



QUALITY OF SERVICE PERFORMANCE REPORT, FEBRUARY-JUNE 2014

1. INTRODUCTION

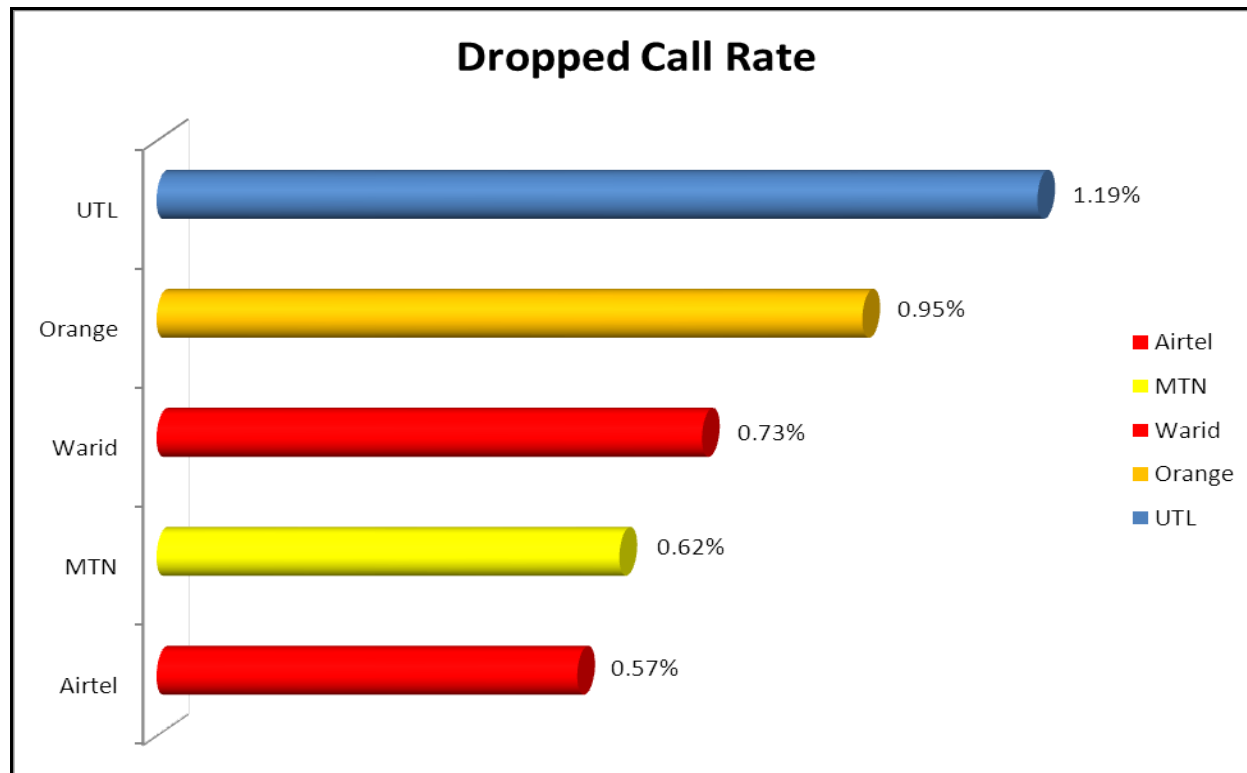
The Uganda Communications Commission (UCC) is the regulator of the communications sector in Uganda. One of the functions of UCC, under the Uganda Communications Act 2013, is to promote the interests of consumers and operators as regards the quality of communications services and equipment.

