



QUARTER ONE (Q1) 2025 QUALITY OF SERVICE REPORT FOR MOBILE NETWORK OPERATORS (TNM/AIRTEL)

1.0 INTRODUCTION

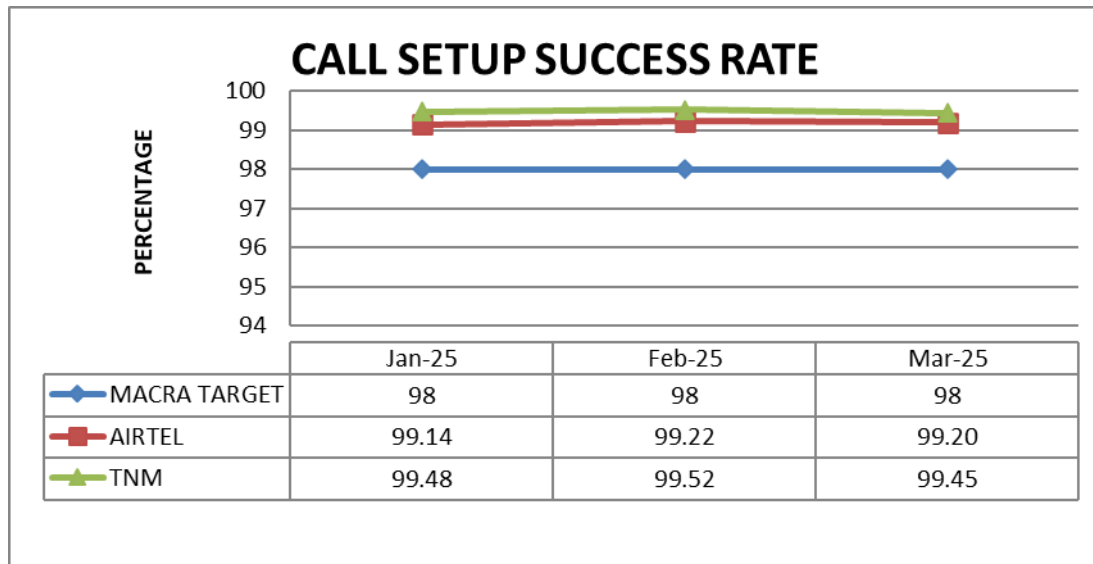
The Quarter One 2025 report analyses the key Performance Indicators which have been achieved by the GSM Service providers, namely TNM and Airtel within the months of January, February and March 2025.

The Key Performance Indicators (KPIs) under consideration are Radio Network Availability, Call Set up Success Rate, SDCCCH Congestion, Traffic Channel Congestion, Call Drop Rate, Handover Success Rate, GPRS Context Activation 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 both Airtel and Telekom Networks Malawi Plc.

2.0 KEY PERFORMANCE INDICATORS

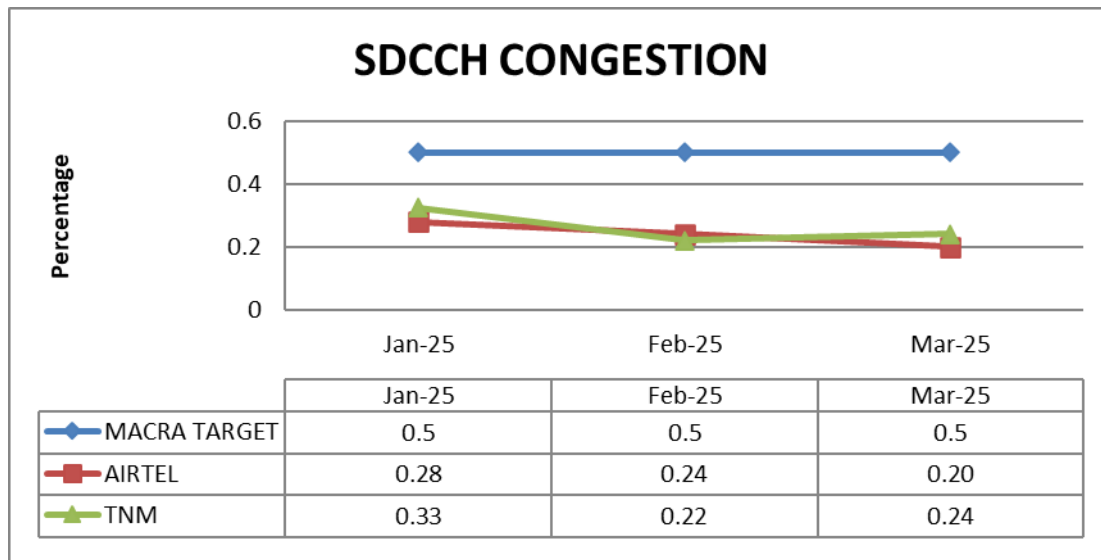
2.1 CALL SETUP SUCCESS RATE (CSSR)



