



MACRA

Communication Services for a Digitally Transformed Nation

FIRST QUARTER QUALITY OF SERVICE REPORT (JANUARY - MARCH 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 First Quarter (January – March 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

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	JANUARY		FEBRUARY		MARCH	
		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	98.800	99.916	99.390	99.892	99.630	99.918
Call Setup Success Rate	98,000	99.400	99.610	99.520	99.670	99.390	99.670
SDCCH Cong RT	0,500	0.410	0.205	0.180	0.175	0.220	0.185
TCH Cong RT	2,000	0.130	0.120	0.090	0.060	0.110	0.070
Call Drop Rate	2,000	0.310	0.470	0.330	0.460	0.340	0.470
Trunk Congestion	2,000	0.000	0.009	0.000	0.184	0.000	0.232
GPRS Context Activation Success Rate	90,000	99.480	98.180	99.240	96.980	99.190	97.500
SMS Success Rate (MO)	90,000	97.190	99.720	97.510	99.790	98.930	99.820
Handover Success Rate	95,000	97.140	97.750	97.040	97.860	97.090	97.855

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

2.2 MALAWI TELECOMMUNICATIONS LIMITED

KPI	Description	MACRA Target	JANUARY	FEBRUARY	March
Call Failure Rate	Local Calls	2%	0.48%	0.54%	0.54%
	Long Distance	6%	1.29%	1.48%	1.48%
	Network to Network	7%	1.31%	1.52%	1.52%
	International Calls	7%	2.62%	2.47%	2.47%
Dial Tone Rate	No Dial Tone Delay	99%	100.00%	100.00%	100.00%
Fault Clearance Rate	Within 48 Hours	80%	87.00%	79.65%	84.42%
	Within 7 Days	99%	88.45%	83.55%	90.26%
Connection Rate	Within 28 Days	90%	100.00%	100.00%	100.00%
	Within 120 Days	96%	100.00%	100.00%	100.00%

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

In this Q1 of 2022, MTL managed to meet all the **Call failure rate, Dial Tone Rate** and **Connection Rate** targets.

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 month of February for the whole period under review.

2.3 ACCESS COMMUNICATIONS LIMITED

KPI	MACRA Target	JANUARY	FEBRUARY	MARCH
MSC Availability	99.999	100	100	100
IN Availability	99.999	100	100	100
Radio Availability	99.8	99.970	100	99.94
Call Setup Success Rate	98	99.54	99.103	99.432
1X Packet Call Setup Success Rate	90	95.194	94.382	95.427
TCH Congestion Rate	2	0.000	0.000	0.000
Call Drop Rate	3	0.689	0.752	0.770
Trunk Congestion	2	0.068	0.088	0.086
EVDO Context Activation Success Rate	90	95.780	95.512	96.307
SMS Success Rate (MO)	90	62.553	82.067	84.719
SMS Success Rate (MT)	90	83.349	79.067	82.939
Handover Success Rate	90	99.260	99.336	99.562

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

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.