



MACRA

Communication Services for a Digitally Transformed Nation

THIRD QUARTER QUALITY OF SERVICE REPORT (JULY - SEPTEMBER 2022)

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 an audit of ICT operators for the Third Quarter (July – September 2022) 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	JULY		AUGUST		SEPTEMBER	
		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	99.530	99.932	99.540	99.931	98.610	99.802
Call Setup Success Rate	98,000	99.270	99.565	99.380	99.595	99.300	99.625
SDCCH Cong RT	0,500	0.280	0.135	0.270	0.140	0.400	0.145
TCH Cong RT	2,000	0.360	0.220	0.330	0.160	0.550	0.110
Call Drop Rate	2,000	0.360	0.410	0.340	0.390	0.350	0.360
Trunk Congestion	2,000	0.000	0.362	0.000	0.216	0.000	0.154
GPRS Context Activation Success Rate	90,000	99.800	98.170	99.710	98.840	99.730	99.390
SMS Success Rate (MO)	90,000	97.580	99.830	98.490	99.800	98.56	99.770
Handover Success Rate	95,000	96.760	97.555	96.830	97.785	96.790	97.745

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 **Radio Availability** target for the period under review.

2.2 MALAWI TELECOMMUNICATIONS LIMITED

KPI	Description	MACRA Target	JULY	AUGUST	SEPTEMBER
Call Failure Rate	Local Calls	2%	0.35%	0.31%	0.36%
	Long Distance	6%	0.90%	0.80%	0.95%
	Network to Network	7%	1.14%	1.10%	1.17%
	International Calls	7%	2.59%	2.52%	2.41%
Dial Tone Rate	No Dial Tone Delay	99%	100.00%	100.00%	100.00%
Fault Clearance Rate	Within 48 Hours	80%	78.64%	66.76%	79.27%
	Within 7 Days	99%	86.36%	88.01%	88.21%
Connection Rate	Within 28 Days	90%	0.00%	100.00%	0.00%
	Within 120 Days	96%	0.00%	100.00%	0.00%

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

In this Q3 of 2022, MTL managed to meet all the **Call failure rate**, **Dial Tone Rate** and **Connection Rate** targets. It is worth noting that for the **Connection Rate** target, there was no connection activity that was done during the months of July and September.

With regards to the **Fault Clearance Rate**, MTL failed to meet the target for **‘Within 48 Hours’** and **‘Within 7 Days’** during the whole period under review.