



QUARTER ONE (Q1) 2025 QUALITY OF SERVICE REPORT FOR MOBILE NETWORK OPERATOR ACCESS COMMUNICATIONS LIMITED (ACL)

1.0 INTRODUCTION

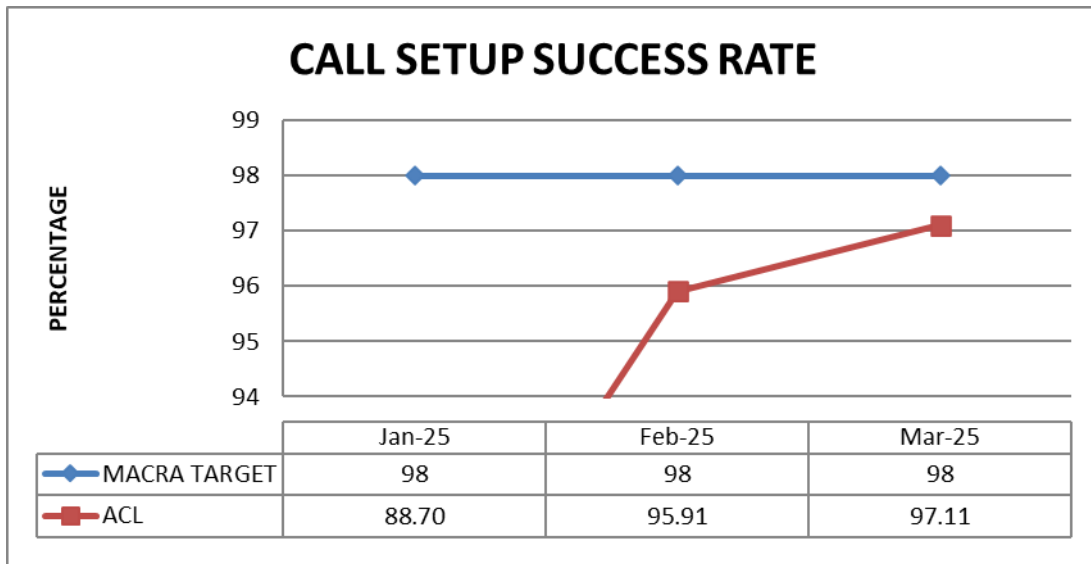
The Quarter One 2025 report analyses the key Performance Indicators which have been achieved by the GSM Service provider, namely ACL within the months of January, February, and March 2025.

The Key Performance Indicators (KPIs) under consideration are Radio Network Availability, Call Set up Success Rate, SDCCH Congestion, Traffic Channel Congestion, Call Drop Rate, Handover Success Rate, SMS Success Rate, Trunk Congestion, MSC Availability and IN Platform Availability.

All the graphs in this report were plotted using already analyzed data which was submitted by Airtel.

2.0 KEY PERFORMANCE INDICATORS

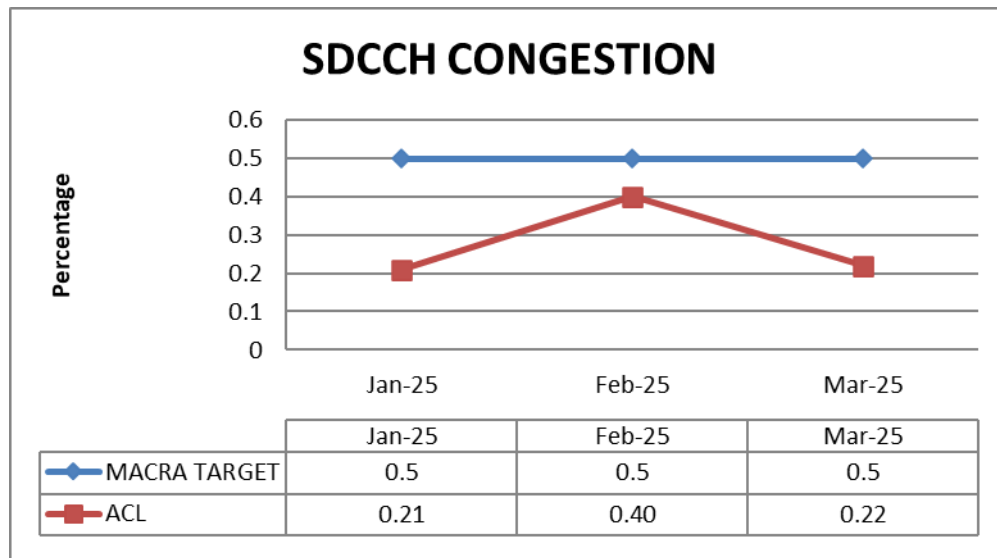
2.1 CALL SETUP SUCCESS RATE (CSSR)



Graph 1 Showing Call Setup Success Rate

NOTE: ACL failed to meet the target for the whole period under review as shown in the graph above.

