



MTL QUALITY OF SERVICE REPORT FOR QUARTER TWO (Q2) 2021

1 INTRODUCTION

The Quarter Two (Q2) Quality of Service report shows the performance of MTL against the required Key Performance Indicator (KPI) targets in the months of April, May and June 2021.

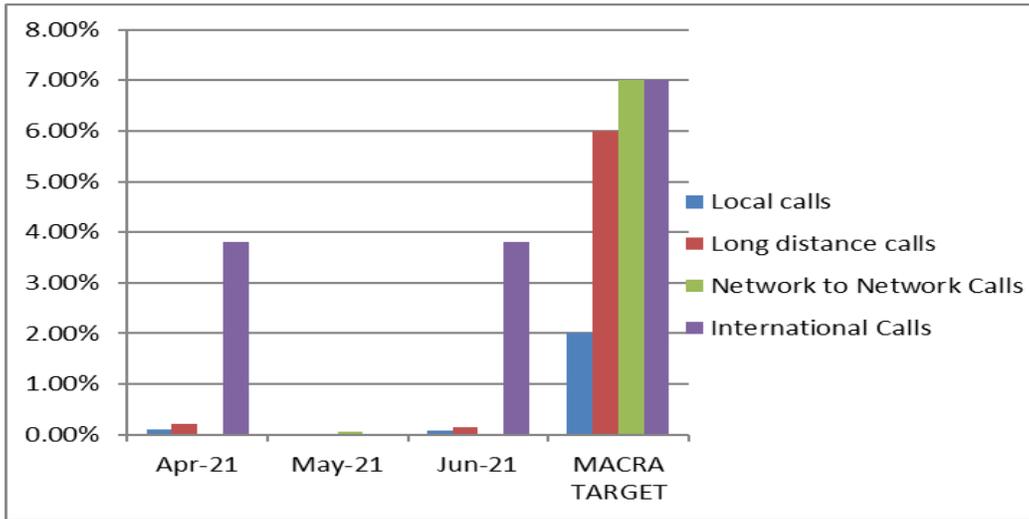
All the graphs in this report were plotted using already analysed data which was submitted by Malawi Telecommunications Limited.

2 KEY PERFORMANCE INDICATORS

The major Key Performance indicators (KPIs) under consideration in this quarterly report are:

- Call failure rate
- Dial tone rate
- Fault Clearance Rate
- Connection Rate

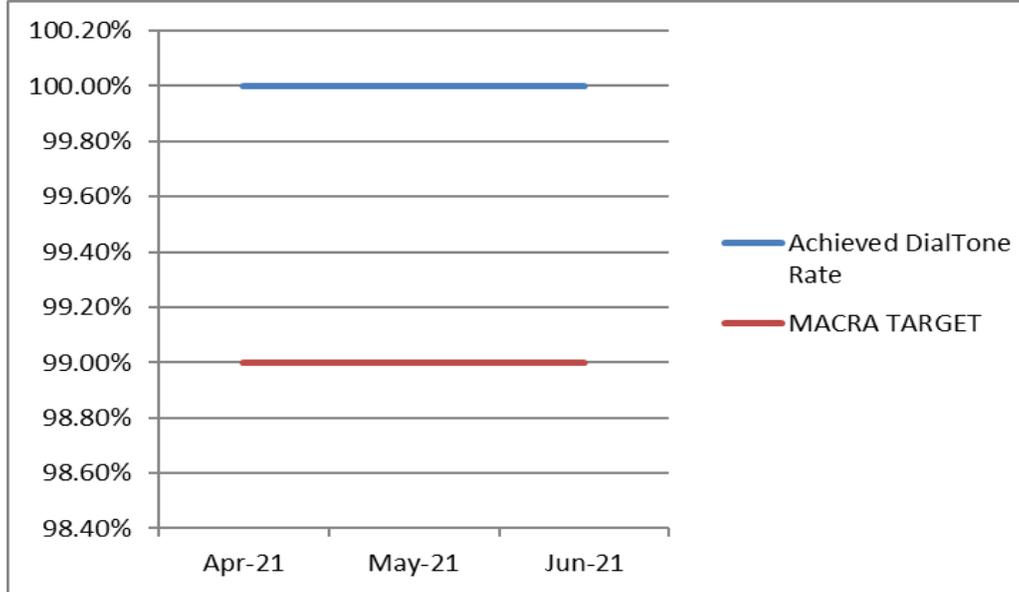
2.1 CALL FAILURE RATE



Graph 1: Achieved Call Failure Rate vs. Target Call Failure Rate

NOTE: In this Q2 2021 MTL managed to meet the target during the whole period under review as shown in graph 1 above.