(A) MOBILE VOICE QUALITY OF SERVICE

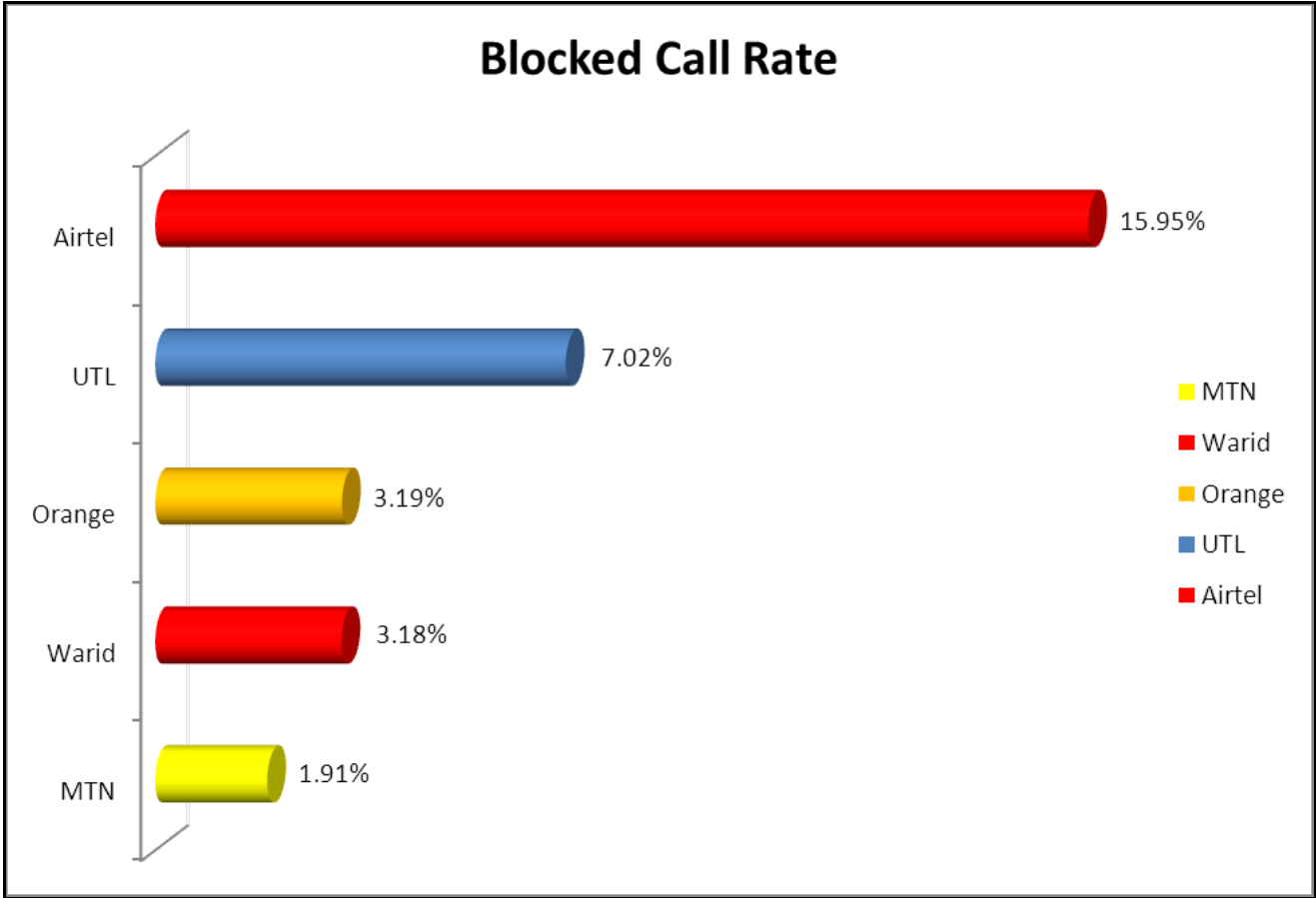
In this regard, UCC carried out a Quality of Service (QoS) performance exercise on the five (5) operational Global System for Mobile communications (GSM) networks from February-June 2014 in Jinja, Kabale, Kampala, Kasese, Masaka, Mbale, Mbarara and Mukono. The five (5) operators are Airtel Uganda Limited, MTN Uganda Limited, Uganda Telecom Limited (utl), Orange Uganda Limited and Warid Telecom Uganda Limited.

