



IMPROVING QUALITY OF SERVICE FOR MOBILE NETWORK SERVICES IN MALAWI

The Malawi Communications Regulatory Authority (MACRA) is responsible for regulating and monitoring communication services in Malawi. They aim to provide reliable and sufficient services while prioritizing transparency, certainty, market orientation, efficiency, and consumer satisfaction.

The Authority is concerned about the declining Quality of Service (QoS) for voice calls and mobile data services in Malawi. To address this, MACRA will collaborate with an expert from the International Telecommunication Union (ITU) under the “Better QoS for Malawi Project”. The ITU expert specializes in Telecommunication QoS (Quality of Service) and will guide the efforts to improve mobile network services in Malawi. The project will run from August 25th, 2023 to February 25th, 2024.

The Better QoS for Malawi project aims to:

- Assess the current state of mobile network services in terms of QoS parameters.
- Identify areas that require improvement to enhance the user experience.
- Collaborate with local stakeholders and mobile network operators to implement targeted strategies; and
- implement solutions that will lead to measurable and sustainable improvements in QoS.

We believe that this Project will significantly enhance the quality of mobile network services and better overall user satisfaction.

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