



## **2018 QUARTER FOUR (Q4) QUALITY OF SERVICE REPORT FOR ACCESS COMMUNICATIONS LIMITED (ACL)**

### **1. INTRODUCTION**

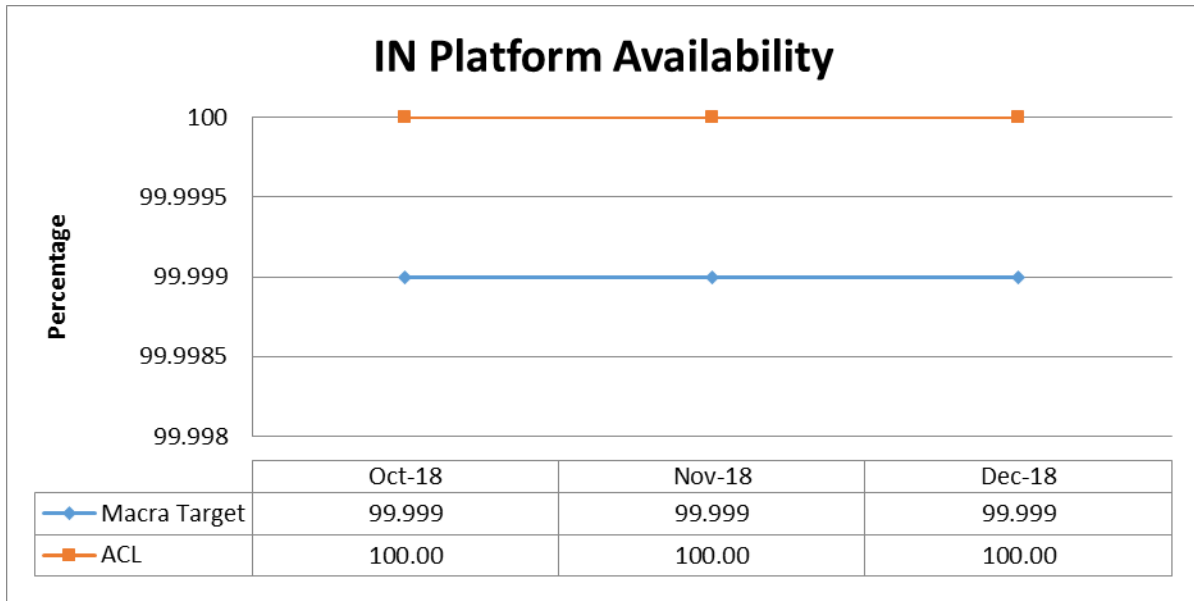
This report is an analysis of quarter four (October, November and December, 2018) Quality of Service (QoS) Performance for Access Communications Limited.

The report focuses on eleven (11) Key Performance Indicators: IN Platform Availability, Call Setup Success Rate, EVDO Context Activation Success Rate, Call Drop Rate, Handover Success Rate, Traffic Channel Congestion, Trunk Congestion, 1X Packet Call Setup Success Rate, Radio Availability, MSC Availability and SMS success rate.

***The report highlights the QoS Performance as per the already analysed data that was submitted by Access Communications Limited (ACL). It must be noted that currently MACRA does not have proper tools to independently verify what has been submitted by an operator. However, the Authority will be capable of verifying this data once the CIRMS has been rolled out.***