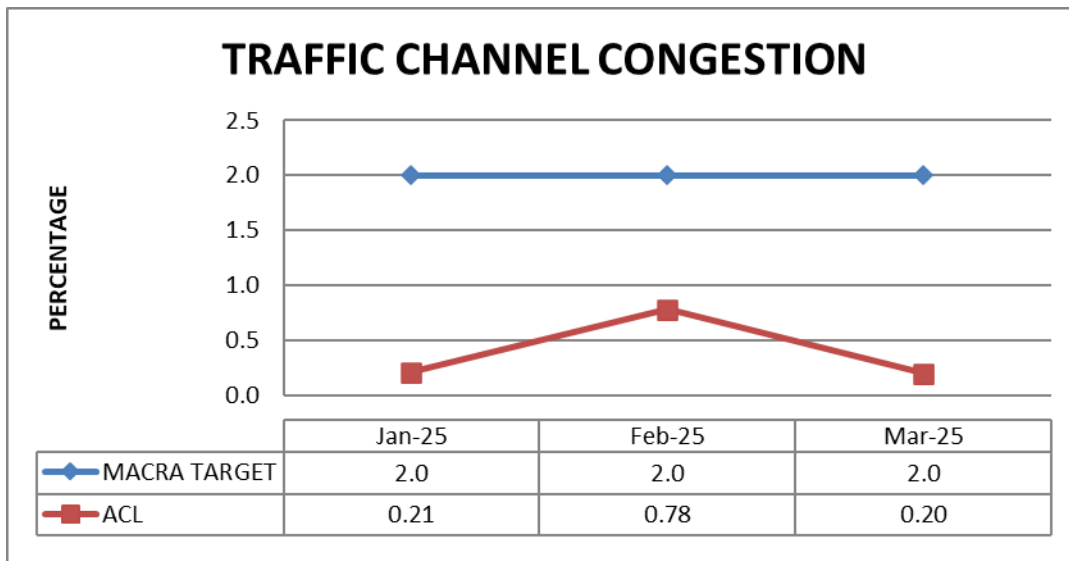
2.2 SIGNALLING (SDCCH) CONGESTION



Graph 2 Showing SDCCH Congestion

NOTE: ACL managed to meet the target for the whole period under review as shown in the graph above though there was an increase in SDCCH congestion during the month of February.

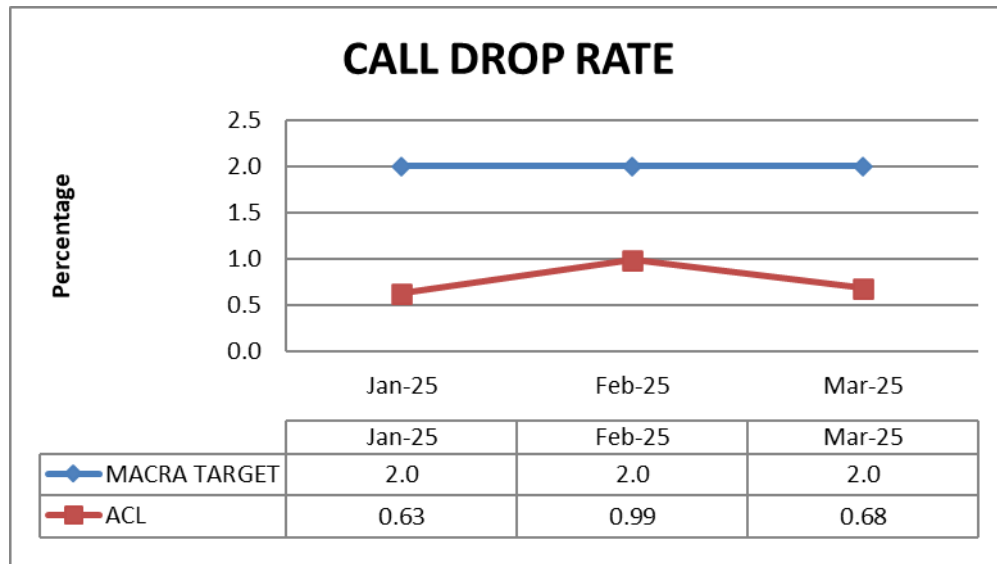
2.3 TRAFFIC CHANNEL (TCH) CONGESTION



Graph 3 Showing Traffic Channel Congestion

NOTE: ACL managed to meet the target during the whole period under review as seen in the graph above though there was a slight increase in TCH congestion during the month of February.

