



QUALITY OF SERVICE REPORT FOR OCTOBER-DECEMBER 2013

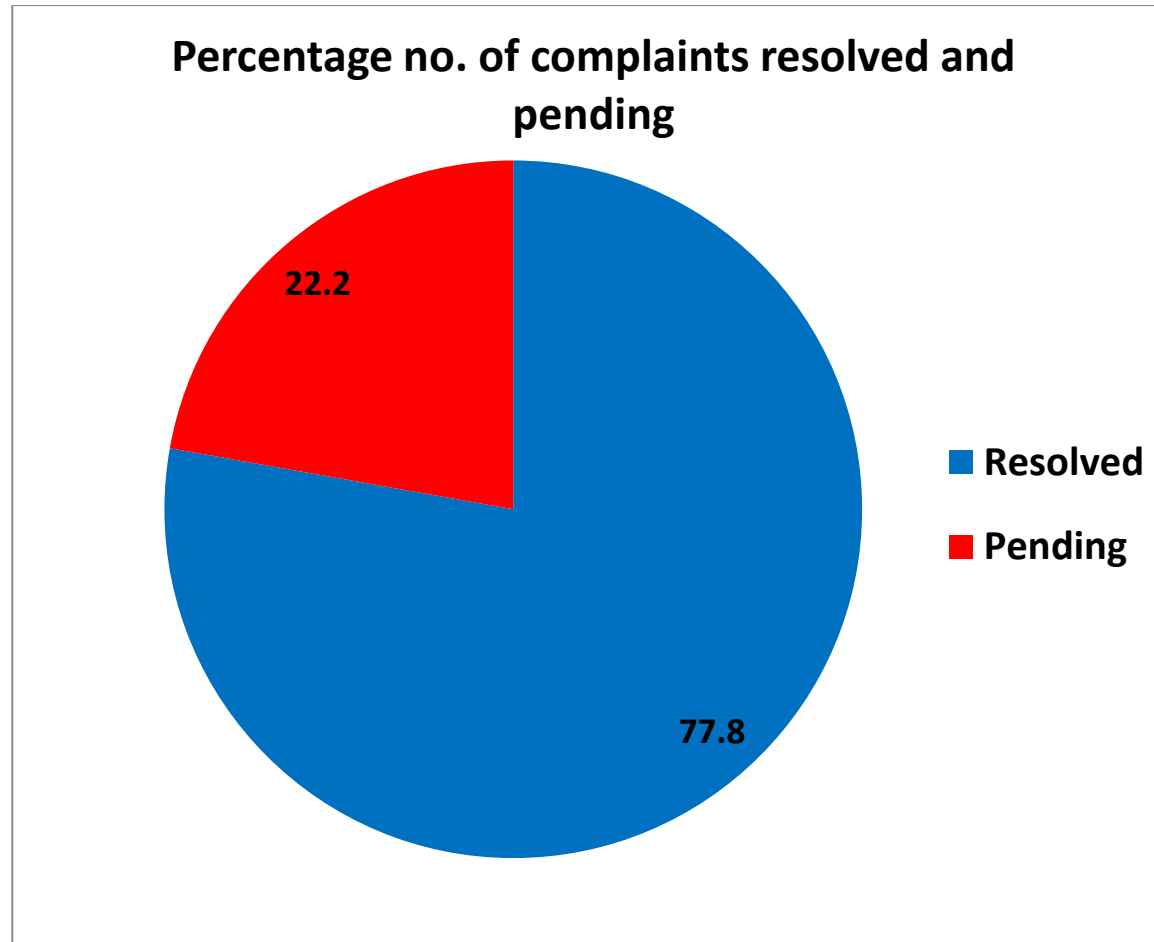
1. INTRODUCTION

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. 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 in Uganda: Airtel Uganda Limited, MTN Uganda Limited, Uganda Telecom Limited (utl), Orange Uganda Limited and Warid Telecom Uganda Limited.

REVIEW OF COMPLAINTS RECEIVED

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, **77.8%** of the total complaints received were resolved by the respective service providers, while **22.2%** 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.