The networks were evaluated against UCC Key Performance Indicators which are: less than 2% for dropped call rate (DCR), less than 2% for blocked call rate (BCR) and greater than or equal to 98% for successful call rate (SCR). The five GSM networks evaluated are Uganda Telecom Limited, MTN Uganda Limited, Airtel Uganda Limited, Warid Telecom Uganda Limited and Orange Uganda Limited. UCC hereby presents the results of the exercise. The graphs presented below are an average of all the towns monitored.

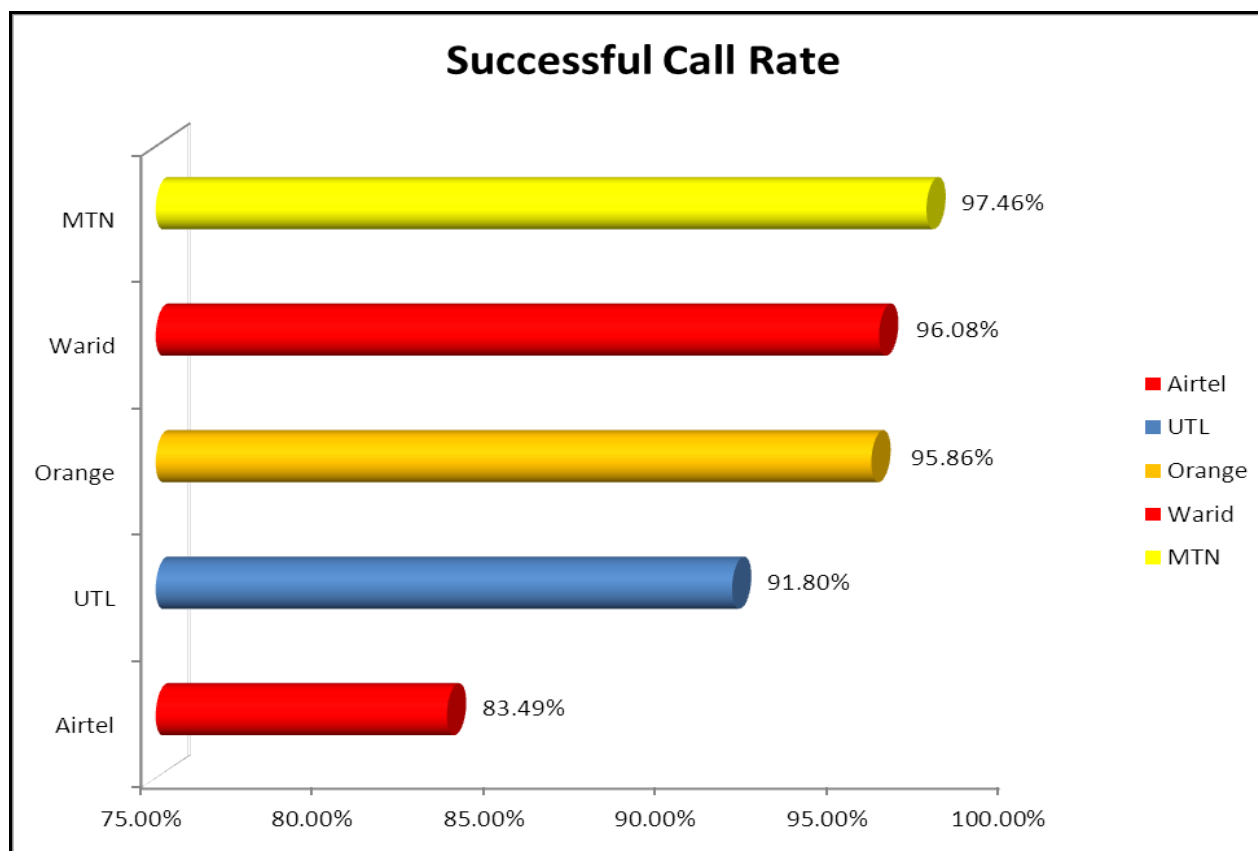
- **Dropped Calls:** A dropped call is one that is terminated by the network before it is ended by either parties participating in the call. UCC set limit for maximum proportion of call attempts on the network that may be **dropped is 2%**.



