1.0 INTRODUCTION

The 2015 quarter one report analyses the key Performance Indicators which have been achieved by the GSM Service providers namely TNM and Airtel within the months of January, February and March.

The Key Performance Indicators (KPI) under consideration are Radio Network Availability, Call Set up Success Rate, SDCCH Congestion, Traffic Channel Congestion, Call Drop Rate, Handover Success Rate, GPRS Context Activation Success Rate, SMS Success Rate, Trunk Congestion, MSC Availability and IN Platform Availability.

All the graphs in this report were plotted using already analyzed data which was submitted by both Airtel and Telekom Networks Malawi Limited. It must be noted that MACRA currently does not have proper tools to independently verify what has been submitted by the operators.
2.0 KEY PERFORMANCE INDICATORS

2.1 CALL SETUP SUCCESS RATE (CSSR)

Graph 1 Showing Call Setup Success Rate

NOTE: TNM did not meet the target during the whole period under review. Airtel managed to meet the target during the whole period under review.

2.2 SIGNALLING (SDCCH) CONGESTION

Graph 2 Showing SDCCH Congestion

NOTE: Both TNM and Airtel managed to meet the target during the entire period under review.
2.3 TRAFFIC CHANNEL (TCH) CONGESTION

![Traffic Channel Congestion Graph]

**Graph 3 Showing Traffic Channel Congestion**

**NOTE:** Both TNM and Airtel managed to meet the target during the whole period under review.

2.4 CALL DROP RATE

![Call Drop Rate Graph]

**Graph 4 Showing Call Drop Rate**

**NOTE:** Both TNM and Airtel managed to meet the target during the whole period under review.
2.5 HANDOVER SUCCESS RATE

Graph 5 Showing Handover Success Rate

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review.

2.6 GPRS CONTEXT ACTIVATION SUCCESS RATE

Graph 6 Showing GPRS Context Activation Success Rate

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review.
2.7 SMS SUCCESS RATE

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review as shown in the graph above.

2.8 TRUNK CONGESTION

NOTE: Both TNM and Airtel managed to meet the target during the whole period under review as shown in the graph above.
2.9 MOBILE SWITCHING CENTRE (MSC) AVAILABILITY

**Graph 9 Showing MSC Availability**

**NOTE:** Both TNM and Airtel managed to meet the target during the whole period under review as shown in the graph above.

2.10 IN PLATFORM AVAILABILITY

**Graph 10 Showing IN Platform availability**

**NOTE:** Both TNM and Airtel managed to meet the target during the whole period under review as shown in the graph above.
2.11 RADIO NETWORK AVAILABILITY

NOTE: Both TNM and Airtel failed to meet the target during the month of January but managed to meet the target during the month of February and March as shown in the graph above.

3.0 CONCLUSION

Both operators have to be commended for all the key performance indicator targets they managed to meet within the quarter under review.

TNM performance needs to improve in the Call Setup Success Rate and Radio Network Availability while Airtel needs to improve in the Radio Network Availability KPI targets as their performance in these Key Performance Indicators was below acceptable levels.

While the KPI averages look good on paper after aggregated quartely averages, MACRA is aware that consumers are getting a raw deal from the operators in some areas of service delivery. MACRA would thus like to assure the general public that it is doing its utmost best to facilitate the introduction of independent means of verifying the submitted data from operators so as to achieve quality of service delivery to facilitate the promotion of universal ICT access.