Graph 1 Showing Call Setup Success Rate

NOTE: Both TNM and Airtel managed to meet the target for the whole period under review as shown in the graph above.

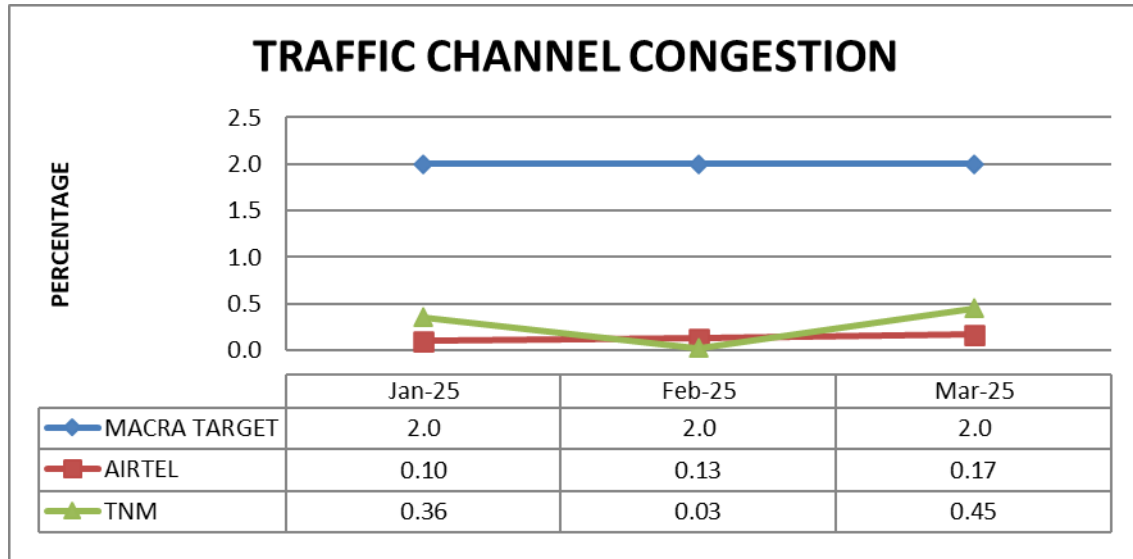
2.2 SIGNALLING (SDCCH) CONGESTION



Graph 2 Showing SDCCH Congestion

NOTE: Both TNM and Airtel managed to meet the target for the whole period under review as shown in the graph above.