- **A blocked call:** A blocked call is an unsuccessful call attempt within a network coverage area due to the network failure. The UCC set limit for maximum proportion of call attempts on the network that may be **blocked is 2%**.



- **Successful Calls:** A successful call is one that progresses into conversation and is terminated by either the calling or the called party. UCC set limit for minimum proportion of call attempts on the network that may be **successful is 98%**.



The Table below shows the performance of each network operator in each of the towns monitored.

		Airtel	Warid	Orange	UTL	MTN
SCR	Mbale	77.07%	96.15%	98.71%	98.38%	98.97%
	Jinja	98.56%		90.90%		98.94%
	Mukono	98.17%	92.42%	97.38%	77.20%	97.38%
	Kasese	67.44%	95.00%	96.63%	98.12%	98.11%
	Kabale	68.06%	95.80%	96.81%	81.87%	98.81%
	Masaka	74.34%	98.02%	90.80%	96.61%	94.65%

	Mbarara	86.01%	98.05%	97.05%	92.94%	94.84%
	Kampala	98.25%	97.13%	98.6%	97.46%	98.00%
BCR	Mbale	22.28%	2.77%	0.64%	1.19%	0.51%
	Jinja	1.32%		7.72%		0.46%
	Mukono	1.57%	7.20%	1.14%	18.67%	2.23%
	Kasese	32.33%	4.63%	2.84%	1.72%	1.51%
	Kabale	31.31%	3.72%	2.81%	17.51%	1.19%
	Masaka	24.78%	1.41%	7.66%	2.42%	4.55%
	Mbarara	13.31%	1.39%	2.00%	5.78%	3.60%
	Kampala	0.66%	1.16%	0.7%	1.83%	1.27%
	DCR	Mbale	0.65%	1.08%	0.64%	0.43%
Jinja		0.12%		1.38%		0.61%
Mukono		0.26%	0.38%	1.48%	4.13%	0.39%
Kasese		0.22%	0.37%	0.52%	0.16%	0.38%
Kabale		0.63%	0.48%	0.38%	0.62%	0.00%
Masaka		0.87%	0.57%	1.54%	0.97%	0.80%
Mbarara		0.68%	0.56%	0.95%	1.28%	1.56%
Kampala		1.09%	1.70%	0.7%	0.71%	0.73%

Cause of Network Failures

The internal network deficiencies on the radio access, backhaul and core nodes, inadequate network coverage and delays in responding to network outages as well as ineffective power back up systems are the major causes of network failures that severely impact quality of service. The networks have reported rampant vandalism of communications infrastructure in form of fibre cable cuts, battery and fuel thefts at sites. Airtel and MTN Uganda Limited have reported multiple fibre cuts in Kampala, Eastern and Western Uganda which severely impacted their performance in Mbarara, Masaka, Kasese and Kabale. Fibre cuts in Kampala were attributed to the on-going road works along Jinja road.

