



MTL QUALITY OF SERVICE REPORT FOR QUARTER FOUR (4) 2016

1 INTRODUCTION

The quarter Four (Q4) Quality of Service report shows the performance of MTL against the required Key Performance Indicator (KPI) targets in the months of October, November and December 2016.

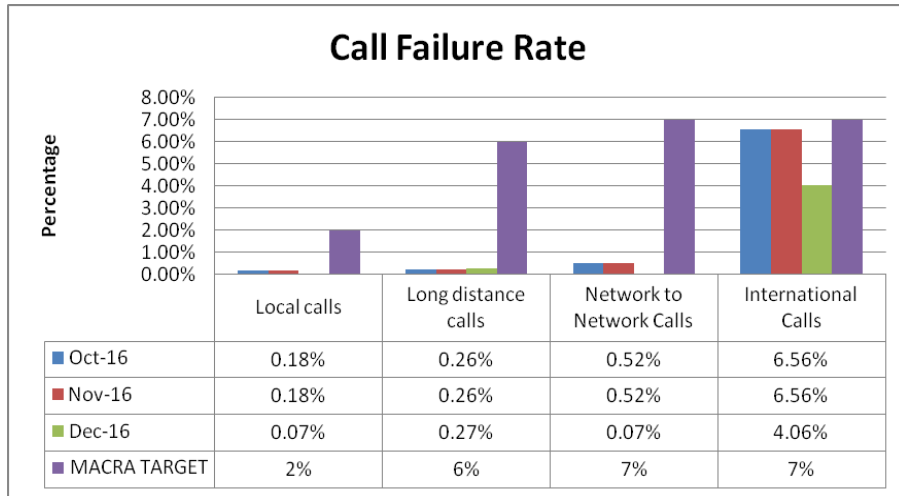
All the graphs in this report were plotted using already analysed data which was submitted by Malawi Telecommunications Limited. It must be noted that MACRA currently does not have proper tools to independently verify what has been submitted by an operator.

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

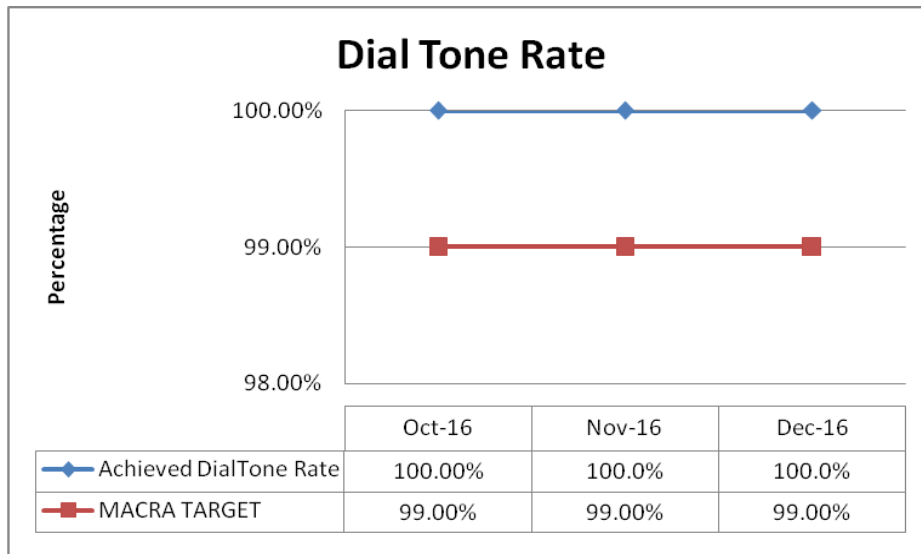
2.1 CALL FAILURE RATE



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

NOTE: MTL managed to meet MACRA’s targets under this KPI during the period under review.