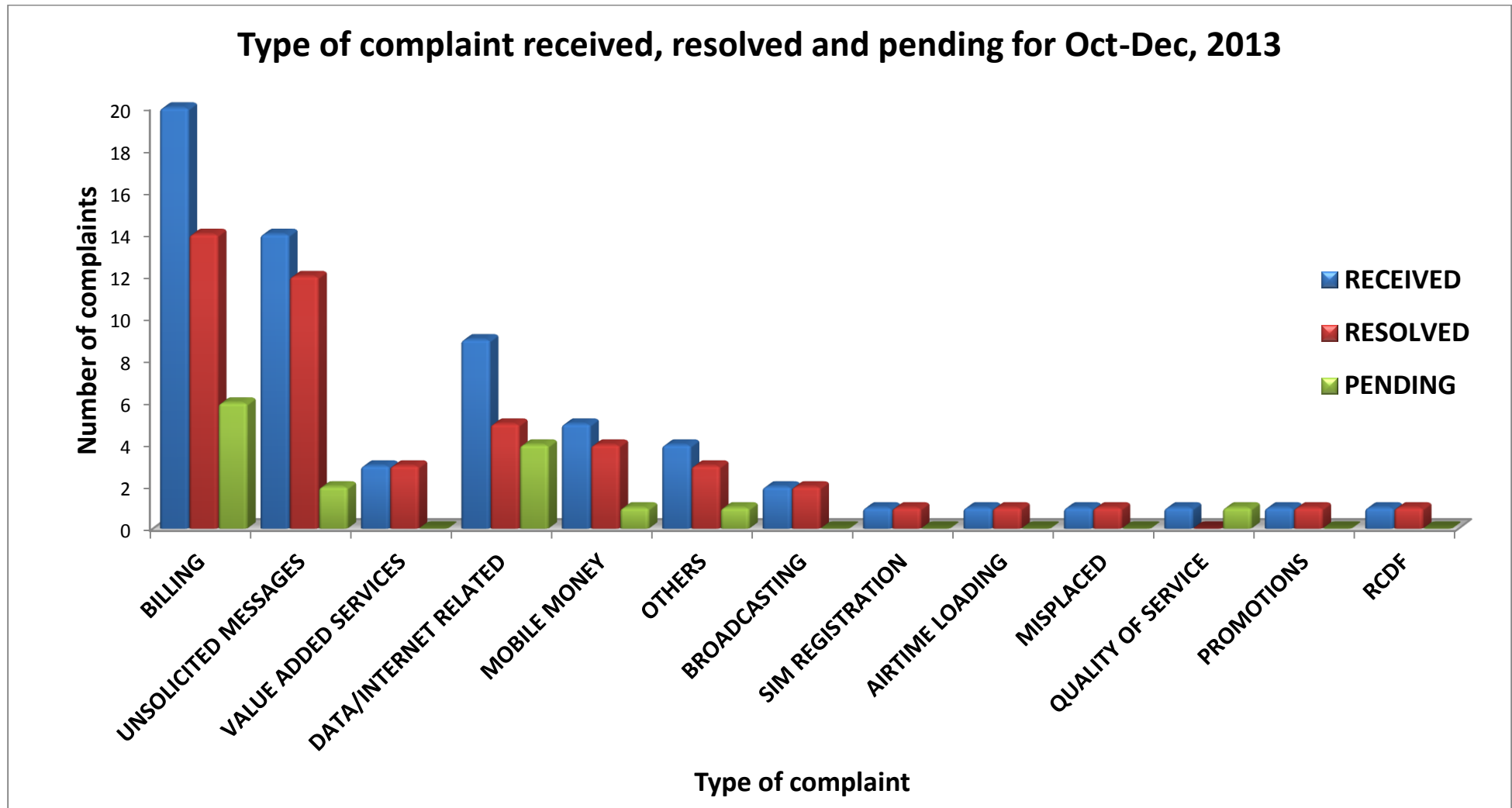


DEFINITION OF CONSUMER COMPLAINT TYPES

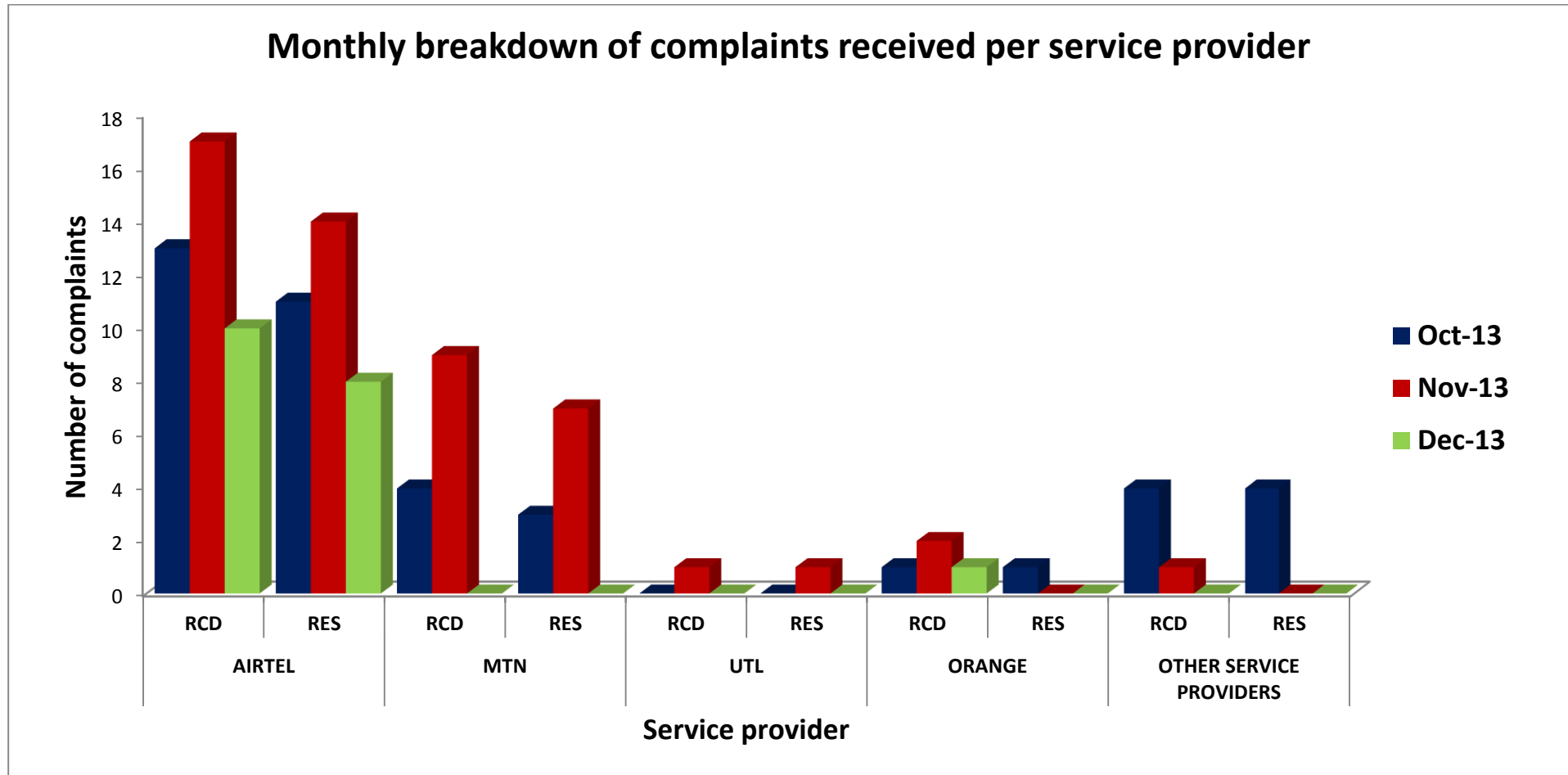
- **BILLING:** These are complaints regarding presumed over charging for services or excessive deduction of credits, refunds or bill adjustments. It comprises the following: Dropped Balance, Inappropriate Billing, Non Crediting of account, and Non delivery of service paid for, multiple SMS and undelivered SMS.

- **UNSOLICITED TEXT MESSAGES:** This refers to unwanted messages sent to consumers by the service provider.
- **QUALITY OF SERVICE RELATED ISSUES:** Inaccessibility of lines and other services, general network quality, and nonchalant attitude of call agents.
- **UNSOLICITED OPERATOR CALLS:** This refers to unwanted calls to consumers by the service providers usually promoting a particular product/service.
- **MISPLACED COMPLAINTS:** These are complaints that are not under UCC's jurisdiction.
- **MOBILE MONEY SERVICES:** Complaints regarding mobile money transactions for different telecom operators
- **INTERNET/GPRS ISSUES:** 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 to expiration of validity days.
- **VALUE ADDED SERVICES:** These comprise complaints such as: Me 2 U, Caller tunes, Magic Voice, Voice mail and other services
- **PROMOTIONS:** These complaints comprise; Misleading adverts regarding advertisements that are dubious, untruthful, deceitful etc. e.g. Bonus related Issues on promised incentives such as free SMS, free calls, extra credit on recharge which is believed to have not been redeemed, breach of contract etc.
- **BROADCASTING:** Complaints on both Television and Radio broadcasting services such as frequency interference and content related issues.