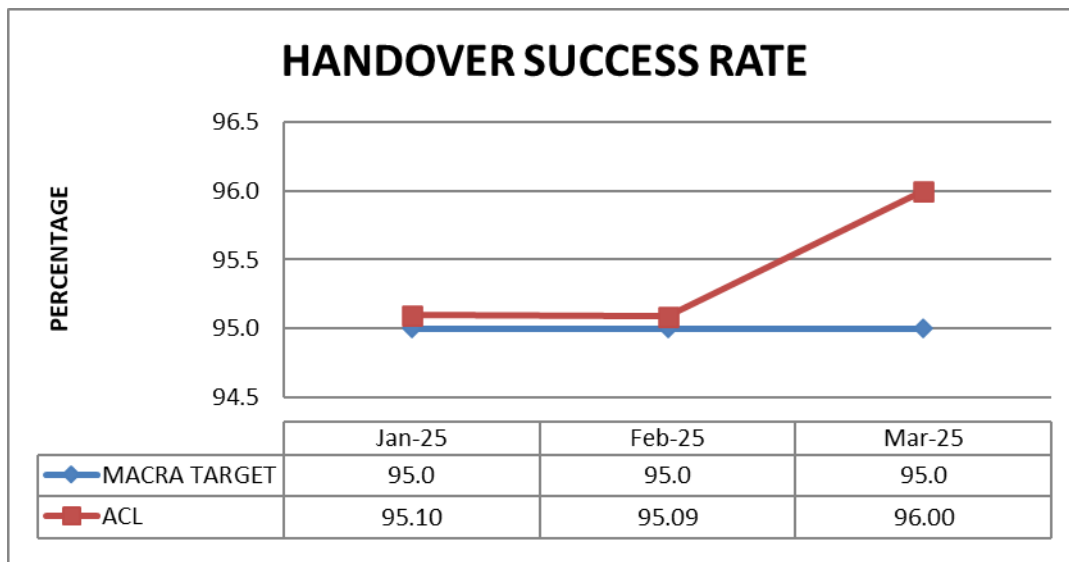
2.4 CALL DROP RATE



Graph 4 Showing Call Drop Rate

NOTE: ACL managed to meet the target during the whole period under review as seen in the graph above.