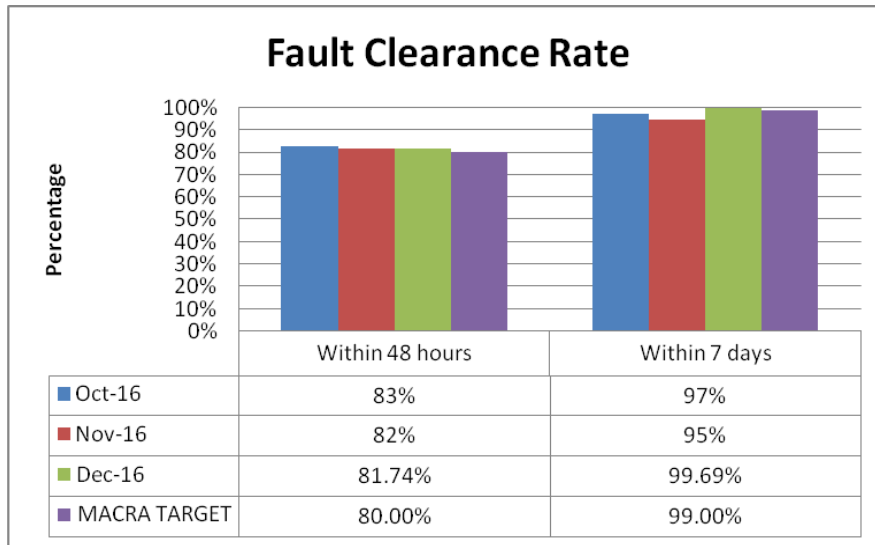
2.2 DIAL TONE RATE



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.

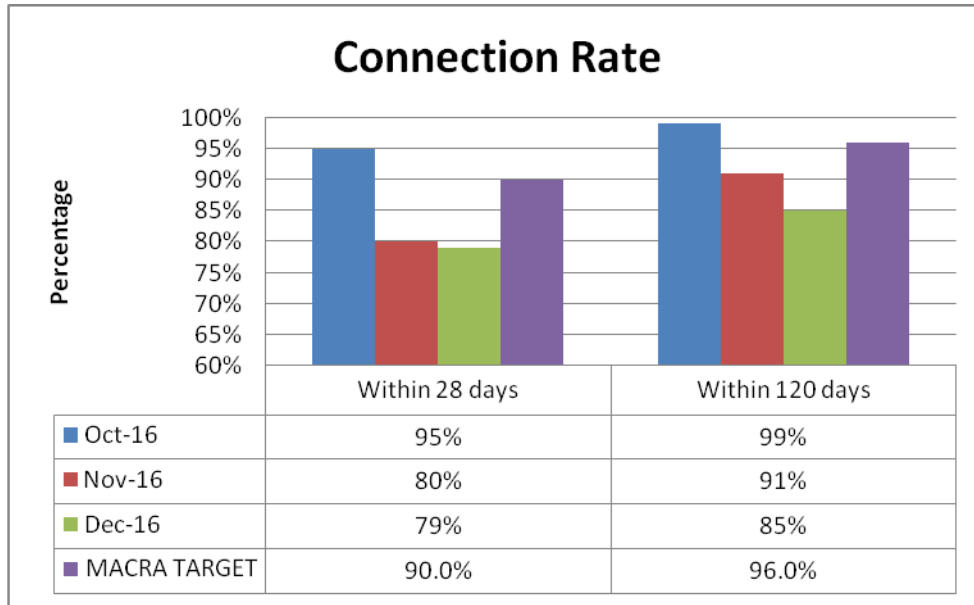
2.3 FAULT CLEARANCE RATE



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 all the months (October November and December). In the **within 7 days**, MTL managed to meet the target only in the month of December. MTL did not meet the **within 7 days** target in the months of October and November.

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 failed to meet the target for connection rate for **'Within 28 days'** in the months of November and December . MTL also failed to meet the **Within 120 days** targets, as noticed in the months of November and December. MTL only did well in the month of October for both **Within 28 days and Within 120 days** targets.

3 CONCLUSION

MTL needs to be commended for all the key performance indicator targets it managed to meet during the quarter under review.

MTL needs to improve on **within 7 days Fault Clearance Rate, Connection Rate within 28 Days** and **Connection Rate within 120 Days** as its performance in these Key Performance Indicators was below acceptable levels.