- **OTHERS:** These include complaints on other issues such as Fraud, counterfeit devices, adverts among others

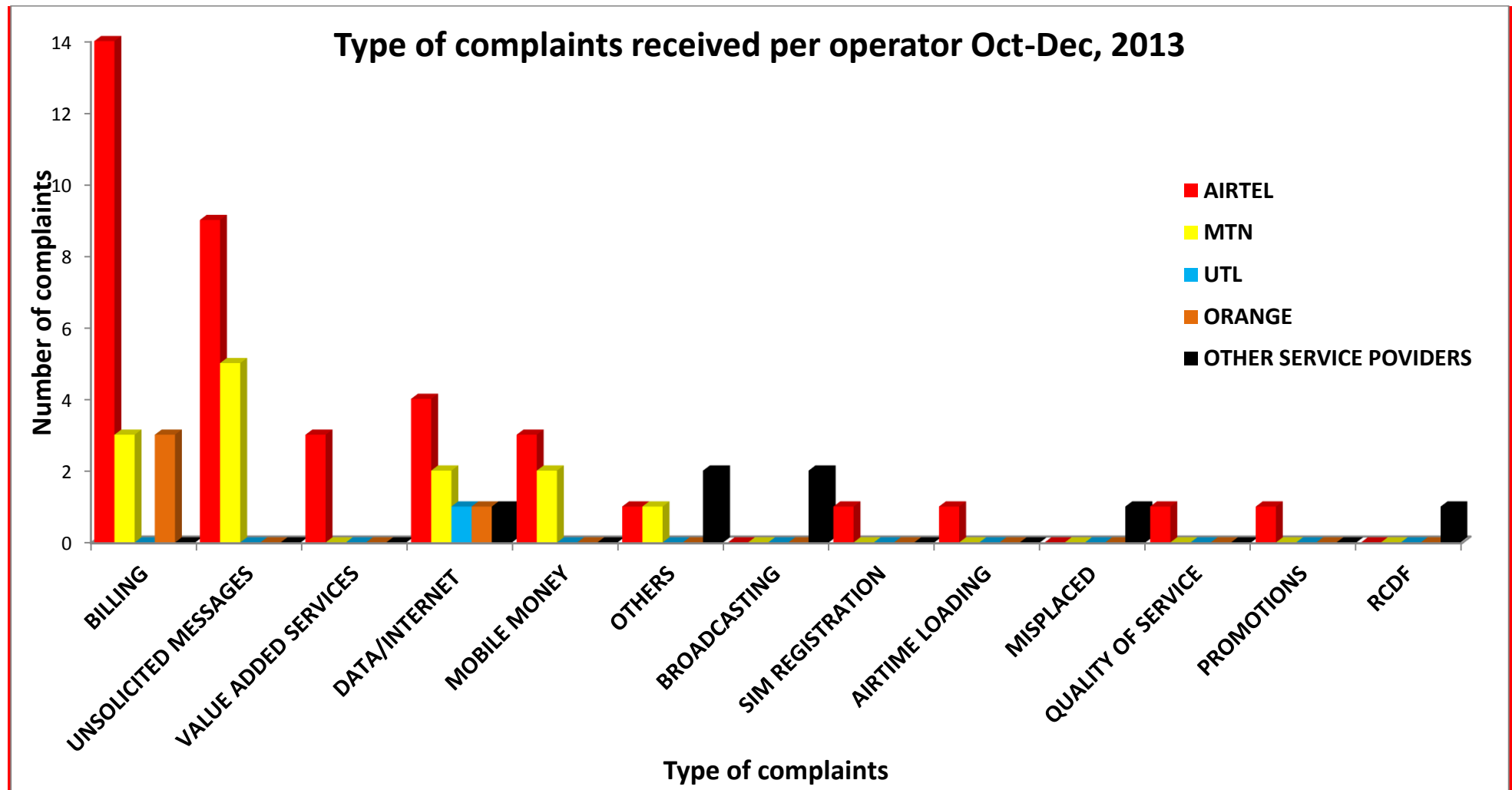


Note: The highest number of complaints registered in the period under review were on billing issues. The Commission also noted with great concern the increasing number of data related complaints.