## 2. KEY PERFORMANCE INDICATORS

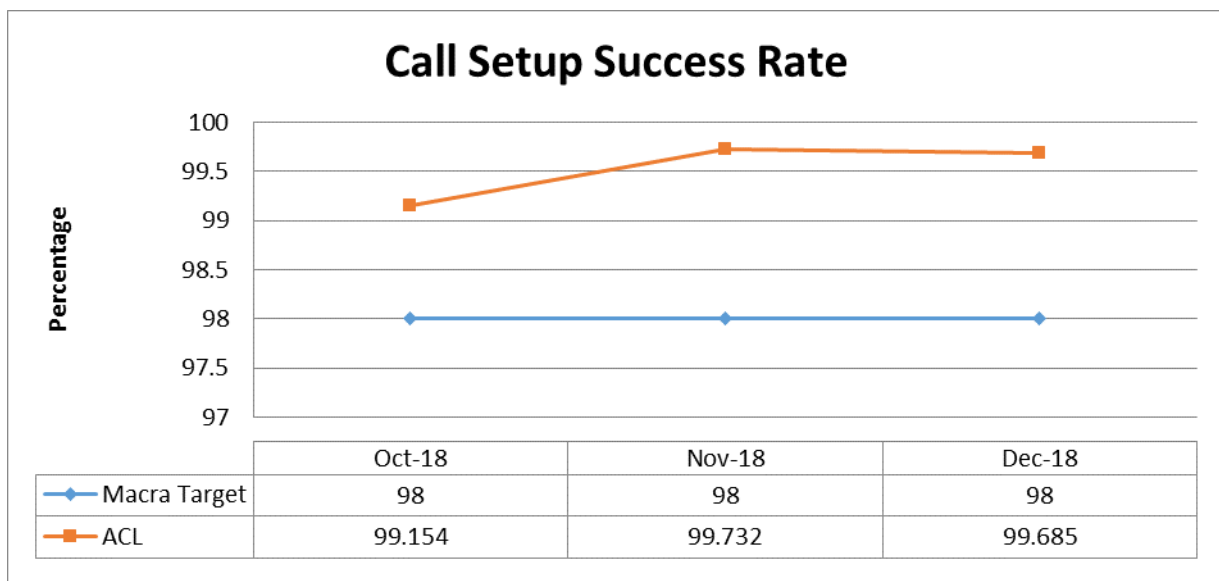
### 2.1 IN PLATFORM AVAILABILITY



*Graph 1 showing IN Platform Availability*

**NOTE:** ACL managed to meet MACRA’s targets during the period under review as shown in the graph above.

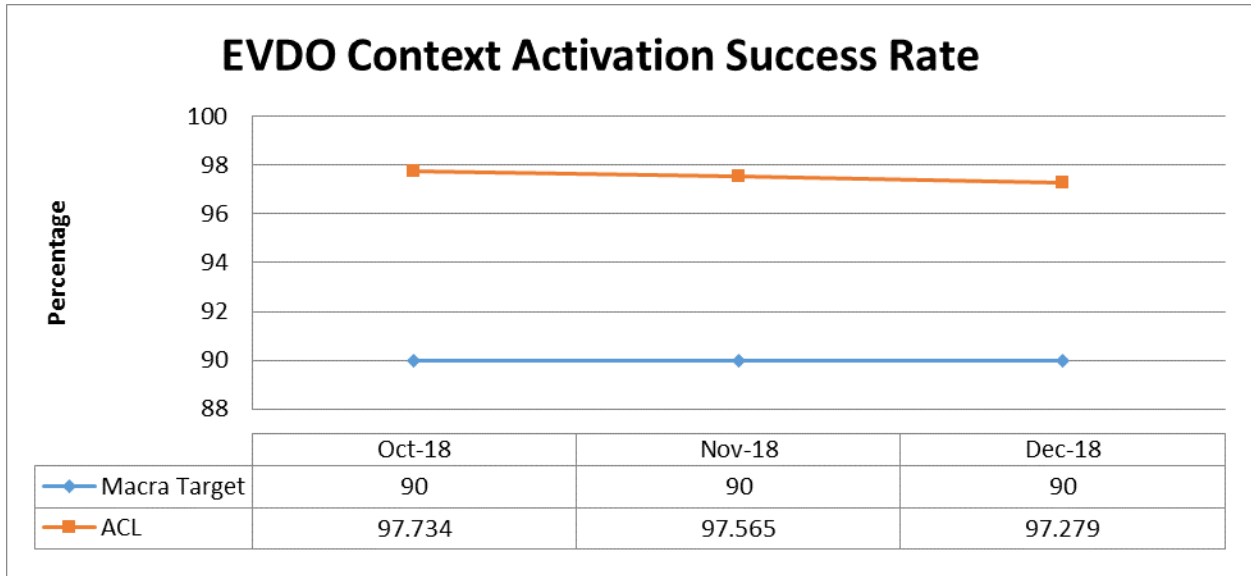
