



## **QUARTER TWO (Q2) 2021 QUALITY OF SERVICE REPORT FOR MOBILE NETWORK OPERATORS (TNM/AIRTEL)**

### **1.0 INTRODUCTION**

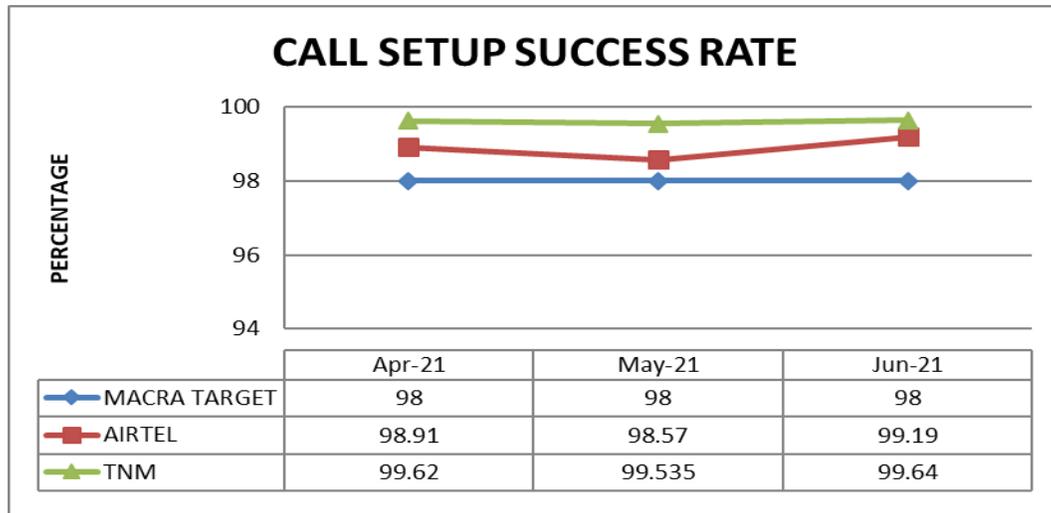
The Quarter Two 2021 report analyses the key Performance Indicators which have been achieved by the GSM Service providers namely TNM and Airtel within the months of April, May and June 2021.

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, 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

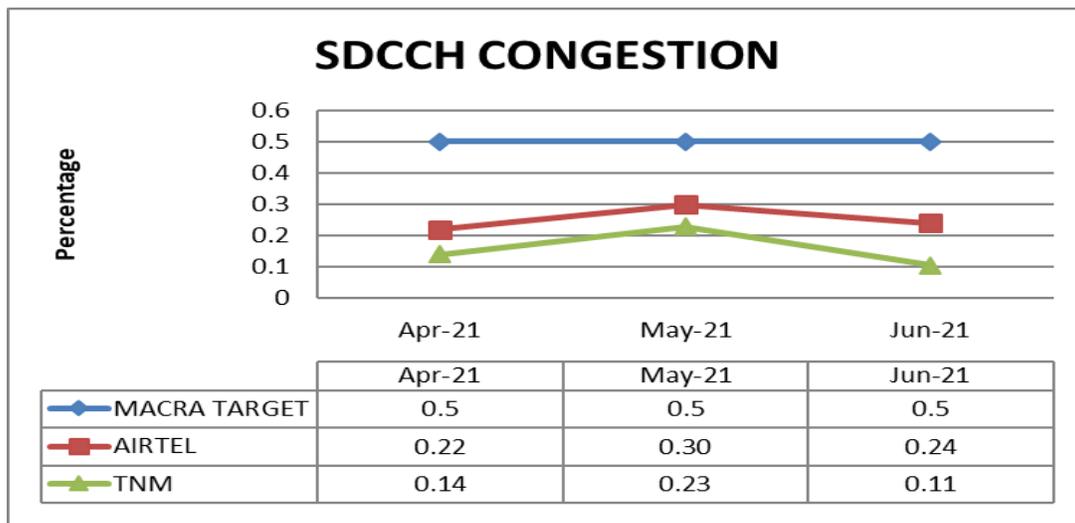
### 2.1 CALL SETUP SUCCESS RATE (CSSR)



*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.