RCD – Received Complaints
RES – Resolved Complaints

Note: In the quarter under review, the highest number of complaints were registered in the month of November especially against Airtel. While a significant number of complaints were resolved, some complaints remain pending.



Note: While Airtel registered the highest number of complaints received in most categories, MTN and Orange registered a significant number of complaints in the period under review.

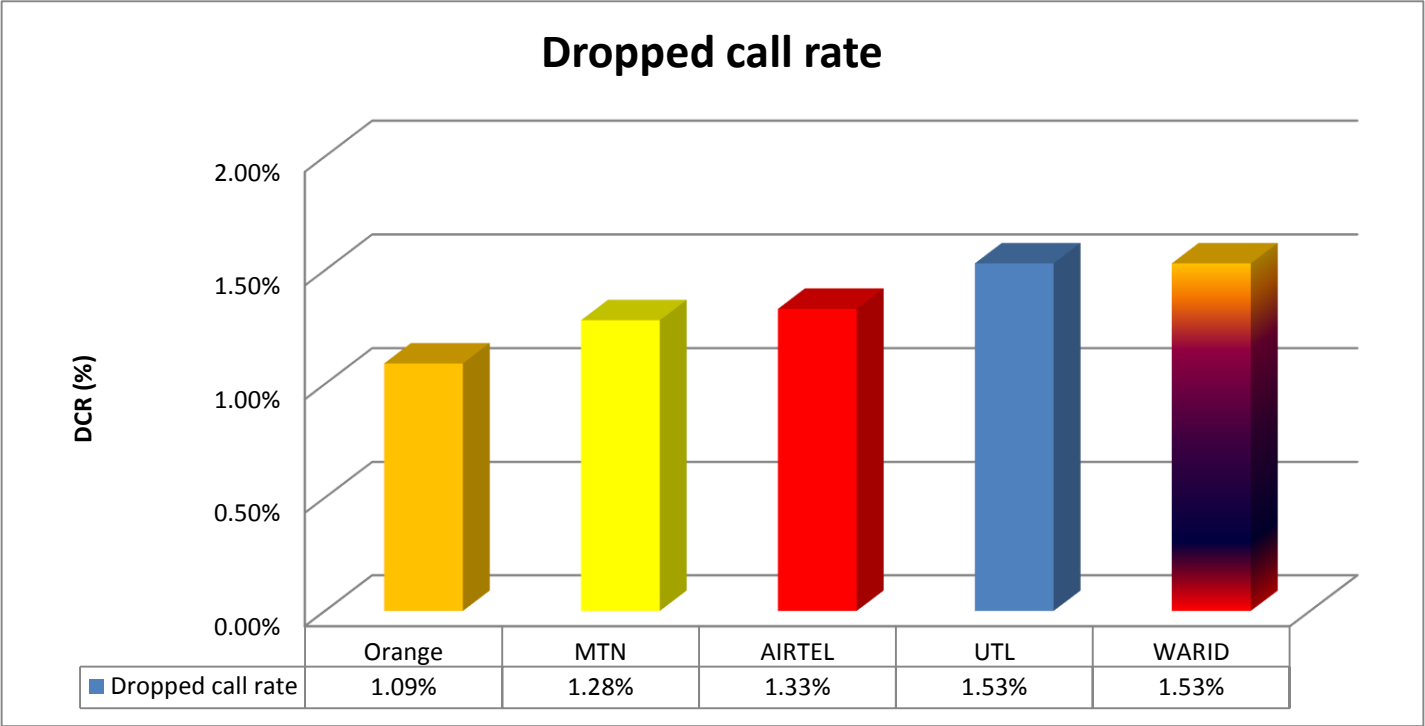
(B) MOBILE VOICE QUALITY OF SERVICE PERFORMANCE SNAPSHOT

From December 16-24, 2013, the Commission carried out measurements of Quality of Service (QoS) on the five GSM networks in Uganda in Kampala. The five operational GSM networks in Uganda belong to Uganda Telecom Limited, MTN Uganda Limited, Airtel Uganda Limited, Warid Telecom Uganda Limited and Orange Uganda Limited. This exercise was conducted by making on net test calls during the busy hours of the day between two subscriber numbers while driving around Kampala Central Business District and the surrounding suburban areas. UCC hereby presents the results of the exercise.