### 2.2 CALL SET UP SUCCESS RATE



*Graph 2 Showing Call Setup Success Rate*

**NOTE:** ACL managed to meet MACRA’s targets during the period under review as shown in the graph above.

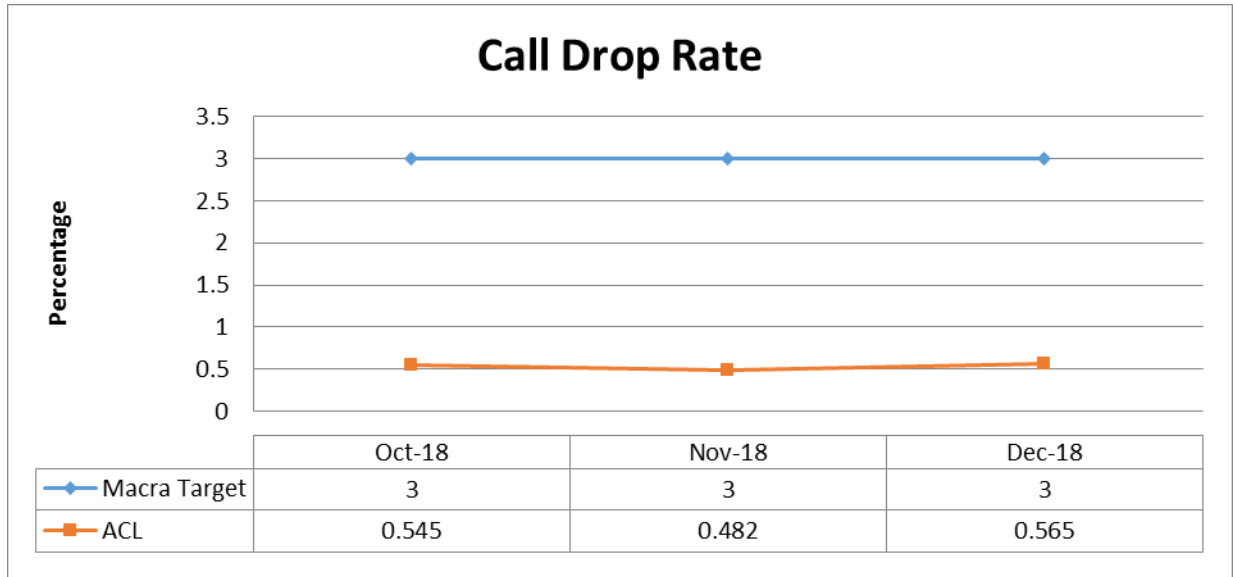
**2.3 EVDO CONTEXT ACTIVATION SUCCESS RATE**