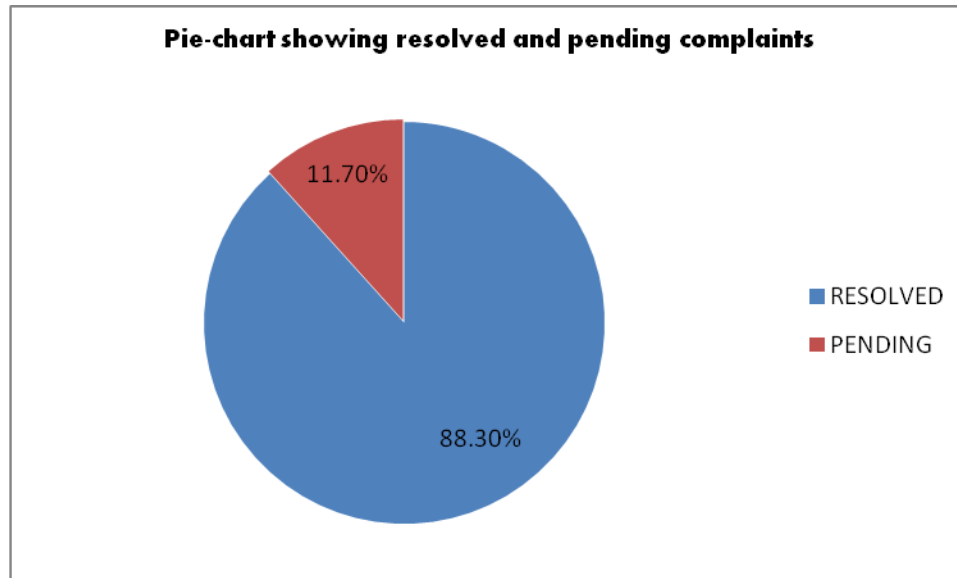
At least 40% of network failures were attributed to fibre cuts, battery and fuel thefts. Unstable power supply and insufficient power backup systems had a significant impact on performance of the Uganda Telecom Limited network in Kampala and Western region coupled with incidents of copper cable cuts and thefts at site. The networks have also reported administrative delays by local authorities in Kampala and regulatory organs in the approval of way leaves and permission to roll out sites. 60% of the failures were attributed to internal network technical deficiencies that included capacity restraints, poor planning, hardware failures and delays in rectification of failures and outages.

UCC has noted that the above events impacted on the network's capacity to maintain the recommended minimum QoS levels. As a consequence UCC instituted several measures to address this. In June 2014 a moratorium on promotions was imposed to be lifted subject to the networks demonstrating capacity to maintain the minimum QoS levels. UCC has also initiated punitive measures for persistent failures. This process is awaiting the approval of parliament for enforcement. A working relationship has been established with local authorities and sister regulatory organs to address delays in procurement of way leaves and works certificates.

While the above measures are deemed to be an effective incentive for network operators to develop and implement robust action plans to achieve and maintain the minimum recommended QoS levels, an appeal is made to the public/local communities and local authorities to increase vigilance and arrest acts of vandalism of communications infrastructure.

(B) CONSUMER COMPLAINTS REPORT (APRIL-JUNE)

