within 7 days of fault reporting.

NOTE: As seen in the graph 1 above, MTL failed to meet the target for '**Within 48 hours**' during the months of January and March and managed to meet the target for **within 7 days**. For the whole period under review.

2.2 CONNECTION RATE



Graph 2: Achieved Connection Rate vs. Target Connection Rate within 28 days and 120 days after application for service.

NOTES: As seen in Graph 2 above, MTL managed to meet the targets for both '**Within 28 days**' and '**Within 120 days**' for the whole period under review.

3 CONCLUSION

MTL need to be commended for all the key performance indicator targets they managed to meet within the quarter under review. However, MTL needs to improve in the areas of fault clearance **within 48 hours** as their performance during the months of January and March were below the acceptable levels.