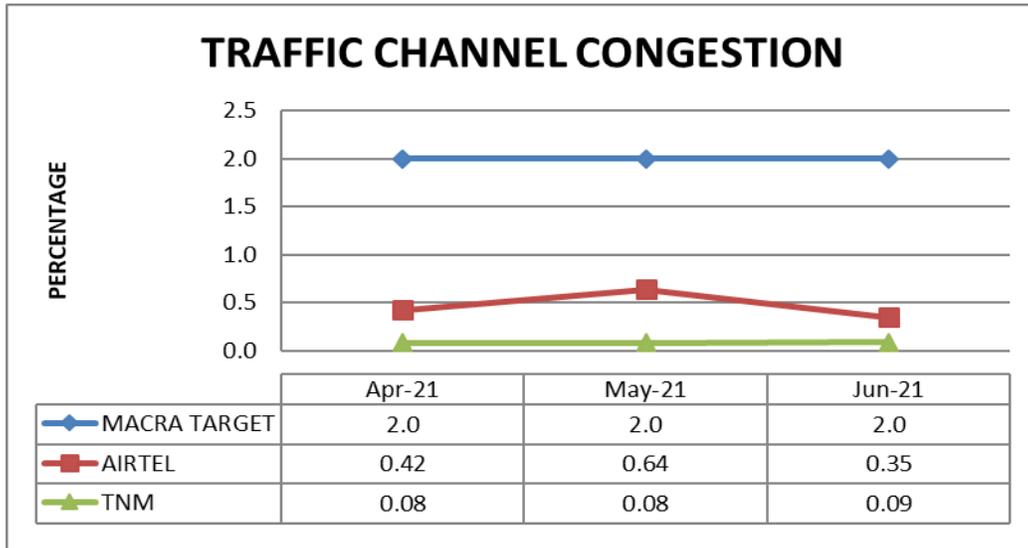
### 2.2 SIGNALLING (SDCCH) CONGESTION



*Graph 2 Showing SDCCH Congestion*

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

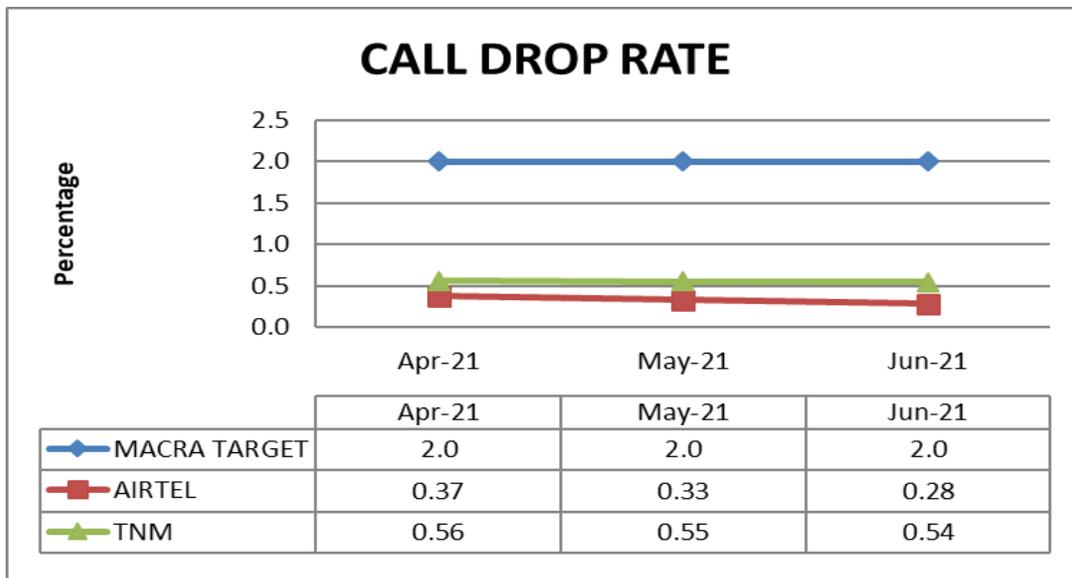
### 2.3 TRAFFIC CHANNEL (TCH) CONGESTION