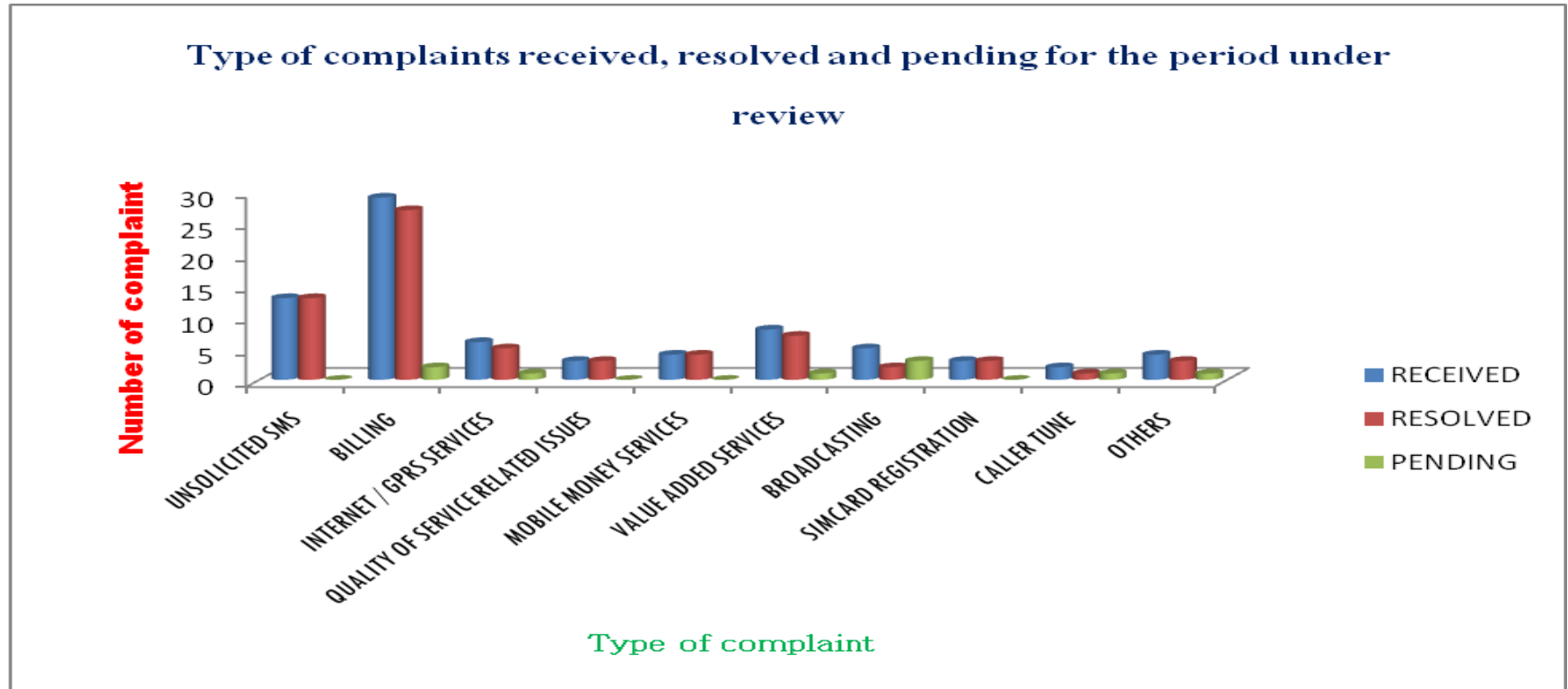
In addition to Mobile Voice QoS, here below is the Consumer Complaints report for April-June 2014. Consumers of communication services when dissatisfied with a service are required to first lodge complaints with their respective service providers. Where a consumer remains dissatisfied, they then can lodge complaints with UCC. The statistics used in this report represent second level complaints to UCC. However, the figures may include some first level complaints from consumers who claim inability to access their service providers. During the period under review, **88.30%** of the total complaints received were resolved by the respective service providers, while **11.70%** are still pending either completion of investigations or response from the service providers. The pie chart below illustrates the number of complaints resolved and pending in the period under review.



