



MACRA

FOURTH QUARTER QUALITY OF SERVICE REPORT (OCTOBER - DECEMBER 2024)

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 Fourth Quarter (October - December 2024) 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) 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	October		November		December	
		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	100	100
Radio Availability	99.700	99.550	99.891	99.110	99.858	99.290	99.903
Call Setup Success Rate	98.00	99.480	99.540	99.020	99.530	98.430	99.465
SDCCH Cong RT	0.50	0.270	0.185	0.360	0.185	0.870	0.285
TCH Cong Rate	2.00	0.130	0.030	0.190	0.030	0.200	0.030
Call Drop Rate	2.00	0.310	0.350	0.330	0.370	0.350	0.390
Trunk Congestion (With Cal	2.00	0.000	0.000	0.000	0.000	0.000	0.000
GPRS Context Activation Su	90	99.510	99.970	99.570	99.960	99.650	99.840
SMS Success Rate (MO)	90	98.230	99.930	98.090	99.180	97.96	99.460
Handover Success Rate	95	95.190	98.010	93.730	98.025	93.470	97.840

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 period under review. However, Airtel managed to meet all the targets except **Handover Success Rate** during the months of November and December, and **SDCCH Congestion Rate** during the month of December and **Radio Availability** target during the whole period under review.

2.2 MALAWI TELECOMMUNICATIONS LIMITED

KPI	DESCRIPTION	MACRA TARGET	October	November	December
Fault Clearance Rate	Within 48 Hours	80%	89.33%	75.82%	79.79%
	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 Q4 of 2024 MTL managed to meet all the targets under review except the target for **Within 48 hours** during the months of November and December.

Director General



261



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