*Graph 3 Showing EVDO Context Activation Success Rate*

**NOTE:** ACL managed to meet MACRA’s targets during the period under review as shown in the graph above.

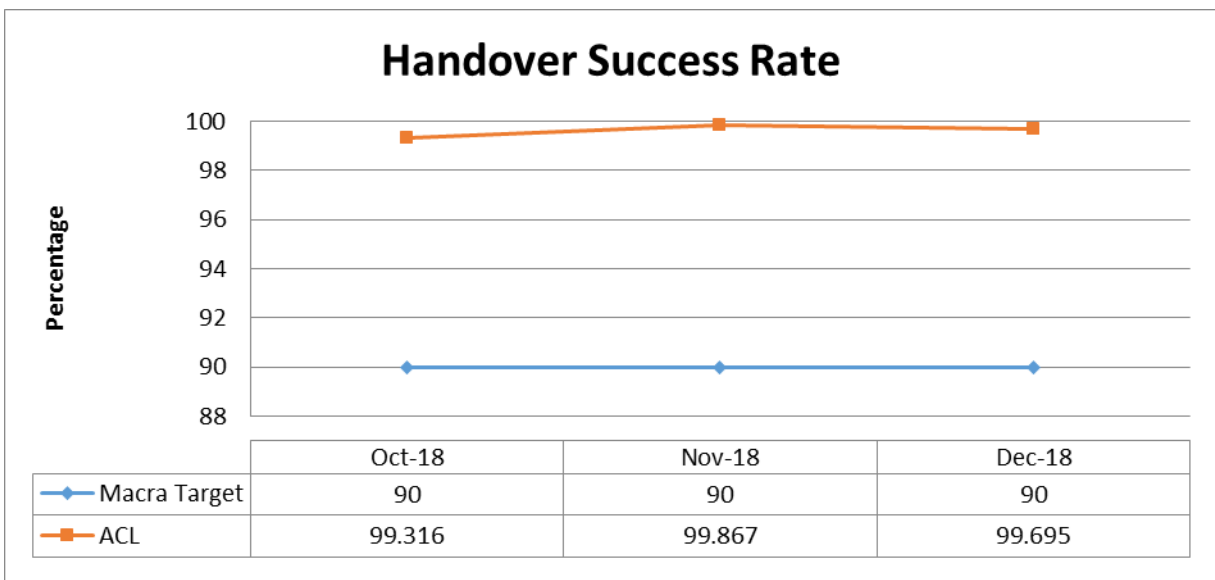
## 2.4 CALL DROP RATE (CDR)