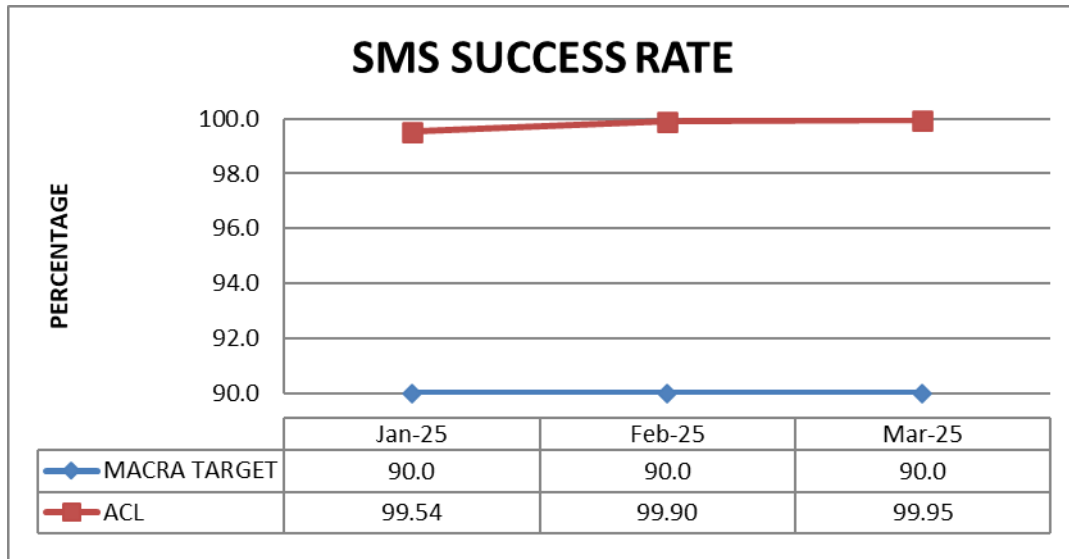
2.5 HANDOVER SUCCESS RATE



Graph 5 Showing Handover Success Rate

NOTE: ACL managed to meet the target during the whole period under review

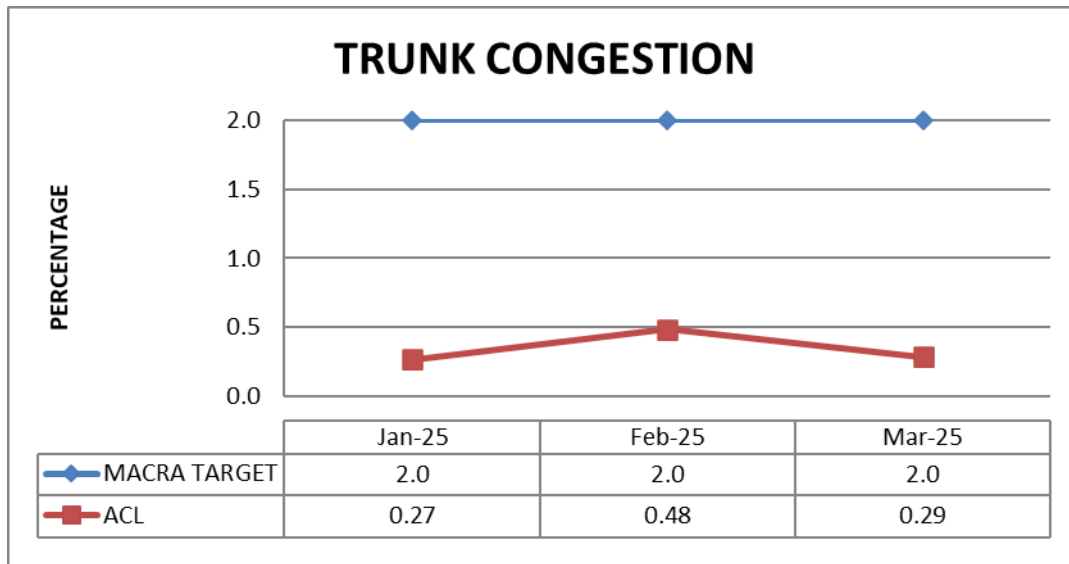
2.6 SMS SUCCESS RATE



Graph 7 Showing SMS Success Rate

NOTE: ACL managed to meet the target during the whole period under review as shown in the graph above.

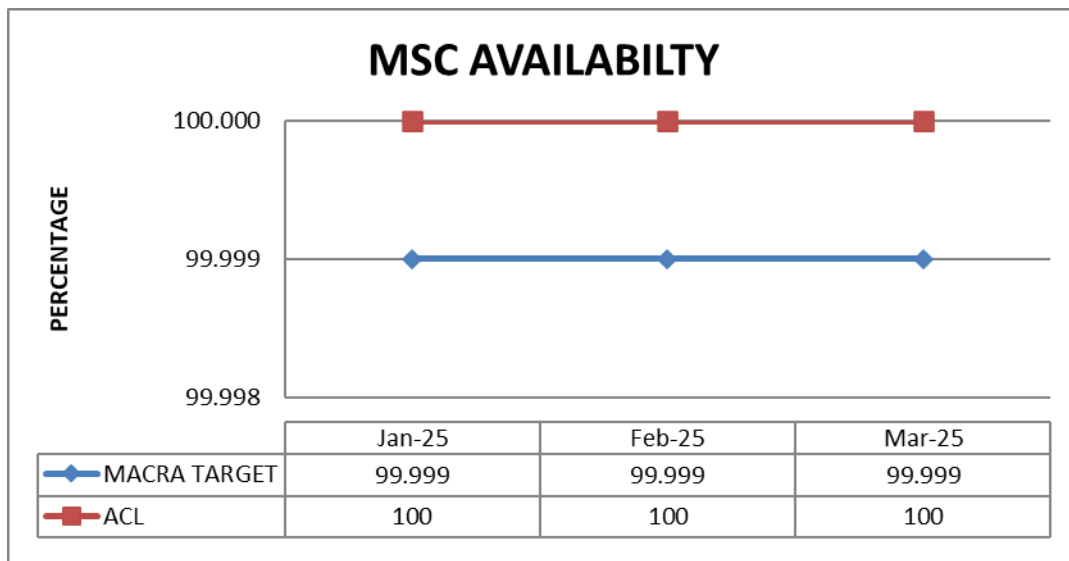
2.7 TRUNK CONGESTION



Graph 8 Showing Trunk Congestion

NOTE: ACL managed to meet the target during the whole period under review as shown in the graph above.

