



MTL QUALITY OF SERVICE REPORT FOR QUARTER THREE (3) 2018

1 INTRODUCTION

The Quarter Three (Q3) Quality of Service report shows the performance of the Malawi Telecommunications Limited (MTL) against the required Key Performance Indicator (KPI) targets in the months of July, August and September 2018.

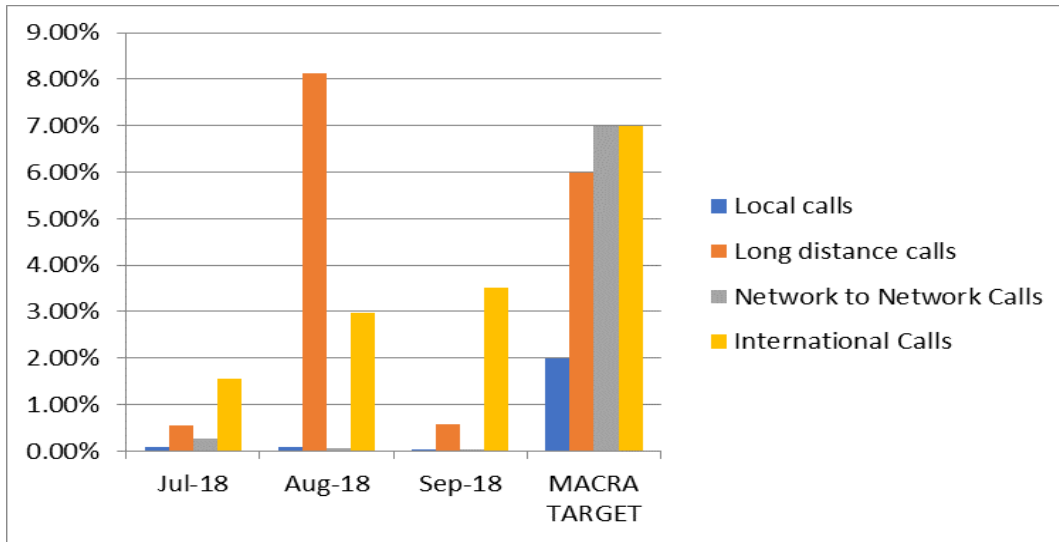
All the graphs in this report were plotted using already analysed data which was submitted by MTL. It must be noted that MACRA currently does not have proper tools to independently verify what has been submitted by an operator. However, the Authority will be capable of verifying this data once the CIRMS has been rolled out.

2 KEY PERFORMANCE INDICATORS

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

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

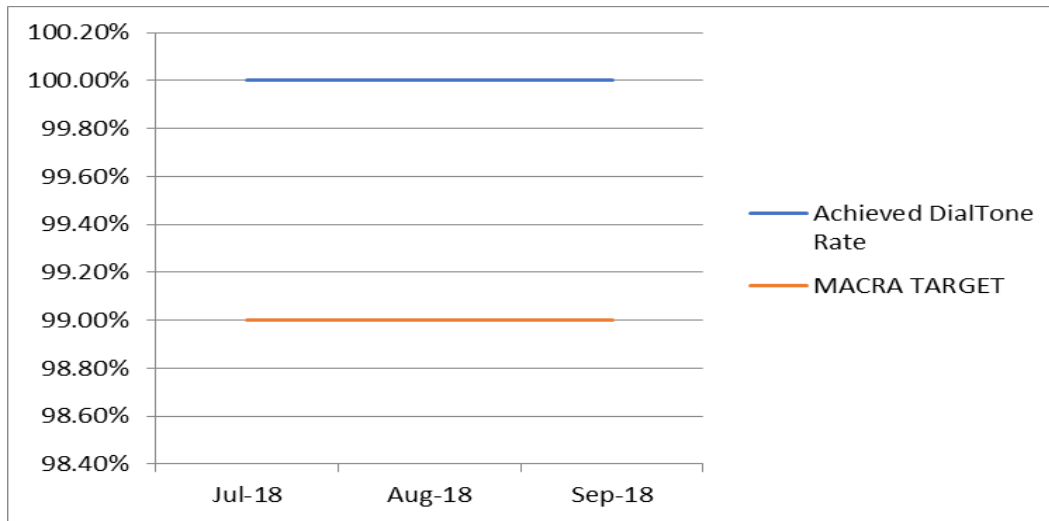
2.1 CALL FAILURE RATE



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

NOTE: In this Q3 2018 MTL has managed to meet the target during the period under review as shown in graph 1 above.