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

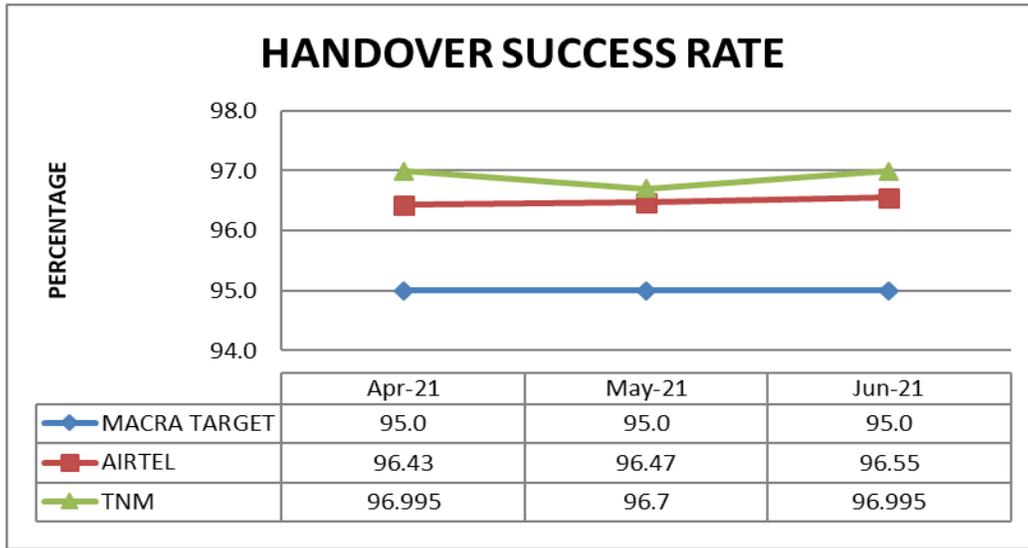
### 2.4 CALL DROP RATE



Graph 4 Showing Call Drop Rate

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

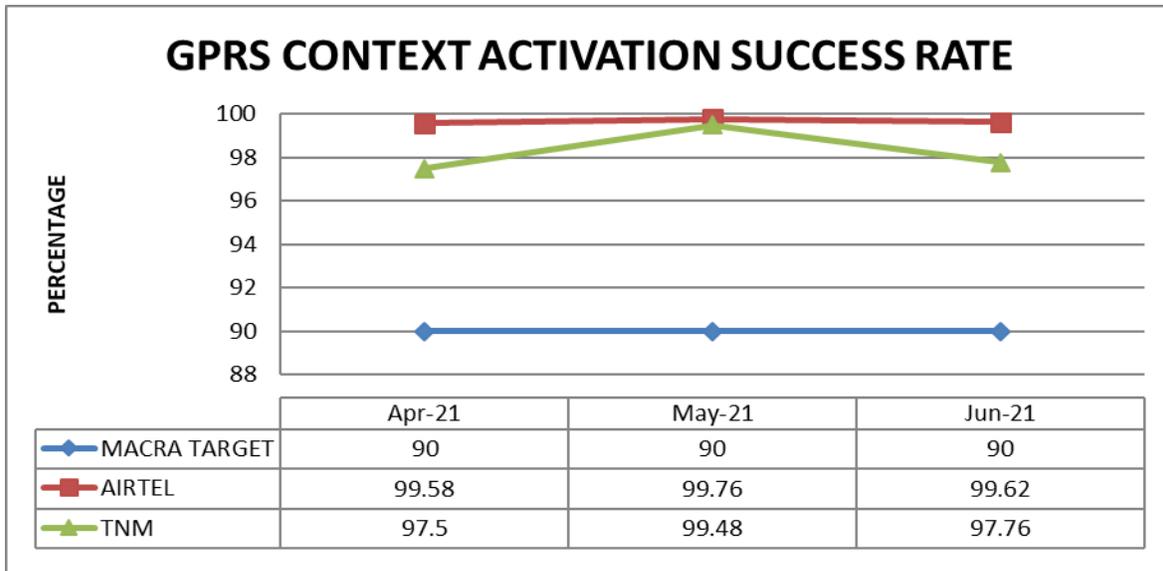
## 2.5 HANDOVER SUCCESS RATE



*Graph 5 Showing Handover Success Rate*

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

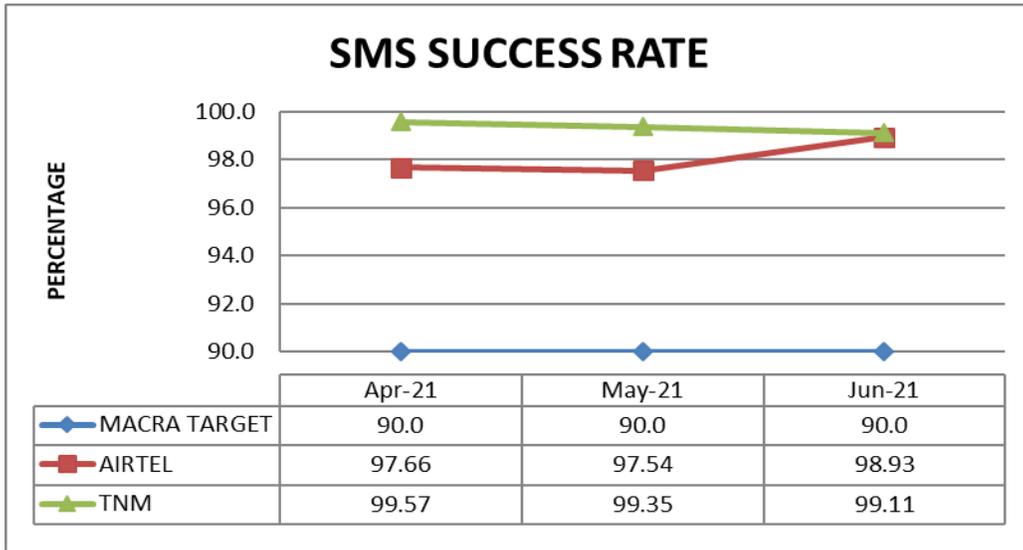
