



SECOND QUARTER QUALITY OF SERVICE REPORT (APRIL - JUNE 2021)

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 Second Quarter (April – June 2021) 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.org.mw.

The audit covered telecommunications, broadcasting, and postal and courier services.

2.0 TELECOMMUNICATIONS

Access Communications Limited (ACL), 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 | April | | May | | June | |
|--------------------------------------|--------------|---------|--------|---------|--------|--------|--------|
| | | 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 | 99.790 | 99.967 | 99.820 | 99.971 | 99.800 | 99.969 |
| Call Setup Success Rate | 98,000 | 98.910 | 99.620 | 98.570 | 99.535 | 99.190 | 99.640 |
| SDCCH Cong RT | 0,500 | 0.220 | 0.140 | 0.300 | 0.230 | 0.240 | 0.105 |
| TCH Cong RT | 2,000 | 0.420 | 0.080 | 0.640 | 0.080 | 0.350 | 0.090 |
| Call Drop Rate | 2,000 | 0.370 | 0.560 | 0.330 | 0.550 | 0.280 | 0.540 |
| Trunk Congestion | 2,000 | 0.000 | 0.003 | 0.000 | 0.002 | 0.000 | 0.005 |
| GPRS Context Activation Success Rate | 90,000 | 99.580 | 97.509 | 99.760 | 99.483 | 99.620 | 97.762 |
| SMS Success Rate (MO) | 90,000 | 97.660 | 99.570 | 97.540 | 99.350 | 98.930 | 99.110 |
| Handover Success Rate | 95,000 | 96.430 | 96.995 | 96.470 | 96.700 | 96.550 | 96.995 |

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.

Both Operators TNM and Airtel managed to meet all the targets during the period under review.

2.2 Malawi Telecommunications Limited

| KPI | DESCRIPTION | MACRA TARGET | April | May | June |
|----------------------|---------------------|--------------|--------|--------|--------|
| Call Failure Rate | Local Calls | 2% | 0.09% | 0.00% | 0.08% |
| | Long Distance | 6% | 0.21% | 0.02% | 0.14% |
| | Network to Network | 7% | 0.00% | 0.05% | 0.00% |
| | International Calls | 7% | 3.80% | 0.00% | 3.80% |
| Dial Tone Rate | No Dial Tone Delay | 99% | 100% | 100% | 100% |
| Fault Clearance Rate | Within 48 Hours | 80% | 46.32% | 54.71% | 71.73% |
| | Within 7 Days | 99% | 48.98% | 60.00% | 77.26% |
| Connection Rate | Within 28 Days | 90% | 100% | 100% | 100% |
| | Within 120 Days | 96% | 100% | 100% | 100% |

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

In this Q2 of 2021 MTL managed to meet all the **Call failure rate**, **Dial Tone Rate** and **Connection Rate** targets.

With regards to **Fault Clearance Rate**, MTL failed to meet the targets during the whole period under review.

2.3 Access Communications Limited

| KPI | MACRA TARGET | April | May | June |
|--------------------------------------|--------------|--------|--------|--------|
| MSC Availability | 99.999 | 100 | 100 | 100 |
| IN Availability | 99.999 | 100 | 100 | 100 |
| Radio Availability | 99.8 | 99.960 | 99.94 | 99.95 |
| Call Setup Success Rate | 98 | 99.67 | 99.675 | 99.341 |
| 1X Packet Call Setup Success Rate | 90 | 97.737 | 97.789 | 77.723 |
| TCH Congestion Rate | 2 | 0.005 | 0.004 | 0.005 |
| Call Drop Rate | 3 | 0.618 | 0.410 | 0.765 |
| Trunk Congestion | 2 | 0.093 | 0.067 | 0.067 |
| EVDO Context Activation Success Rate | 90 | 97.555 | 97.733 | 92.962 |
| SMS Success Rate (MO) | 90 | 73.102 | 84.719 | 87.396 |
| SMS Success Rate (MT) | 90 | 83.076 | 82.939 | 81.950 |
| Handover Success Rate | 90 | 99.586 | 99.774 | 99.351 |

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

During this Q2 2021, ACL failed to meet MACRA's target for both **SMS Success Rate (MO)** and **SMS Success Rate (MT)** during the whole period under review.