



MTL QUALITY OF SERVICE REPORT FOR QUARTER ONE (1) 2017

1 INTRODUCTION

The quarter One (Q1) Quality of Service report shows the performance of MTL against the required Key Performance Indicator (KPI) targets in the months of January, February and March 2017.

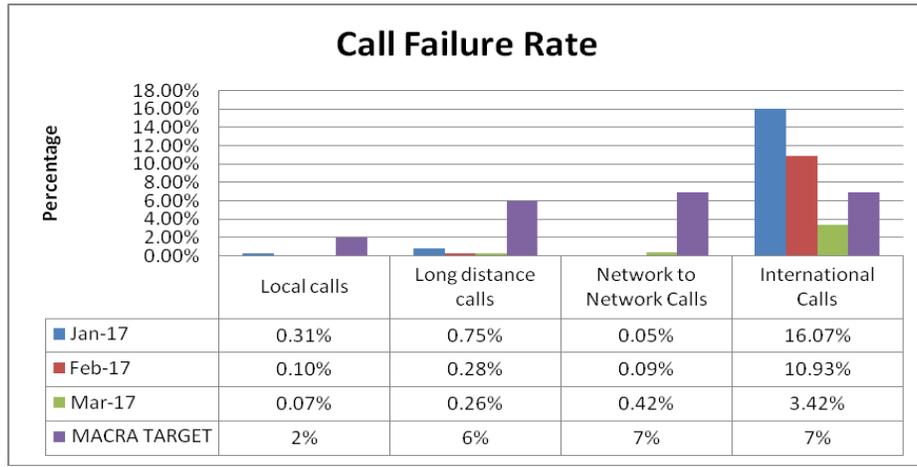
All the graphs in this report were plotted using already analysed data which was submitted by Malawi Telecommunications Limited. It must be noted that MACRA currently does not have proper tools to independently verify what has been submitted by an operator.

2 KEY PERFORMANCE INDICATORS

The major Key Performance indicators (KPIs) under consideration in this quarterly report are;

- Call failure rate
- Dial tone rate
- Fault Clearance Rate
- Connection Rate

2.1 CALL FAILURE RATE

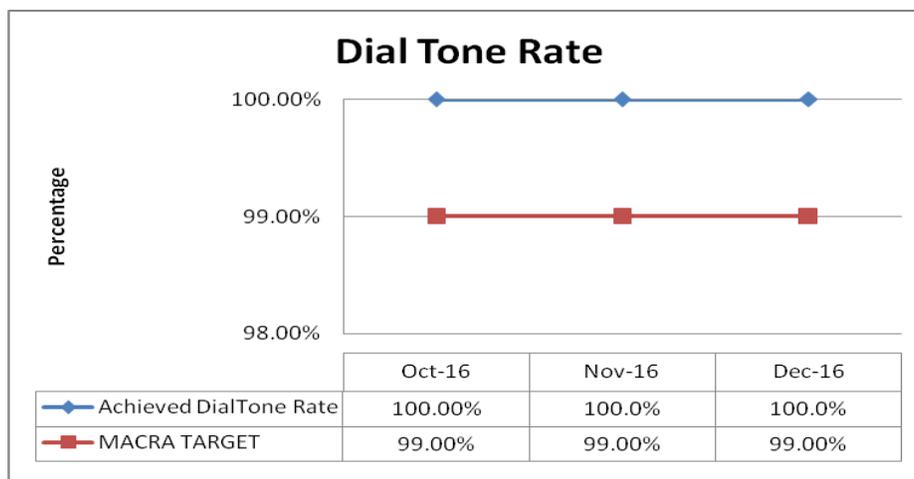


Graph 1: Achieved Call Failure Rate vs. Target Call Failure Rate

NOTE: In this Q1 2017 MTL has managed to meet some of the targets required as shown in graph 1 above:

In the graph above MTL has managed to meet targets for **Local calls**, **Long distance** and **Network to Network Calls**. This time around MTL has failed to meet the **International Calls** Rate. MTL's targets of 16.07% for January and 10.9% for February are way above the MACRA's 7% target requirement. The target requires that MTL be below or equal to Macra's 7% prescribed target.