- **Dropped calls:**

A dropped call is one that is terminated by the network before it is ended by either parties participating in the call.

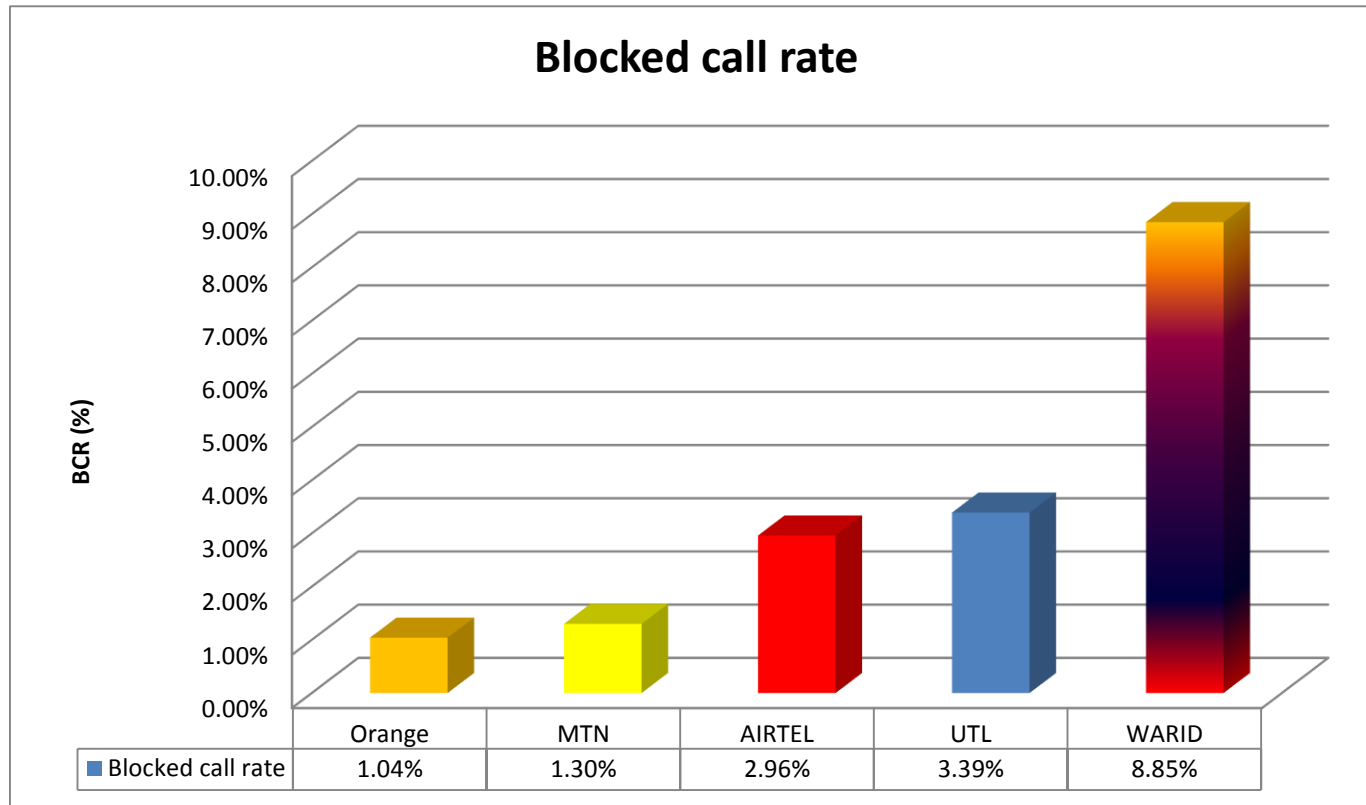
The UCC set limit for maximum proportion of call attempts on the network that should be dropped is 2%.



- **A blocked call:**

A blocked call is an unsuccessful call attempt within a network coverage area due to the network failure.