*Graph 4 Showing Call Drop Rate*

**NOTE:** ACL managed to meet MACRA’s targets during the period under review as shown in the graph above.

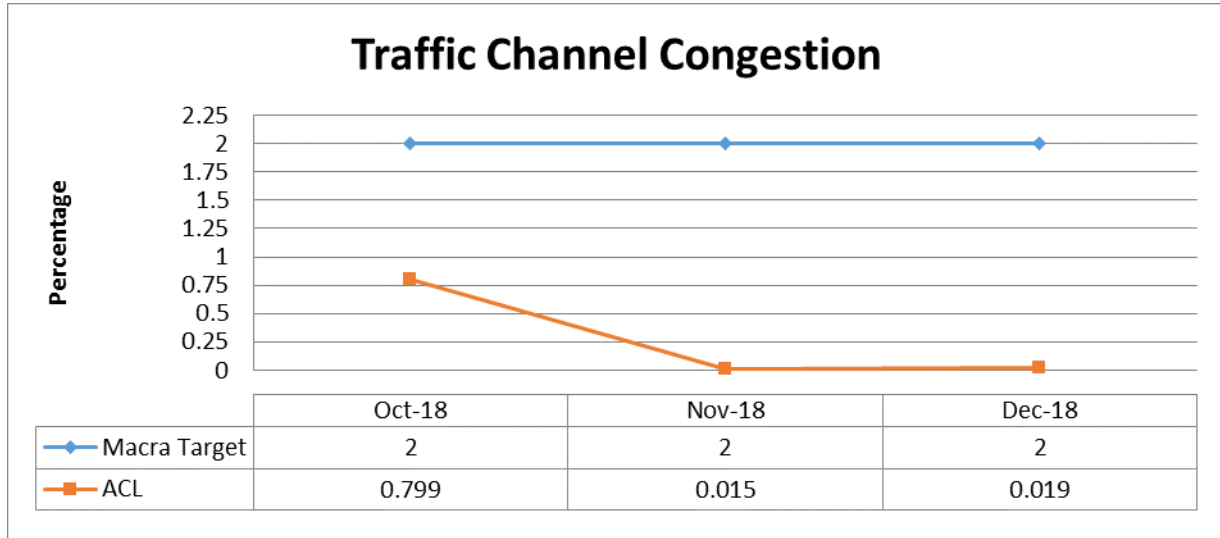
## 2.5 HANDOVER SUCCESS RATE



*Graph 5 Showing Soft Handover Success Rate*

**NOTE:** ACL managed to meet MACRA’s target during the period under review as shown in the graph above.

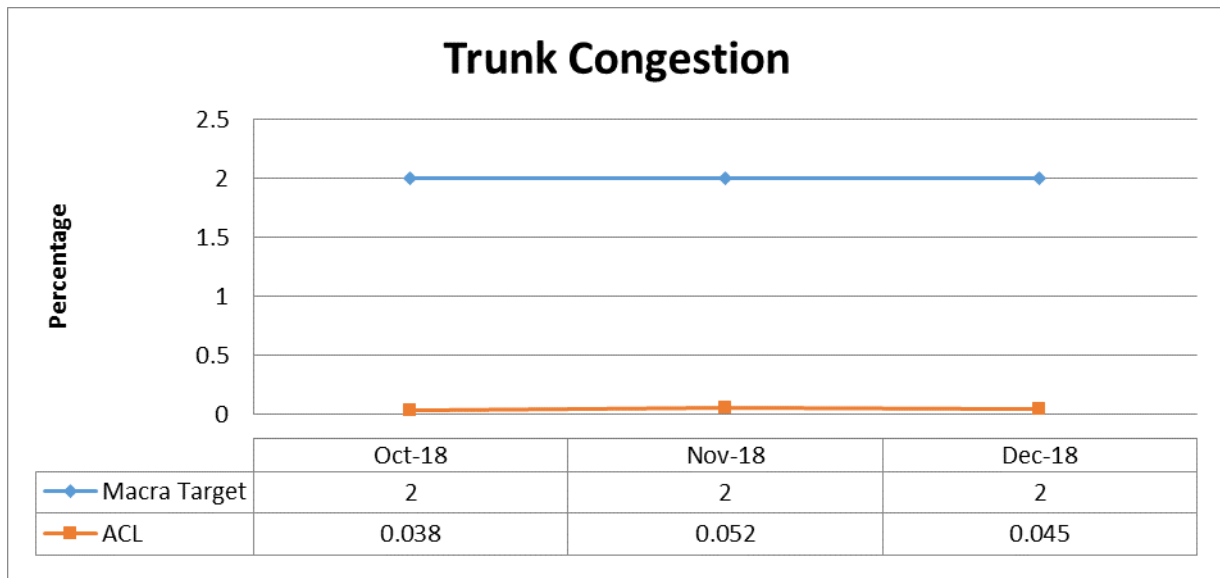
