

## **SECOND QUARTER 2013 QUALITY OF SERVICE FINDINGS**

The Authority has released the Quality of Service findings for the second quarter, 2013. For the second quarter, the towns used in the assessment were Accra, Tema, Tamale, Yendi, Wa, Jirapa, Nandom, Bolgatanga, Bawku, Aflao Denu, Anloga, Keta, Ho, Hohoe, Kpando, Jasikan, Asamankese, Akim Oda, Akosombo, Suhum, Koforidua, Swedru, Winneba, Cape Coast, Elmina, Takoradi and Tarkwa.

The report which is an update of findings on Quality of service in June 2013 as part of the Authority's quarterly monitoring, measures

- Stand-alone Dedicated Control Channel (SDCCH) Congestion Rate
- Call Setup Time (CST)
- Call Congestion Rate
- Call Drop Rate (CDR)

These QoS indicators and their respective threshold for compliance are assessed as part of the Cellular Mobile licence obligations.

SDCCH Congestion is defined as the probability of failure of accessing a stand-alone dedicated control channel during call set up. SDCCH Congestion Rate should be equal or less than one per cent (1%). Only Vodafone and Tigo complied with their signalling congestion obligation at all localities tested in Central and Western regions in the June 2013.

Call Setup Time is the period of time elapsing from the sending of a complete destination address (target telephone number) to the setting up of a call to the receiving terminal. CST should be less than ten seconds (<10secs) in 95% of cases. In the period during review, Vodafone and Tigo again satisfied their Call Setup Time obligations in Western region.

Call Congestion Rate is the probability of failure of accessing a traffic channel during call setup and the Traffic Channel Congestion should be equal or less than one per cent (1%).

The networks which satisfied their call congestion obligation at all locations that were tested in Central and Western Regions during June 2013 were MTN, Vodafone and Glo.

Voice Call Drop Rate is the probability of a call terminating without any of the users' will and should be equal or less than three per cent (3%). It should be noted that all operators except

for Espresso were in compliance with the Call Drop licence obligation of less than three percent (3%) in all localities tested during the second quarter. Espresso failed on the Call Drop obligation at Anloga during May 2013.

The NCA has notified Operators of publication of these findings and sanctioned operators concerning measurement performed in June. Some of the sanctions included:

MTN has been sanctioned GH¢100, 000.00 for defaulting Call Setup Time obligation in Central and Western Regions.

Tigo has been sanctioned GH¢50, 000.00 for defaulting Call Congestion obligation in Central Region.

Glo has been sanctioned GH¢200,000.00 for defaulting Call Setup Time, Call Completion and Signalling Congestion obligations in Central and Western Regions.

Airtel has been sanctioned GH¢100, 000.00 for defaulting Call Congestion and Call Setup in Central and Western Regions respectively.

Espresso has been sanctioned to build sites in Kasoa in Central region and Essikado in Western region for defaulting Call Congestion in both Central and Western Regions.

Vodafone remained compliant to all the licence obligations in the month of June.