Definition of Complaint Types

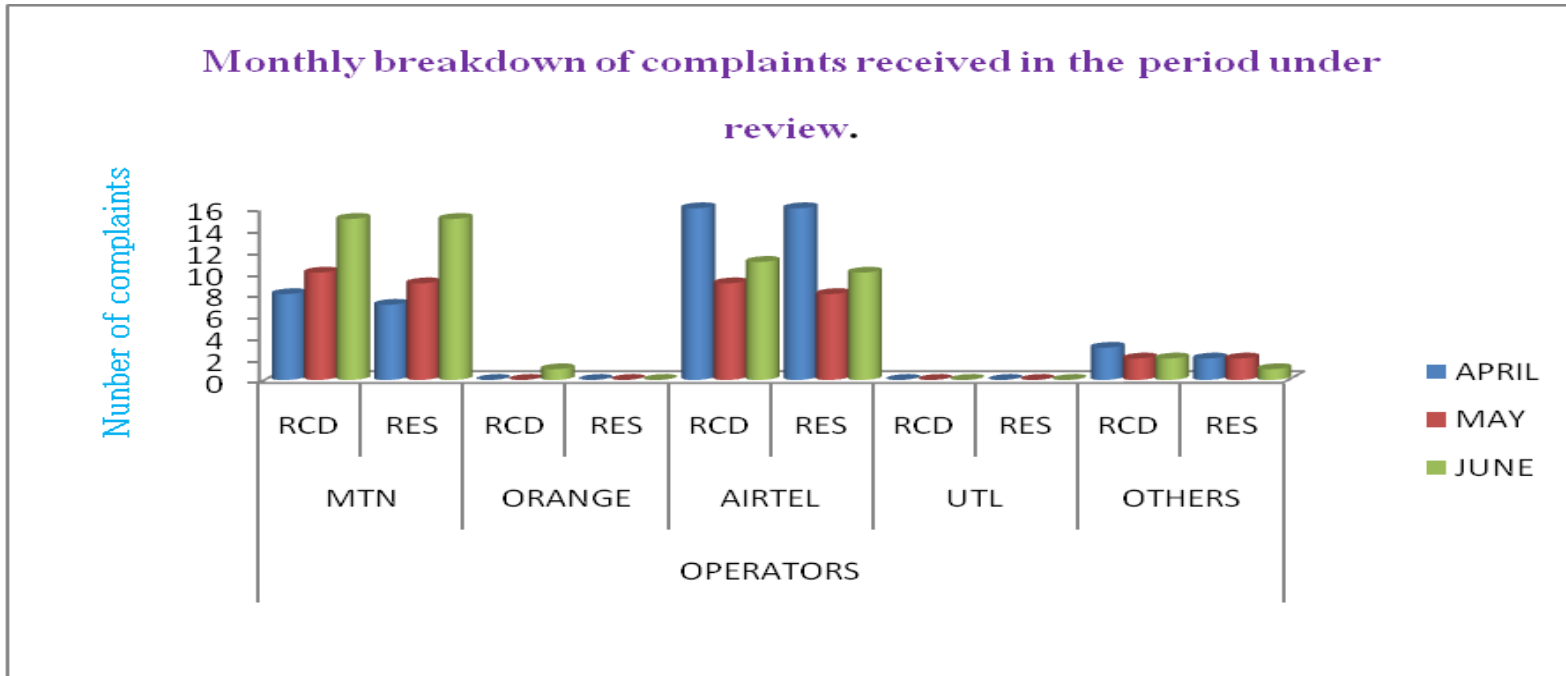
- **Billing:** These are complaints regarding presumed over charges for services or excessive deduction of credits, refunds or billing adjustments. It comprise the following; dropped balance, inappropriate billing, non crediting of account, and non delivery of service paid for, multiple SMS.
- **Unsolicited Text Messages:** This refers to unwanted messages sent to consumers by the service provider usually promoting a particular product.
- **Value-Added Services:** These include complaints on services such as voice mail, Pakalast, Magic Voice, MTN points, ME2U among others.

- **Data/Internet:** These are complaints regarding erratic internet services and subscribers not getting the agreed speed and bandwidth. These also include subscribers being disconnected from using internet service prior o expiration of validity days.
- **Mobile Money Services:** Complaints regarding money transactions for different telecom companies.
- **Others:** These include complaints related to fraud, privacy and data protection issues
- **Broadcasting:** Complaints on both Television and Radio broadcasting services such as frequency interference and content related issues.
- **MISPLACED:** These are complaints that are not under UCC jurisdiction.
- **Quality of Service-Related Issues:** These are complains related to; failure to access telecom lines, quality of the network, and detached attitude of call centre agents.



Note: During the period from April – June, the Commission registered billing as the highest number of complaints. The UCC also notices with concern the increasing number of complaints in unsolicited messages.