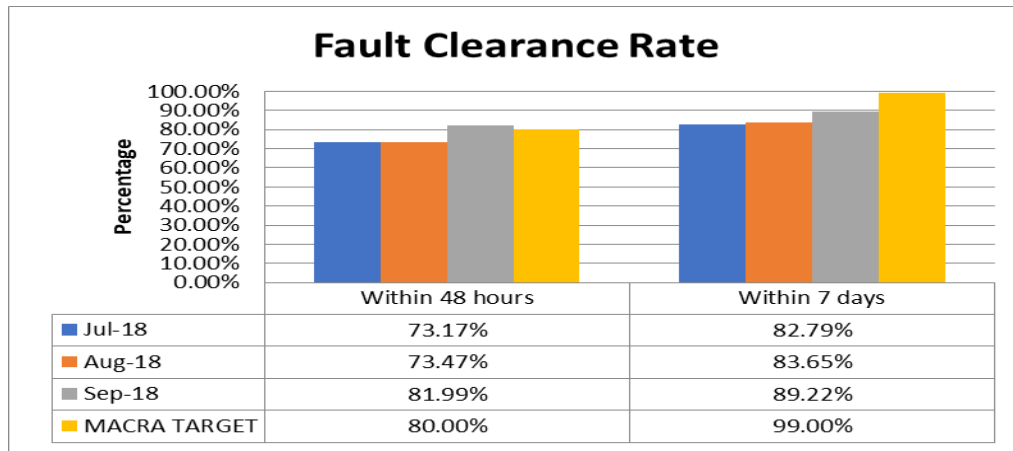
2.2 DIAL TONE RATE



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.

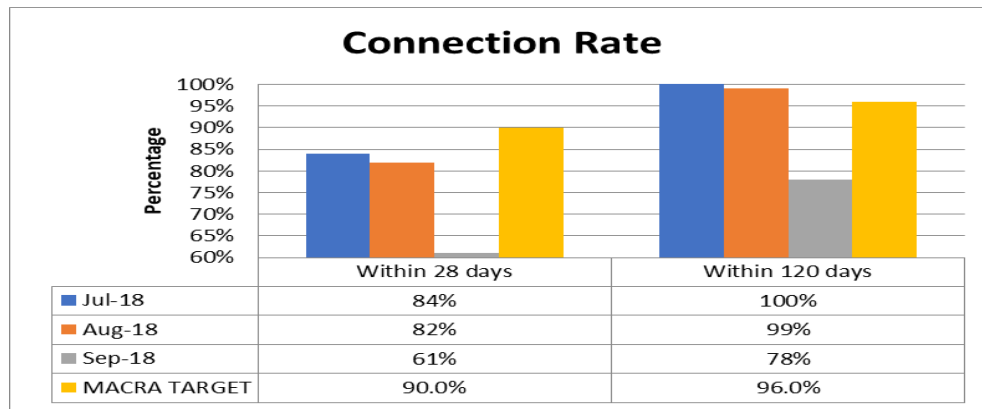
2.3 FAULT CLEARANCE RATE



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, MTL failed to meet the targets during the month of July and August but managed to meet the target in the month of September for the period under review.

2.4 CONNECTION RATE



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

NOTES: For both '**Within 28 days**' MTL failed to meet the target for the whole period under review while '**Within 120 days**', MTL managed to meet the targets during the months of July and August but failed to meet the target in the month of September as seen in the graph 4 above.

3 CONCLUSION

MTL needs to make more significant improvement in the KPIs not achieved under this quarter Q3 of 2018. These are: ***The within 48 hours and 7 days Fault Clearance Rate***, and the ***Connection Rate 'Within 28 days' and 'Within 120 days' KPIs***.