



RESULTS OF QUALITY OF SERVICE MEASUREMENTS FOR MOBILE VOICE TELEPHONY SERVICES IN UGANDA

Uganda Communications Commission (the Commission) is the regulator of the communications sector in Uganda as established by the Uganda Communications Act 2013. The communications sector includes telecommunications, broadcasting, radio-communications, postal communications, data communication and infrastructure.

One of the functions of the Commission as spelt out under the Act is to promote and safeguard the interests of consumers and operators as regards the quality of communications services and equipment. In this vain, the Commission monitors and conducts performance audits to establish the performance of operators against the Quality of Service (QoS) standard of Uganda with respect of the key performance indicators that include the following:

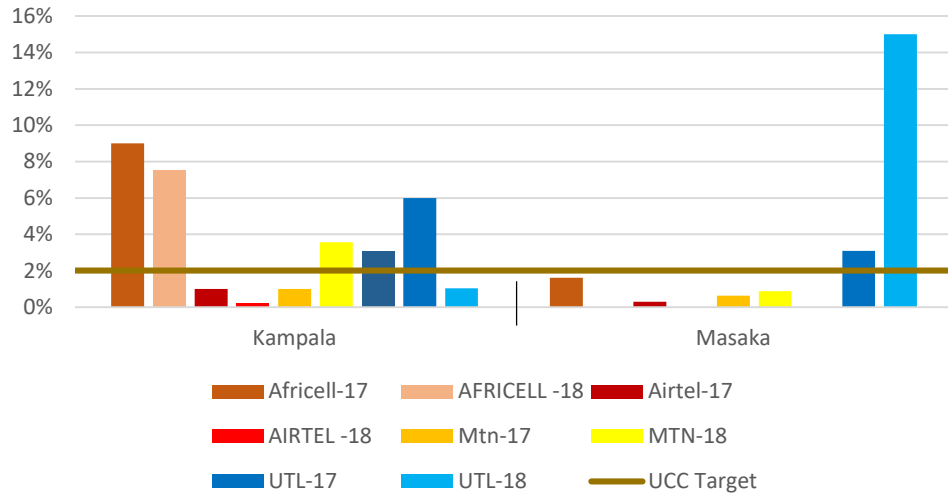
- a) Blocked call rate (*target is less than or equal to 2%*) and
- b) Dropped call rate (*target is less than or equal to 2%*).

The Commission conducted such measurements for mobile voice telephony services in the periods August to December 2017 and August to September 2018. The operators considered during these exercises were Uganda Telecom Limited (UTL), MTN Uganda Limited, Airtel Uganda Limited and Africell Uganda Limited.

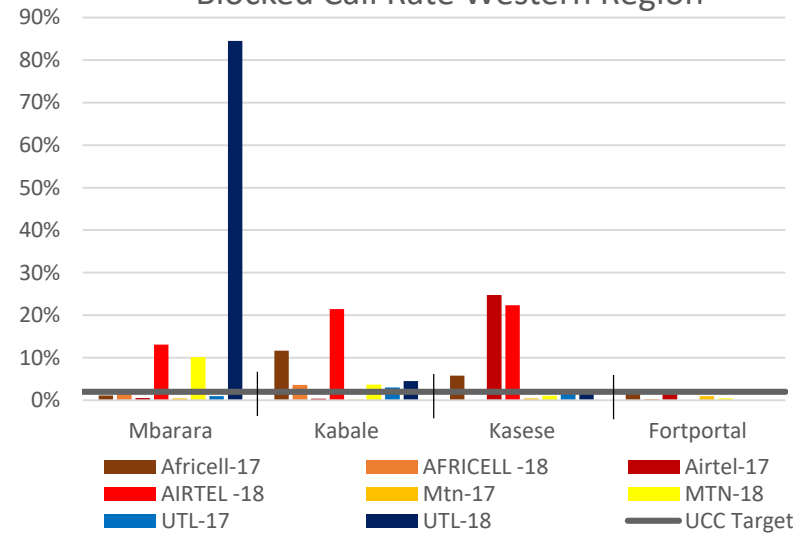
Below are the findings with regard to the proportion of call attempts that were blocked and dropped in thirteen (13) of the towns across Uganda. (*For each indicator, the closer to 0%, the better the performance of the respective network in the respective town.*)

- A blocked call is a call attempt, which although is initiated within the coverage area, was not connected by the operator's network to the called number.
- A dropped call is a call that is terminated by the operator's network after the call has been connected to the called number instead of the call being terminated by either the caller or called person.