Graph 1: Categories of complaints received, resolved and pending

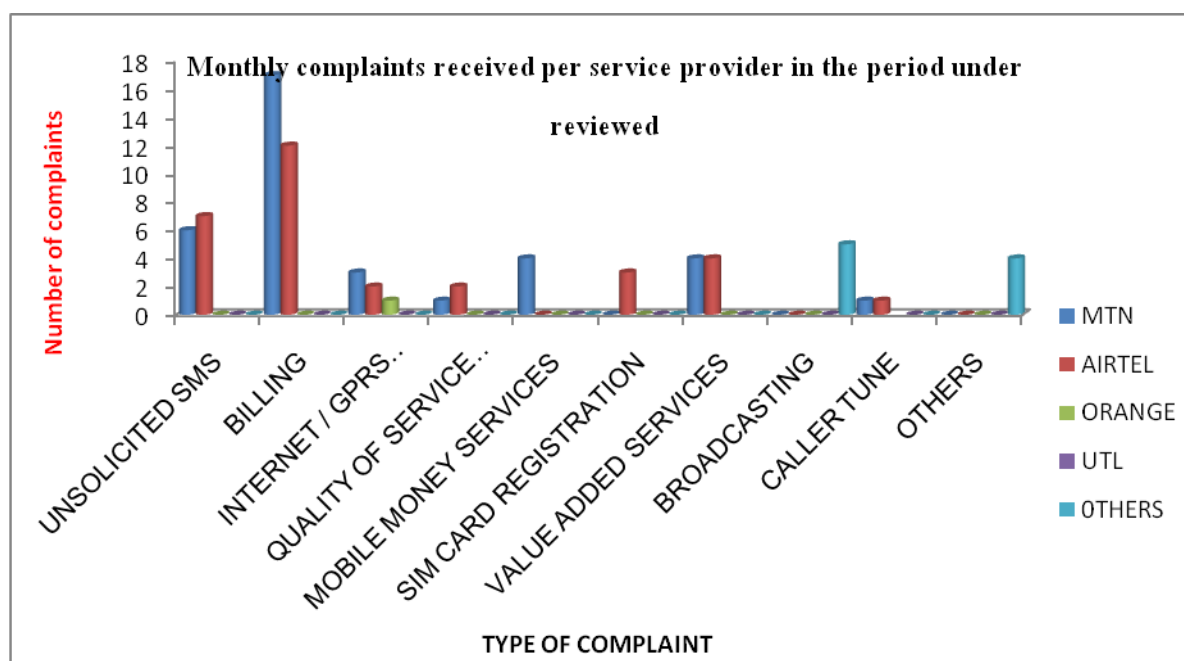


RCD - Received complaints

RES - Resolved complaints

Note: In the graph above, the Commission received a higher number of complaints from MTN and AIRTEL subscribers with the months of April and June registering the highest number of complaints.

Graph 2: Monthly breakdown of complaints received by service operator in the period under review



Graph 3: Category of complaints received by the Commission per service provider

Note: In the period under review, MTN and Airtel received the highest number of complaints on billing and unsolicited messages.

During the period under review, seventy-seven (77) complaints were received from consumers: 68 complaints were successfully resolved and closed, while nine (9) is pending completion of investigations.	Received	Resolved	Pending
Unsolicited SMS	13	13	0
Billing	29	27	2
Internet / GPRS Services	6	5	1
Quality of service-related issues	3	3	0
Mobile Money Services	4	4	0
Value-Added Services	8	7	1
Broadcasting	5	2	3
SIM Card Registration	3	3	0
Caller Tune	2	1	1
Others	4	3	1
Total	77	68	9

Numerical review and analysis of complaints received

***Others** in the above table include complaints on other issues such as Fraud, adverts and counterfeit devices among others

Executive Director
Uganda Communications Commission
UCC House
Plot 42-44 Spring Road, Bugolobi
P. O. Box 7376, KAMPALA
Tel: +256-31-2339000; or +256-41-4339000
Fax: +256-41-4348832
Toll Free: 0800133911
E-mail: ucc@ucc.co.ug
Website: www.ucc.co.ug
Twitter: UCC_official
Facebook: Uganda Communications Commission