## 2.6 GPRS CONTEXT ACTIVATION SUCCESS RATE



*Graph 6 Showing GPRS Context Activation Success Rate*

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

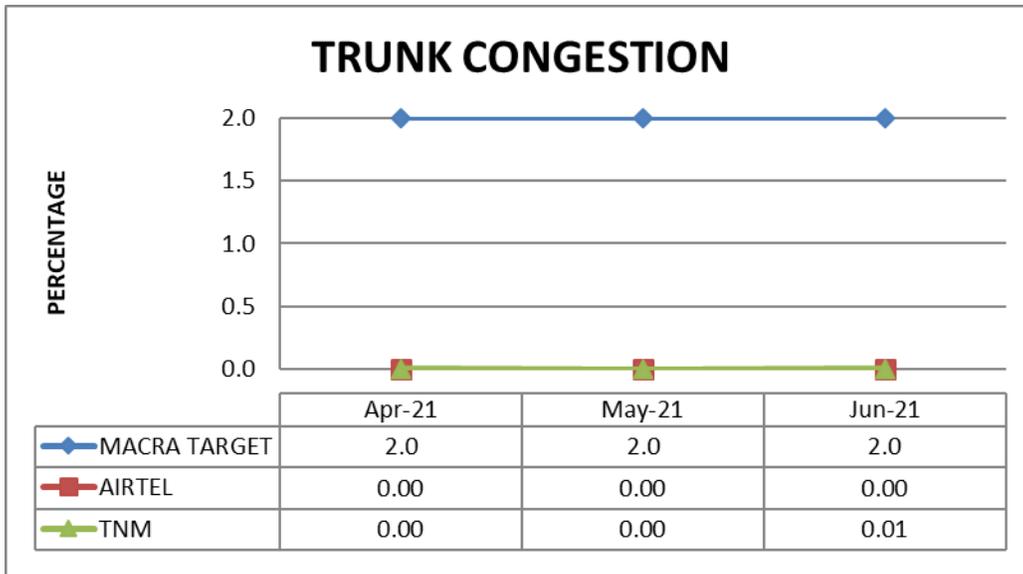
## 2.7 SMS SUCCESS RATE



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.

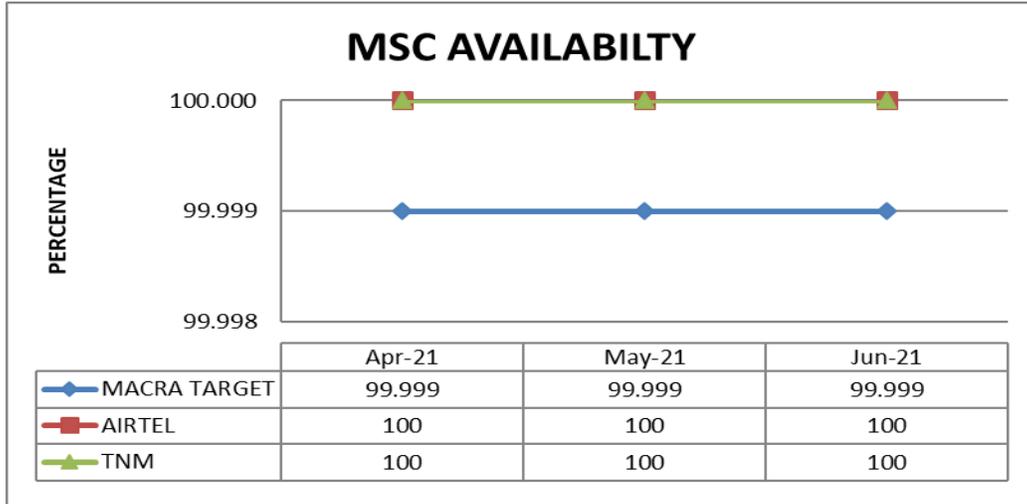
## 2.8 TRUNK CONGESTION



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.