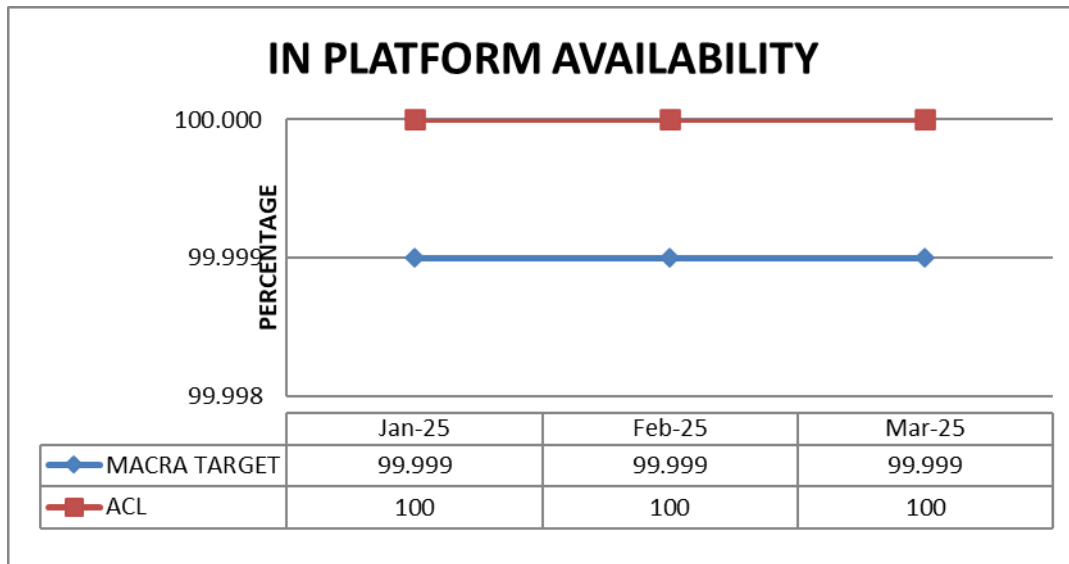
2.8 MOBILE SWITCHING CENTRE (MSC) AVAILABILITY



Graph 9 Showing MSC Availability

NOTE: ACL managed to meet the target during the whole period under review as shown in the graph above.

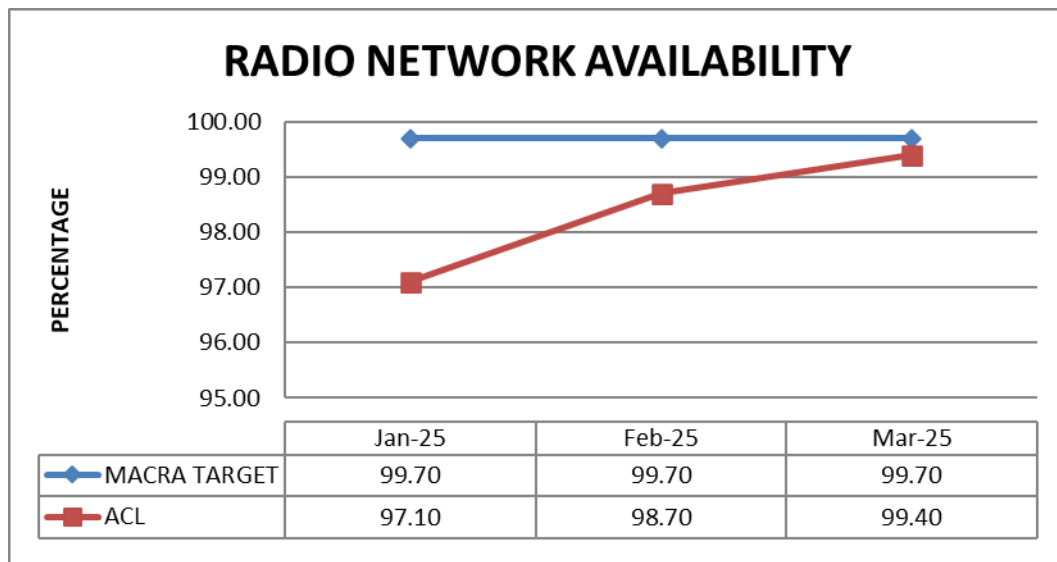
2.9 IN PLATFORM AVAILABILITY



Graph 10 Showing IN Platform availability

NOTE: ACL managed to meet the target during the whole period under review as shown in the graph above.

2.10 RADIO NETWORK AVAILABILITY



Graph 11 Showing Radio Network Availability

NOTE: ACL failed to meet the targets during the whole period under review as shown in the graph above.

3.0 **CONCLUSION**

ACL need to be commended for all the key performance indicator targets they managed to meet within the quarter under review.

However, ACL needs to improve in the areas of **Radio availability** and **Call Setup Success Rate** since the results for the whole period under review were below acceptable levels.