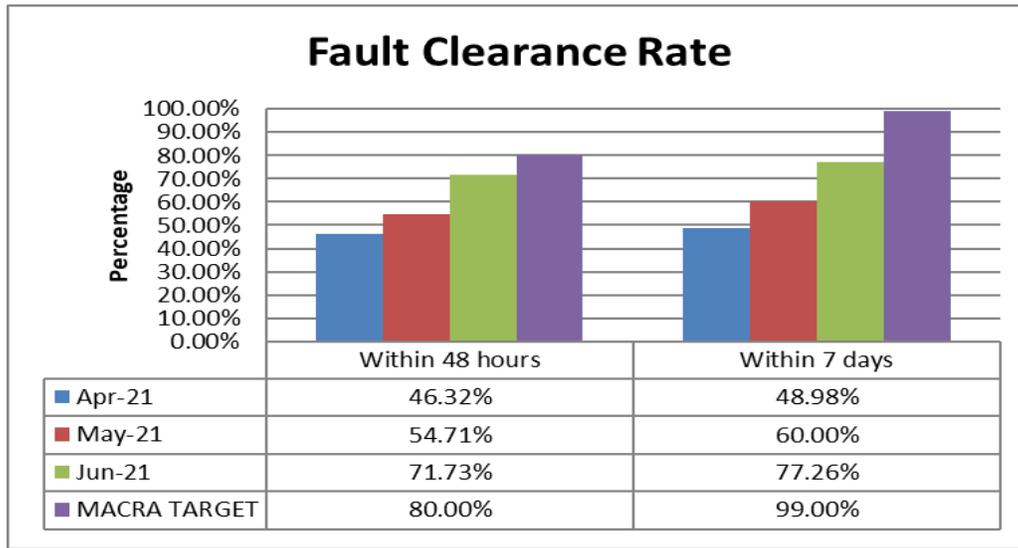
2.2 DIAL TONE RATE



Graph 2: Achieved Dial Tone Rate vs. Target Dial Tone Rate

NOTE: For modern day digital switches, the delay factor in the dial tone rate is almost negligible as evidenced by the fact that MTL beat the target of 99% in all the months under review as shown in the graph above.

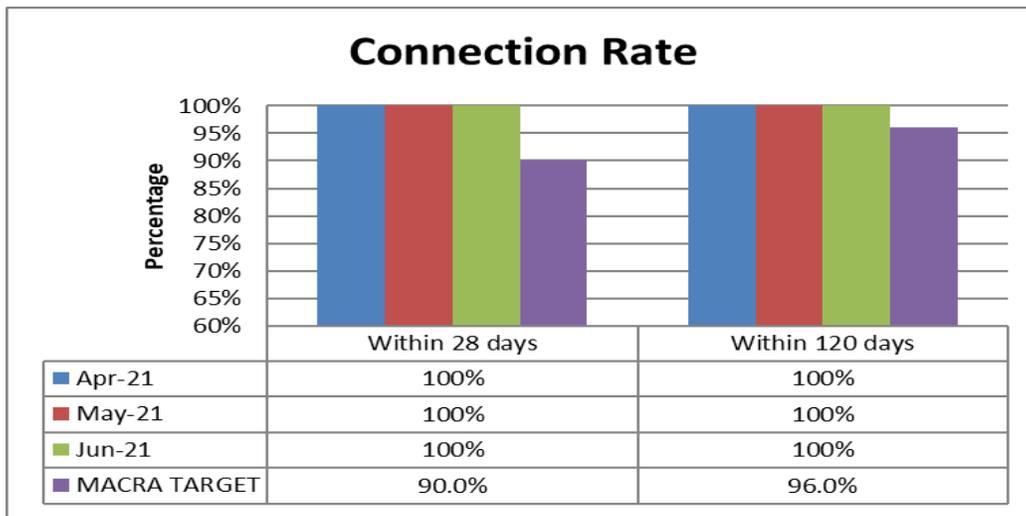
2.3 FAULT CLEARANCE RATE



Graph 3: Achieved Fault Clearance Rate vs. Target Fault Clearance Rate within 48 hours and within 7 days of fault reporting.

NOTE: As seen in the graph 3 above, MTL failed to meet the target for both '*Within 48 hours*' and '*Within 7 days*' for the period under review.

2.4 CONNECTION RATE



Graph 4: Achieved Connection Rate vs. Target Connection Rate within 28 days and 120 days after application for service.

NOTES: As seen in Graph 4 above, MTL managed to meet the targets for both '*Within 28 days*' and '*Within 120 days*' for the whole period under review.

3 CONCLUSION

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

MTL needs to make more significant improvement in the **Fault Clearance Rate** KPIs which was not achieved under this quarter Q2 of 2021.