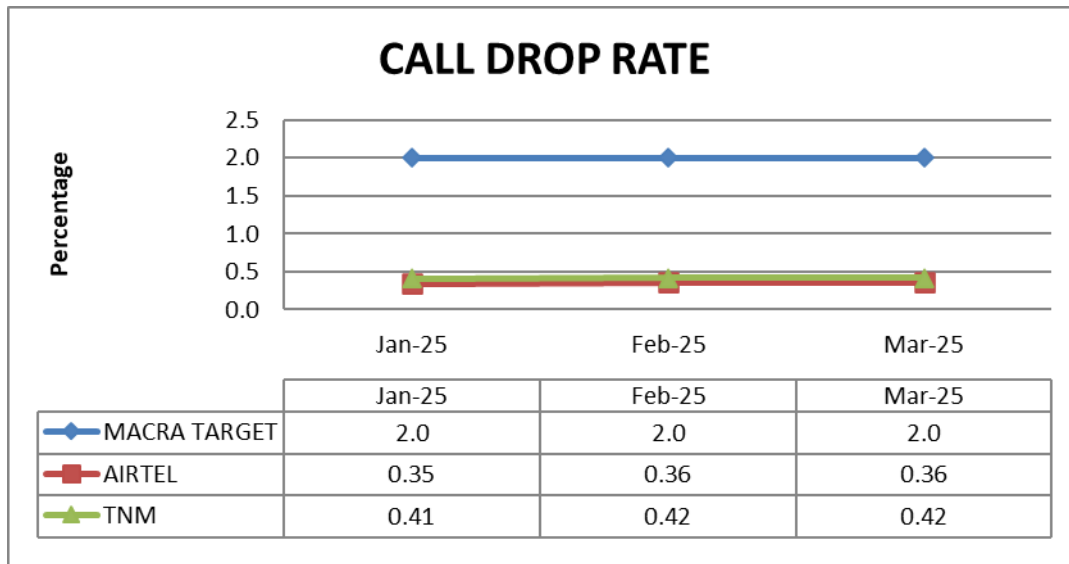
2.3 TRAFFIC CHANNEL (TCH) CONGESTION



Graph 3 Showing Traffic Channel Congestion

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review as seen in the graph above

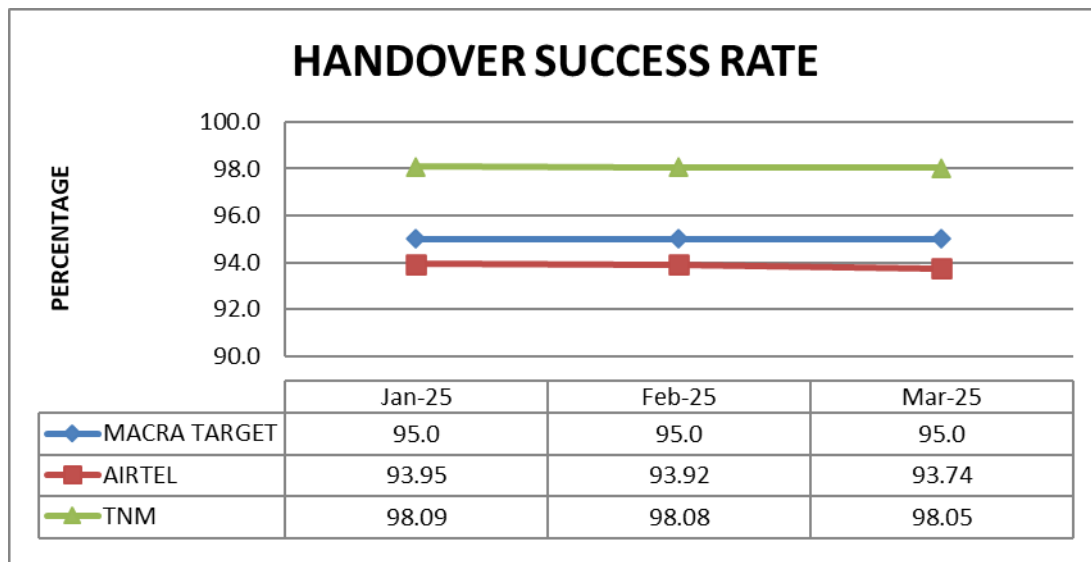
2.4 CALL DROP RATE



Graph 4 Showing Call Drop Rate

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review.