**2.6 TRAFFIC CHANNEL CONGESTION**



*Graph 6 Showing Traffic Channel Congestion*

**NOTE:** ACL managed to meet MACRA’s targets during the period under review as shown in the graph above.

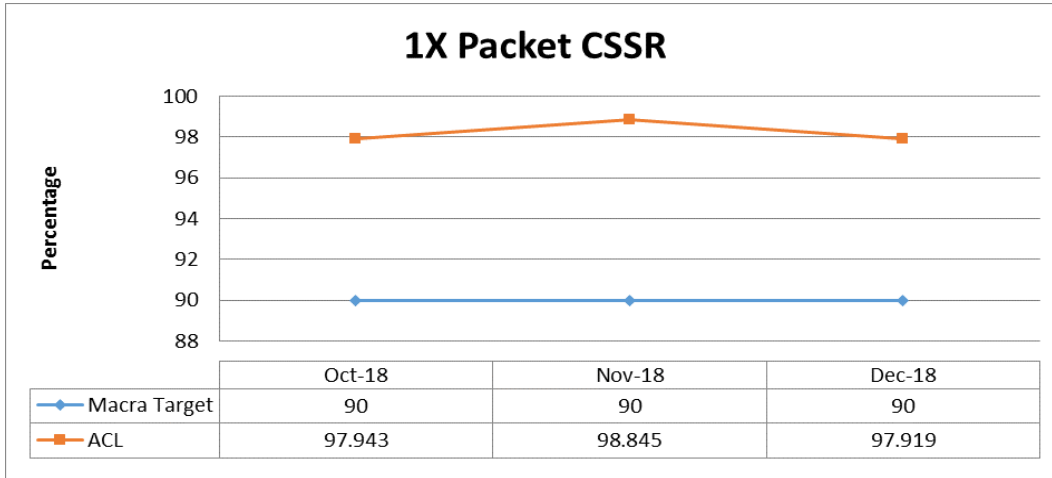
**2.7 TRUNK CONGESTION**



*Graph 7 Showing Trunk Congestion*

**NOTE:** ACL managed to meet MACRA’s targets during the period under review as shown in the graph above.

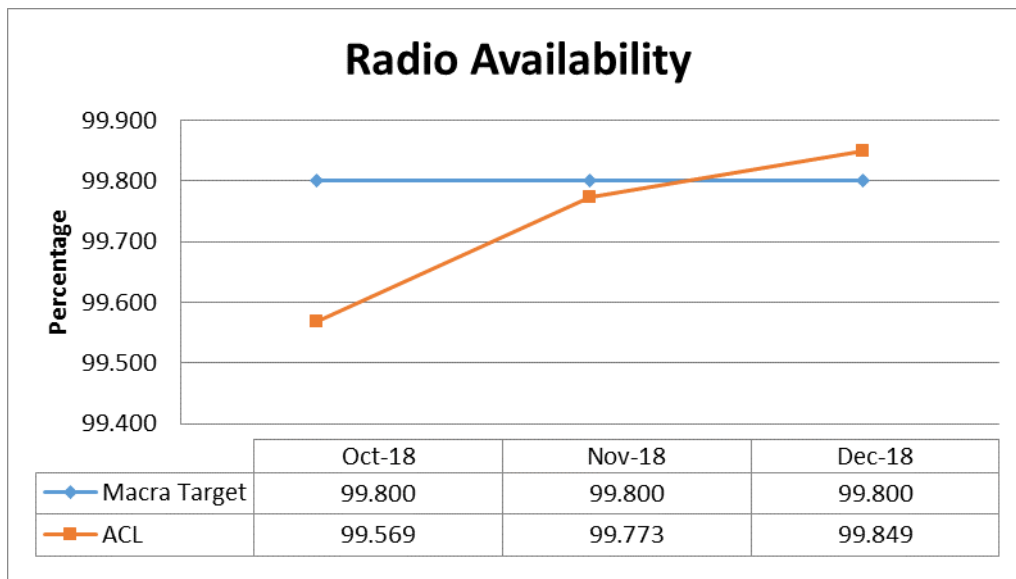
### 2.8 1X PACKET CALL SET UP SUCCESS RATE