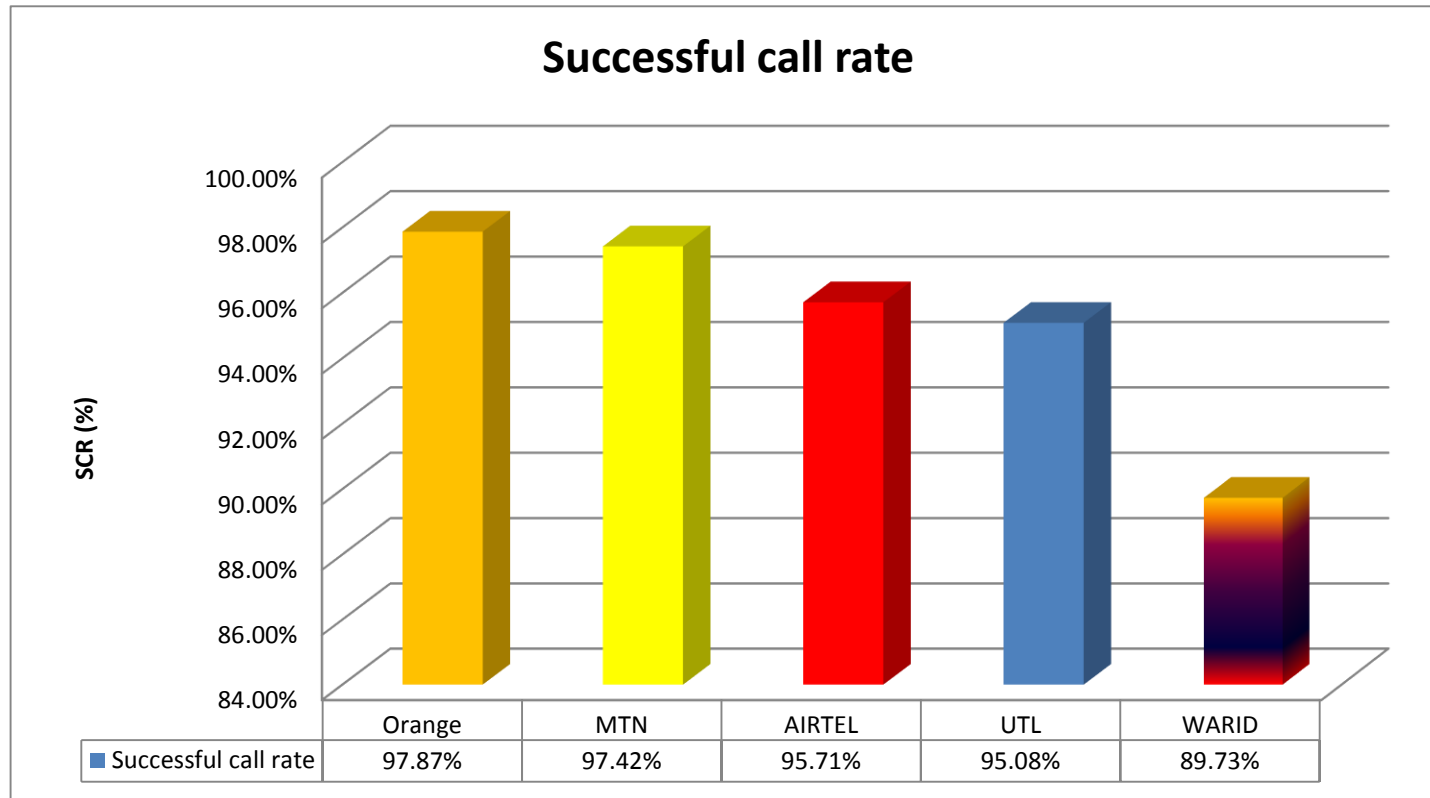
The UCC set limit for maximum proportion of call attempts on the network that should be blocked is 2%.



▪ **Successful Calls:**

A successful call is one that progresses into conversation and is terminated by either the calling or the called party.

The UCC set limit for minimum proportion of call attempts on the network that should be successful is 98%.



Network vandalism and outages

The internal network deficiencies of, poor radio resource planning, interference, 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.

The network operators have also reported increased cases of vandalism which compromise the networks' ability to provide quality services to their subscribers especially in the western and central regions. These regions experienced the highest incidences of fibre cuts and battery and fuel thefts that sometimes lead to several hours' network outage.

While the Commission has instituted punitive measures against the failure to achieve the set limits, an appeal is made for the public/communities to increase vigilance in order to protect communication infrastructure against perpetrators of these acts of vandalism within their communities so as to protect the quality of service that they require from the network operators.

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