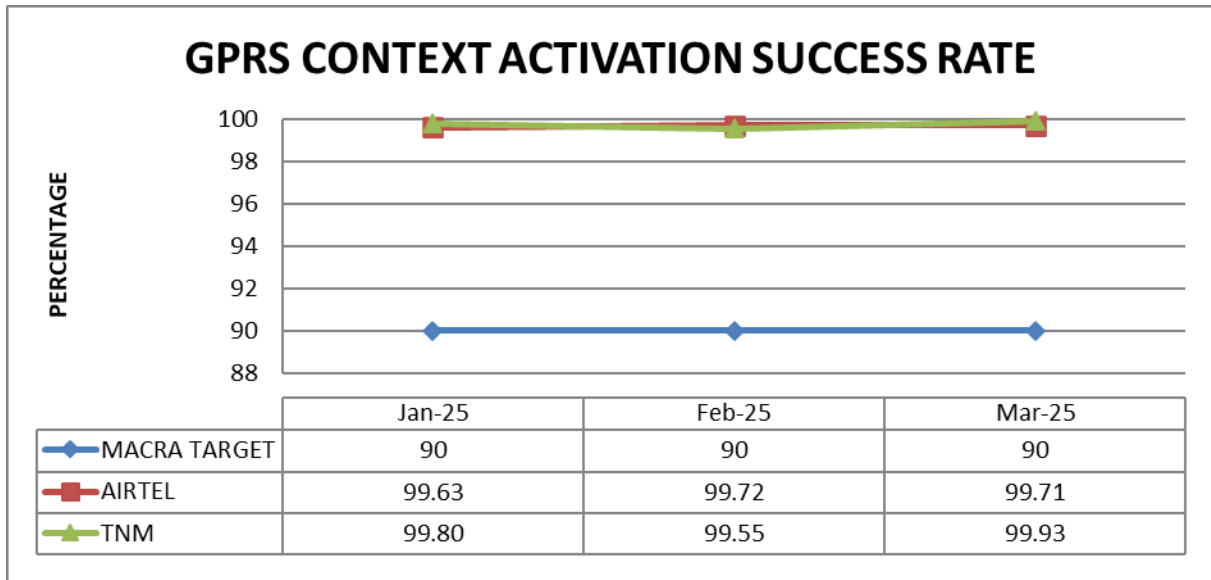
2.5 HANDOVER SUCCESS RATE



Graph 5 Showing Handover Success Rate

NOTE: TNM managed to meet the target during the whole period under review whilst Airtel failed to meet the target for the whole period under review.

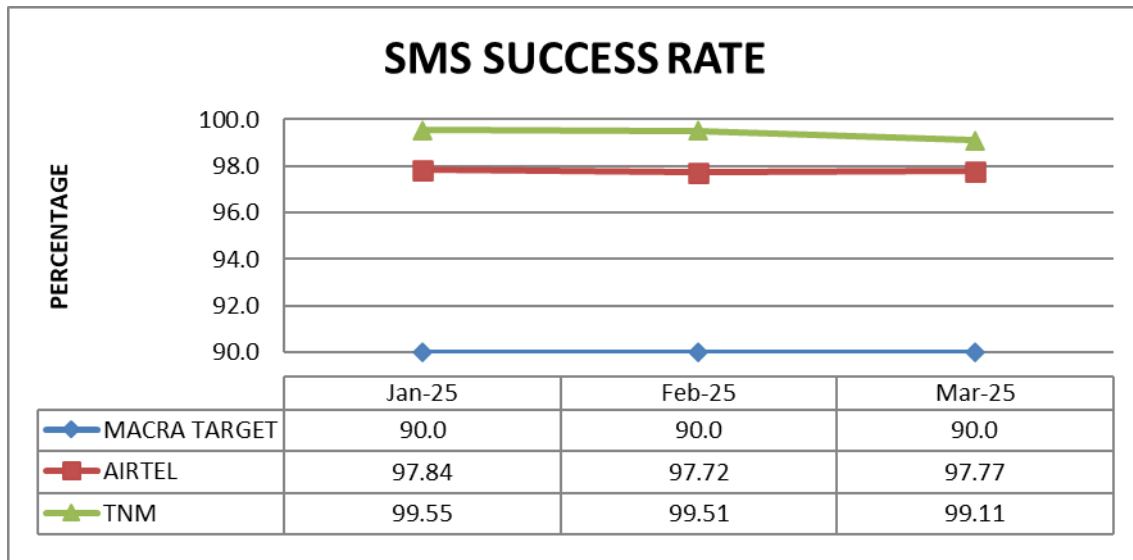
2.6 GPRS CONTEXT ACTIVATION SUCCESS RATE



Graph 6 Showing GPRS Context Activation Success Rate

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review.

