



# MACRA

Communication Services for a Digitally Transformed Nation

## SECOND QUARTER QUALITY OF SERVICE REPORT (APRIL - JUNE 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 Second Quarter (April – June 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](http://www.macra.mw).

### 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	99.560	99.898	99.470	99.926	99.550	99.937
Call Setup Success Rate	98,000	99.410	99.655	99.240	99.600	99.330	99.505
SDCCH Cong RT	0,500	0.200	0.115	0.390	0.160	0.270	0.185
TCH Cong RT	2,000	0.120	0.090	0.270	0.110	0.310	0.230
Call Drop Rate	2,000	0.350	0.500	0.350	0.490	0.340	0.460
Trunk Congestion	2,000	0.000	0.254	0.000	0.480	0.000	0.496
GPRS Context Activation Success Rate	90,000	99.470	98.100	99.680	95.460	99.690	95.970
SMS Success Rate (MO)	90,000	97.255	99.760	97.420	99.820	98.930	99.820
Handover Success Rate	95,000	97.050	97.740	97.080	97.535	96.980	97.510

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	APRIL	MAY	JUNE
Call Failure Rate	Local Calls	2%	0.09%	0.40%	0.39%
	Long Distance	6%	0.21%	1.07%	1.02%
	Network to Network	7%	0.79%	1.24%	1.22%
	International Calls	7%	3.80%	2.88%	2.63%
Dial Tone Rate	No Dial Tone Delay	99%	100.00%	100.00%	100.00%
Fault Clearance Rate	Within 48 Hours	80%	70.86%	71.61%	85.71%
	Within 7 Days	99%	85.25%	95.48%	94.47%
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 Q2 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 April and June.

With regards to the **Fault Clearance Rate**, MTL failed to meet the target for **'Within 7 Days'** during the whole period under review. Furthermore, MTL failed to meet **'Within 48 Hours'** target during the months of April and May for the whole period under review. During this Q1 2022, ACL failed to meet MACRA's target for both **SMS Success Rate (MO)** and **SMS Success Rate (MT)** for the whole period under review.