*Graph 8 Showing 1x Packet Call Set up Success Rate*

**NOTE:** ACL managed to meet MACRA’s targets during the period under review as shown in the graph above.

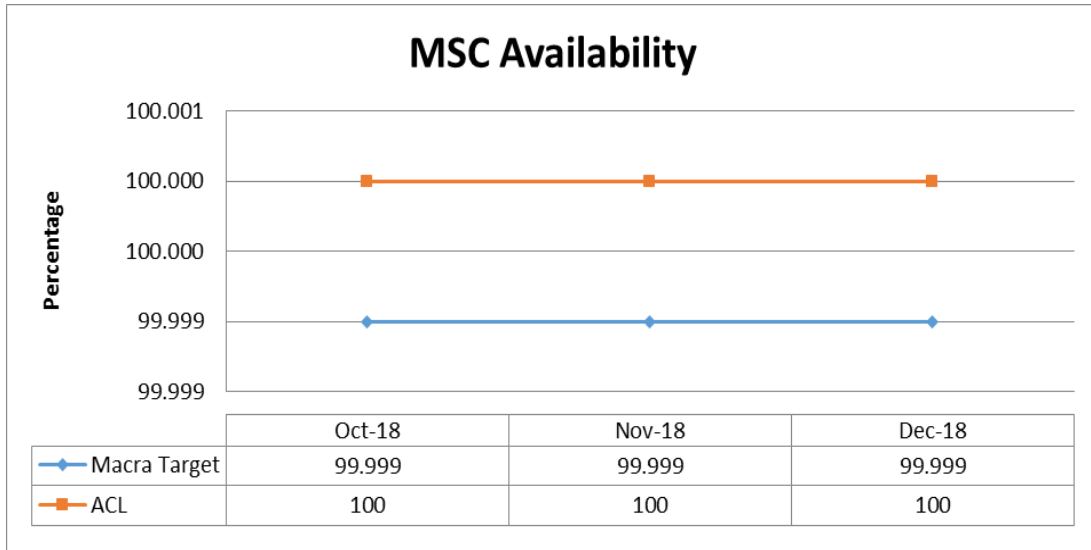
### 2.9 RADIO AVAILABILITY



*Graph 9 Showing Radio Network Availability*

**NOTE:** ACL managed to meet MACRA’s target during the month of December but failed to meet the target in the month of October and November for the period under review as shown in the graph above.

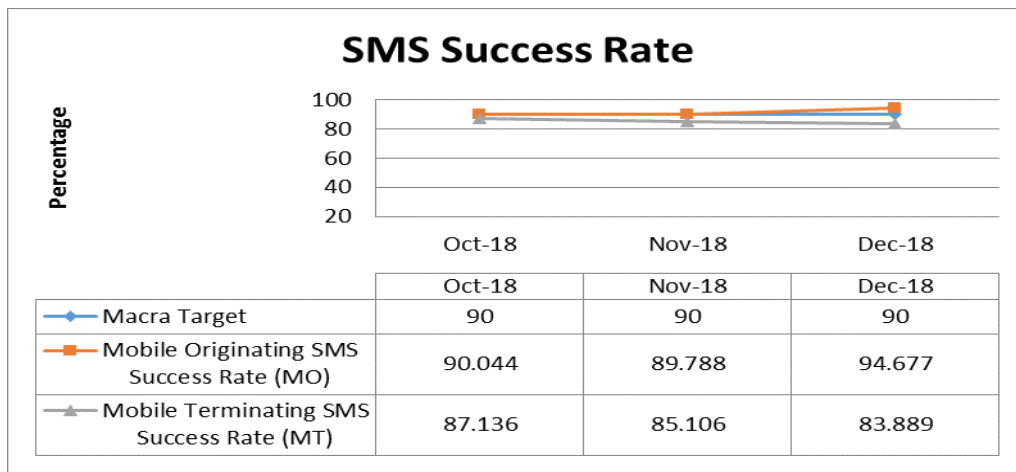
## 2.10 MSC AVAILABILITY



*Graph 10 Showing MSC Availability*

**NOTE:** ACL managed to meet MACRA’s target during the period under review as shown in the graph above.

## 2.11 SMS SUCCESS RATE



*Graph 11 Showing SMS Success Rate*

**NOTE:** From the graph above, it can be seen that ACL managed to meet MACRA's target for **Mobile Originating SMS Success Rate(MO)** during the month of October and December but failed to meet the target in the month of November. As regards to **Mobile Terminating SMS Success Rate (MT)** Airtel failed to meet the target for the whole period under review.

### **3. CONCLUSION**

ACL needs to be commended for all the key performance indicators targets it managed to meet within the quarter under review.

ACL needs to improve on Radio Availability and SMS Success Rate as its performance in these Key Performance Indicators were below acceptable levels.