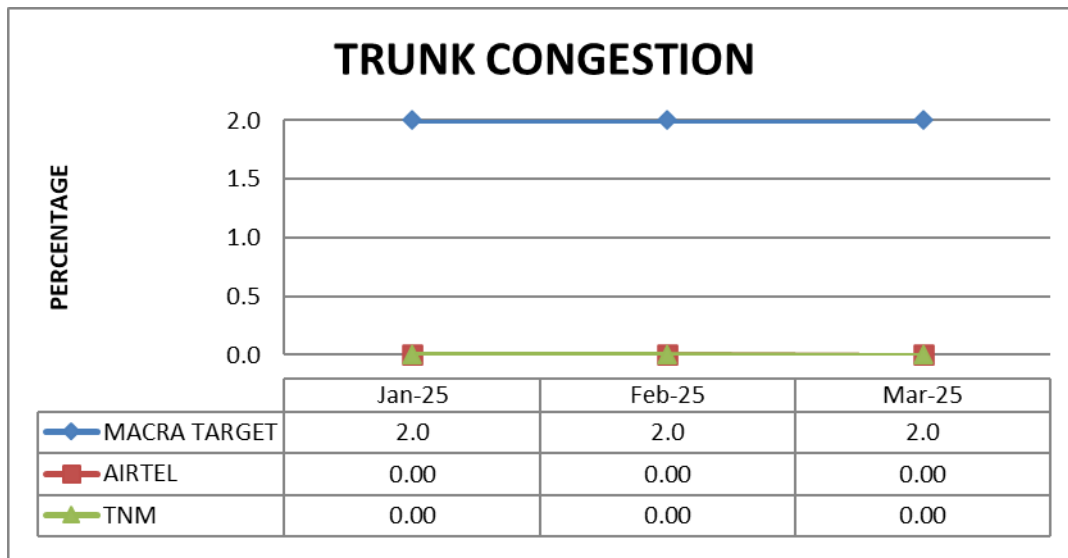
2.7 SMS SUCCESS RATE



Graph 7 Showing SMS Success Rate

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review as shown in the graph above.

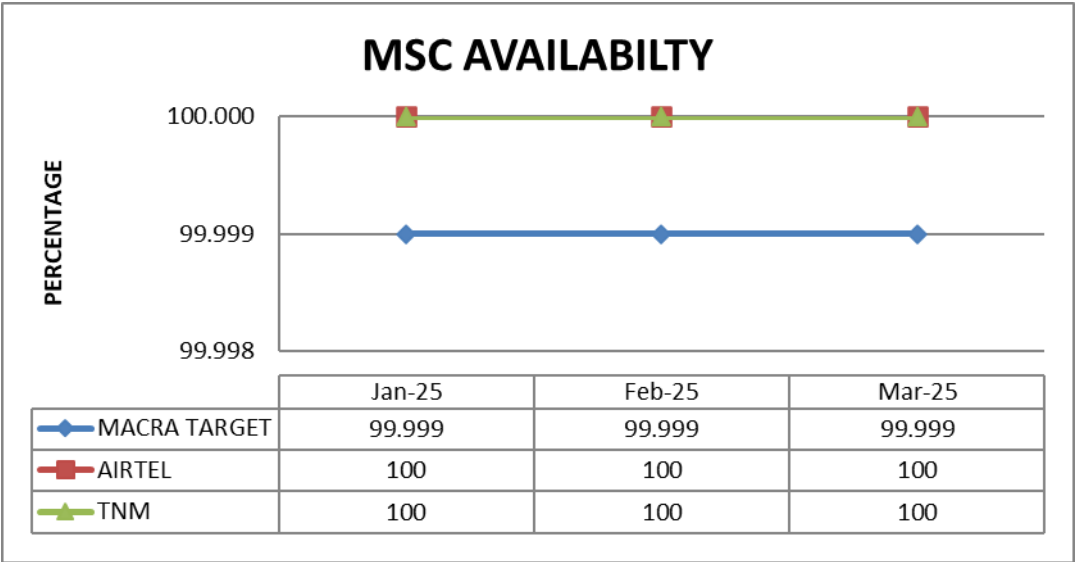
2.8 TRUNK CONGESTION



Graph 8 Showing Trunk Congestion

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review as shown in the graph above.