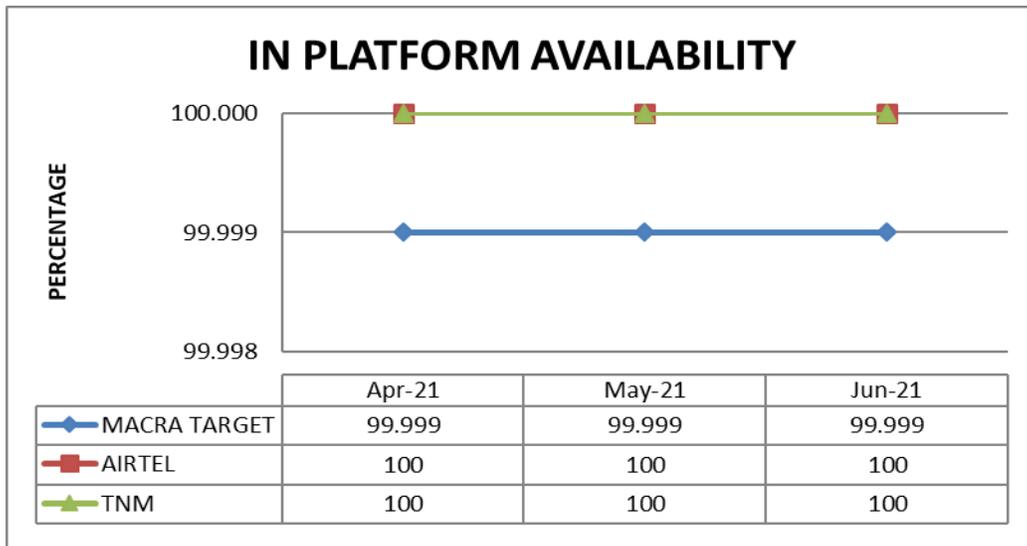
## 2.9 MOBILE SWITCHING CENTRE (MSC) AVAILABILITY



*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.

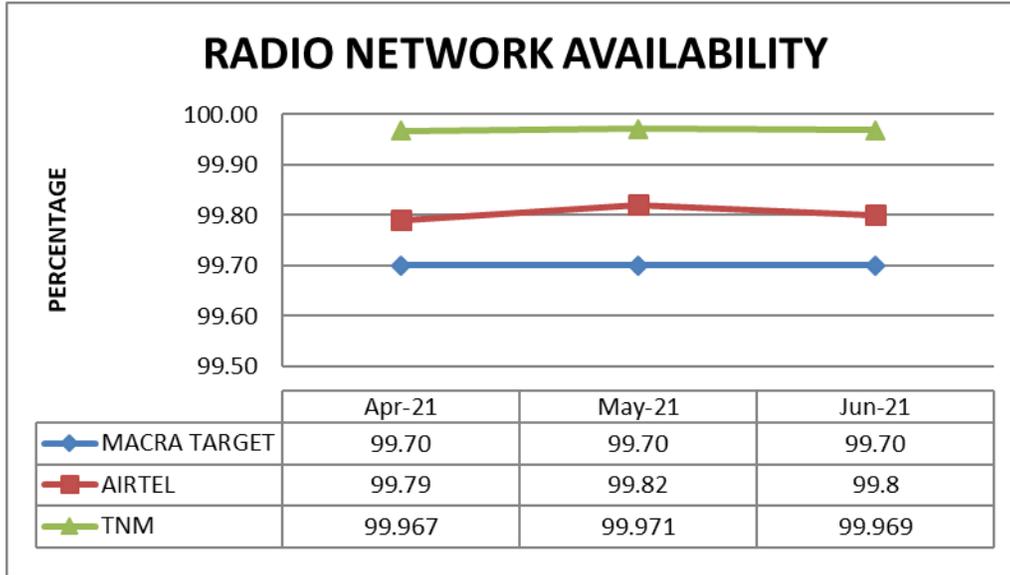
## 2.10 IN PLATFORM AVAILABILITY



*Graph 10 Showing IN Platform availability*

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

## 2.11 RADIO NETWORK AVAILABILITY



*Graph 11 Showing Radio Network Availability*

**NOTE:** TNM and Airtel managed to meet the target for the whole period under review 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.