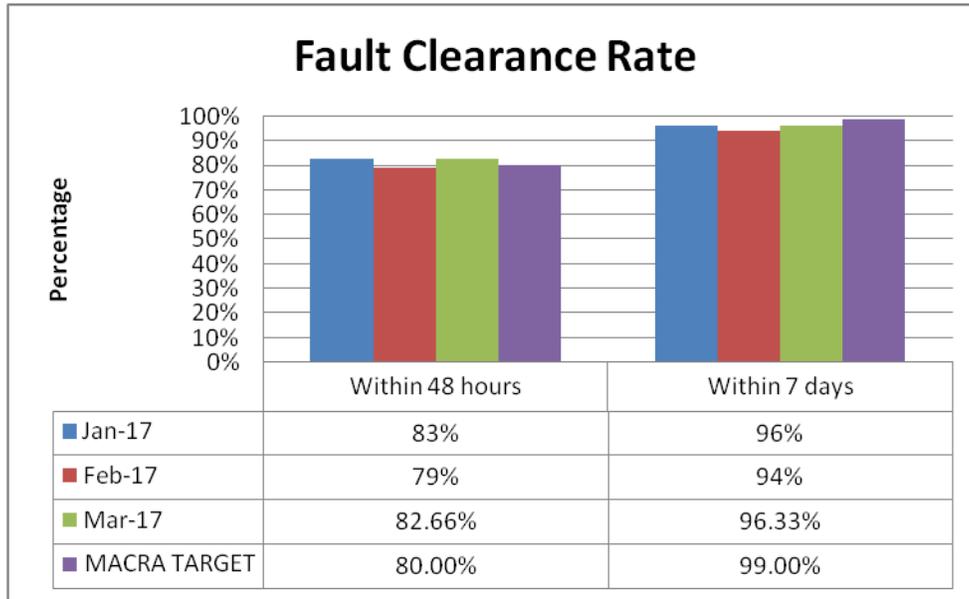
2.2 DIAL TONE RATE



Graph 2: Achieved Dial Tone Rate vs. Target Dial Tone Rate

NOTE: For modern day digital switches, the delay factor in the dial tone rate is almost negligible as evidenced by the fact that MTL beat the target of 99% in all the months under review as shown in the graph above.

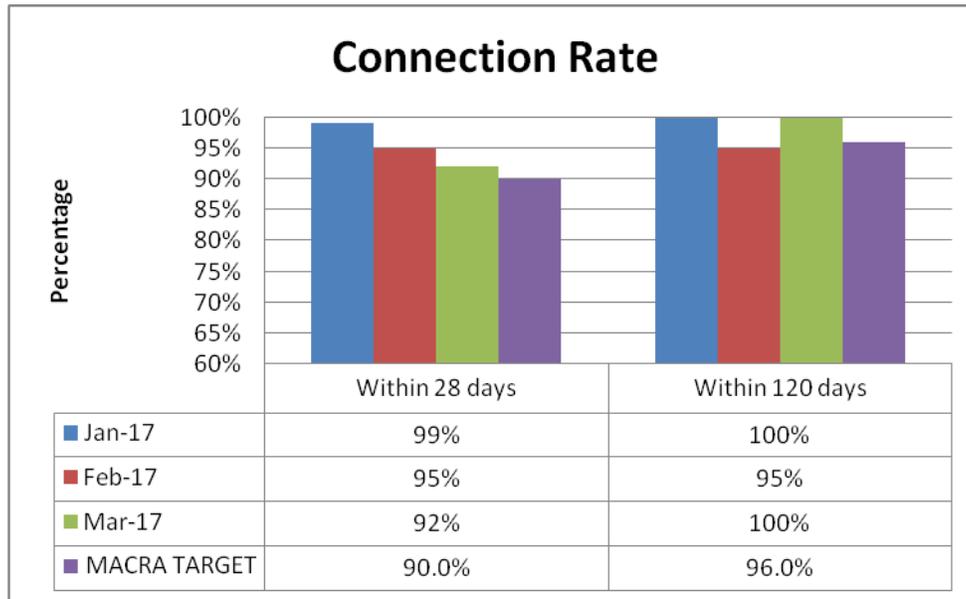
2.3 FAULT CLEARANCE RATE



Graph 3: Achieved Fault Clearance Rate vs. Target Fault Clearance Rate within 48 hours and within 7 days of fault reporting

NOTE: As seen in the graph 3 above, in the **within 48** hours fault clearance Rate, MTL performed very well in the months of January and March but failed in the Month of February as shown in the graph above. In the **within 7 days**, MT failed to meet the target in all the month of January, February and March.

2.4 CONNECTION RATE



Graph 4: Achieved Connection Rate vs. Target Connection Rate within 28 days and 120 days after application for service

NOTES: MTL managed to meet the target for connection rate for '**Within 28 days**' in all the three months of January, February and March under this period in review. However MTL failed to meet the **Within 120 days** targets in the month of February, as noticed in the graph 4 above. MTL has made some tremendous improvement on this target this time around compared to the last quarter four of 2016.

3 CONCLUSION

We are now in the 2017 first quarter, and we would like to commend MTL for making some significant improvement in most of the KPIs in the just ended year 2016. We hope the trend will now change for the better in certain KPIs which MTL did not perform well.

As analysed and published in the 2016 reports, failure margins in the targets of Q1, Q2, Q3 and Q4 of 2016, which were noted, most of them have this time around been achieved in Q1 2017.

As we continue the 2017 Quarters, MTL needs to make more significant improvement in the KPIs not achieved under this quarter Q1 2017. These are; **the International Call rate, the within 48 hours and within 7 days Fault Clearance Rates, and the Connection Rate within 120 Days.**