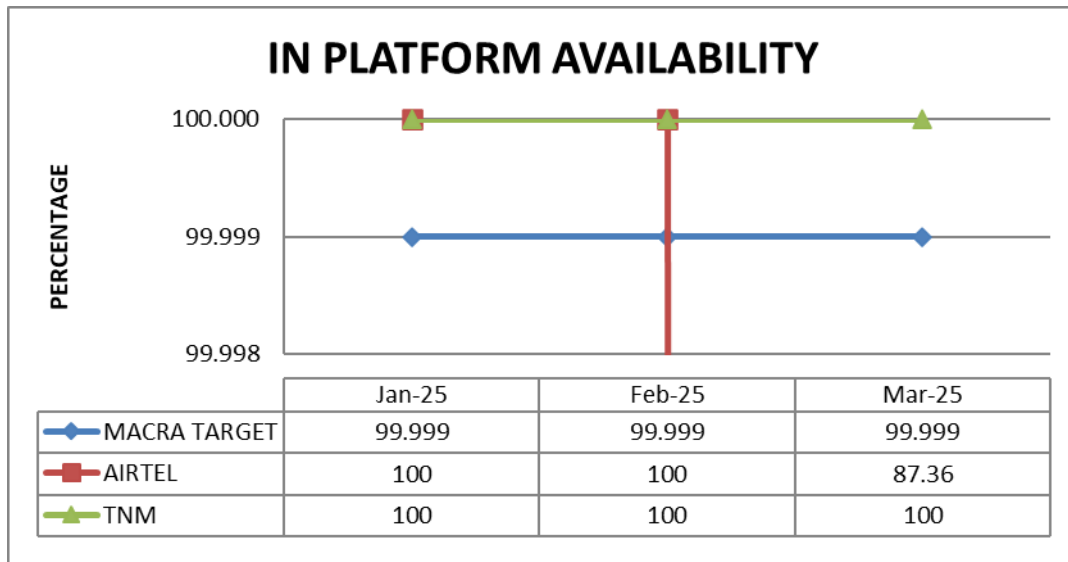
2.9 MOBILE SWITCHING CENTRE (MSC) AVAILABILITY



Graph 9 Showing MSC Availability

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review as shown in the graph above.

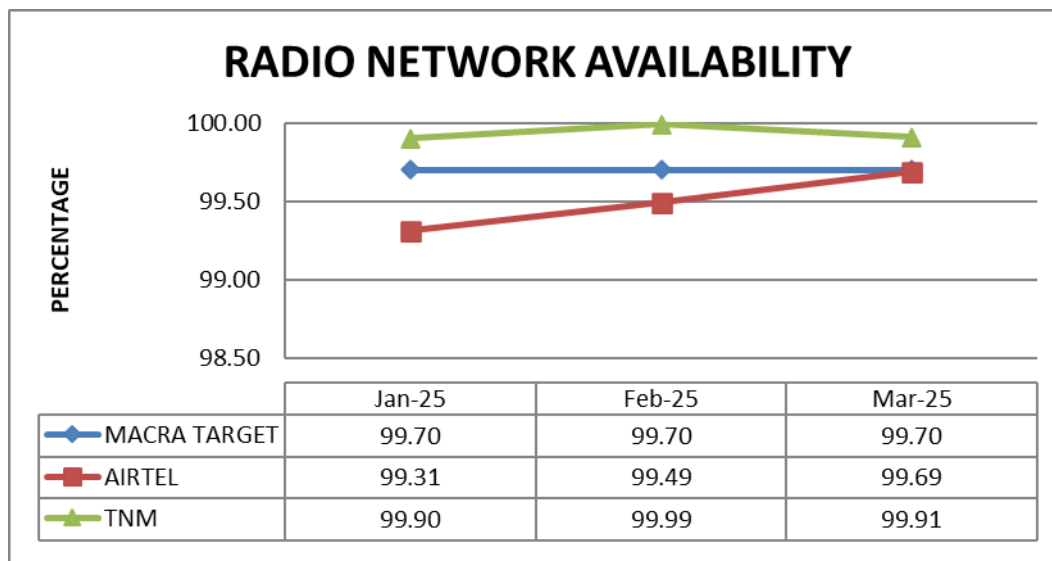
2.10 IN PLATFORM AVAILABILITY



Graph 10 Showing IN Platform availability

NOTE: TNM managed to meet the target during the whole period under review as shown in the graph above whilst Airtel failed to meet the target for the month of March due to a High Voltage incident at the Lilongwe Disaster Recovery (DR) Site which damaged the Automatic Voltage Regulator (AVR), which in turn affected the site's cooling systems and affecting network availability.

2.11 RADIO NETWORK AVAILABILITY



Graph 11 Showing Radio Network Availability

NOTE: TNM managed to meet the target for the whole period under review whilst Airtel failed to meet the target for the whole period as shown in the graph above.

3.0 CONCLUSION

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

However, Airtel need to improve in the area of **Radio availability** and **Handover success rate** since the results for the whole period were below acceptable levels.