



FIRST QUARTER QUALITY OF SERVICE REPORT (JANUARY - MARCH 2025)

1.0 INTRODUCTION

Malawi Communications Regulatory Authority (MACRA) has the responsibility of ensuring that all service providers in the ICT sector are providing affordable, accessible, and quality services throughout the country. In pursuant to this mandate, MACRA monitored and carried out audit of ICT operators for the First Quarter (January – March 2025) and the findings are summarized in this report. The full reports of the monitoring and audit exercises can be obtained on MACRA’s official website www.macra.mw.

2.0 TELECOMMUNICATIONS

Airtel Malawi Limited, Malawi Telecommunications Limited (MTL), Access Communications Limited (ACL) and TNM are the service providers whose performance was analysed in the period under review.

All the graphs in this abridged report were plotted using already analysed data which was submitted by the operators in the Telecommunication Industry.

2.1 AIRTEL AND TNM

KPI	MACRA Target	January		February		March	
		Airtel	TNM	Airtel	TNM	Airtel	TNM
MSC Availability	99.999	100.000	100	100.000	100	100	100
IN Availability	99.999	100.000	100	100.000	100	87.36	100
Radio Availability	99.700	99.310	99.900	99.490	99.990	99.690	99.910
Call Setup Success Rate	98.00	99.140	99.475	99.220	99.515	99.200	99.445
SDCCH Cong RT	0.50	0.280	0.325	0.240	0.220	0.200	0.240
TCH Cong Rate	2.00	0.100	0.360	0.130	0.030	0.170	0.450
Call Drop Rate	2.00	0.350	0.410	0.360	0.420	0.360	0.420
Trunk Congestion (With Cal	2.00	0.000	0.001	0.000	0.001	0.000	0.000
GPRS Context Activation Su	90	99.630	99.800	99.720	99.550	99.710	99.930
SMS Success Rate (MO)	90	97.840	99.550	97.720	99.510	97.77	99.110
Handover Success Rate	95	93.950	98.090	93.920	98.075	93.740	98.050

Table 1: Showing KPIs Targets Achieved by mobile operators versus MACRA Targets. Targets in red were missed.

NOTES: We commend both operators for meeting key performance indicator targets within the quarter under review.

TNM managed to meet all the targets for the whole period under review. However, Airtel managed to meet all the targets except **Handover Success Rate** for the whole period and **IN availability** during the month of March and **Radio Availability** target during the whole period under review.

2.2 Malawi Telecommunications Limited

KPI	DESCRIPTION	MACRA TARGET	January	February	March
Fault Clearance Rate	Within 48 Hours	80%	78.88%	82.81%	73.64%
	Within 7 Days	99%	100.00%	100.00%	100.00%
Connection Rate	Within 28 Days	90%	100.00%	100.00%	100.00%
	Within 120 Days	96%	100.00%	100.00%	100.00%

Table 2: Showing KPIs Targets Achieved by MTL versus MACRA Targets. Targets in red were missed.

In this Q1 of 2025 MTL managed to meet all the targets under review except the target for **Within 48 hours** during the months of January and March

2.3 Access Communications Limited (ACL)

KPI	MACRA Target	ACL	ACL	ACL
		January	February	March
MSC Availability	99.999	100	100	100
IN Availability	99.999	100	100	100
Radio Availability	99.700	97.10	98.70	99.40
Call Setup Success Rate	98.00	88.70	95.91	97.11
SDCCH Cong RT	0.50	0.21	0.40	0.22
TCH Cong RT	2.00	0.21	0.78	0.20
Call Drop Rate	2.00	0.63	0.99	0.68
Trunk Congestion (With Call Centre Route)	2.00	0.27	0.48	0.29
SMS Success Rate	90	99.54	99.90	99.95
Handover Success Rate	95	95.10	95.09	96.00

Table 3: Showing KPIs Targets Achieved by ACL versus MACRA Targets. Targets in red were missed.

In Q1 of 2025 ACL managed to meet all the targets under review except the target for **Radio Availability and Call Setup Success Rate**.