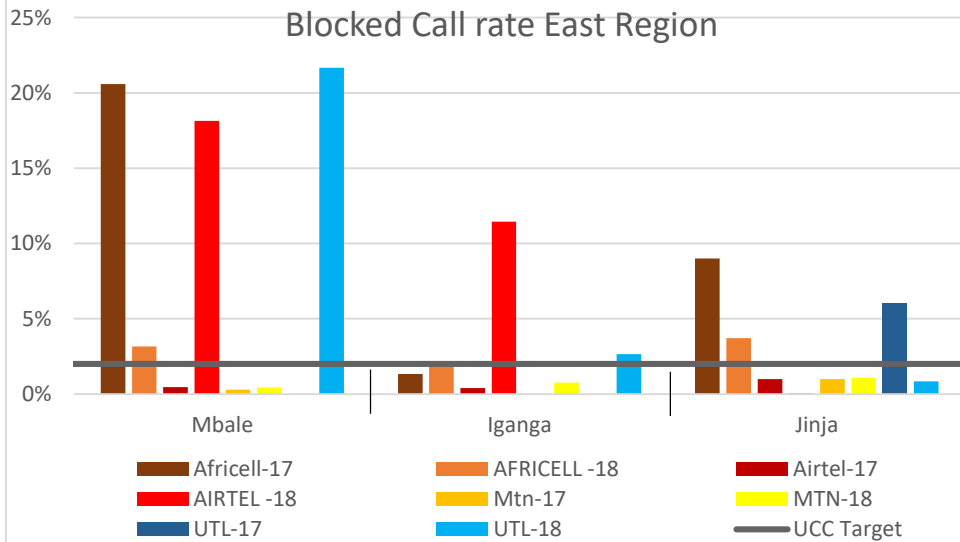
Blocked Call Rate Central region



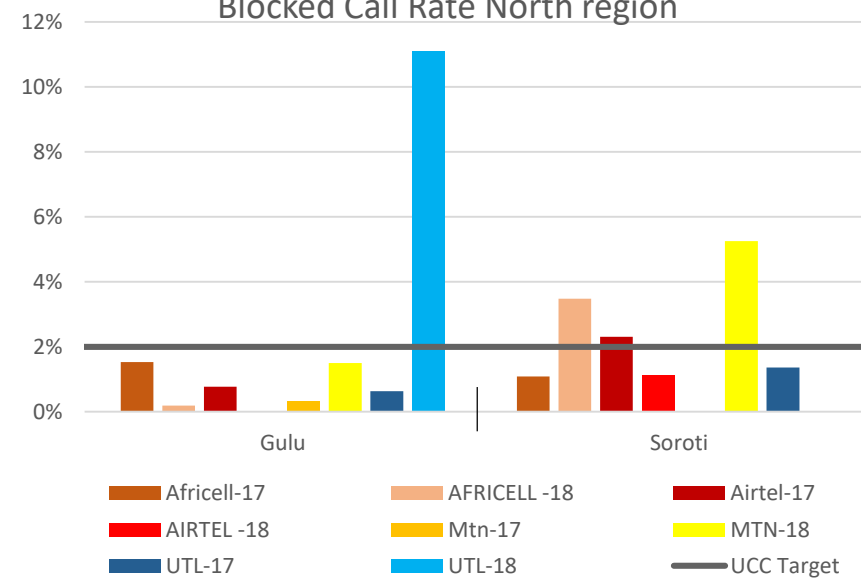
Blocked Call Rate Western Region

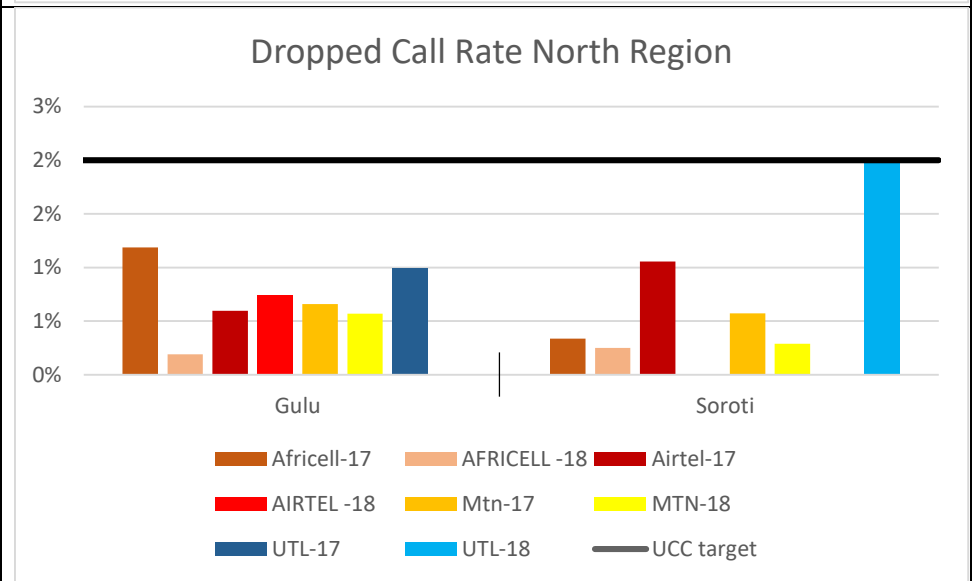
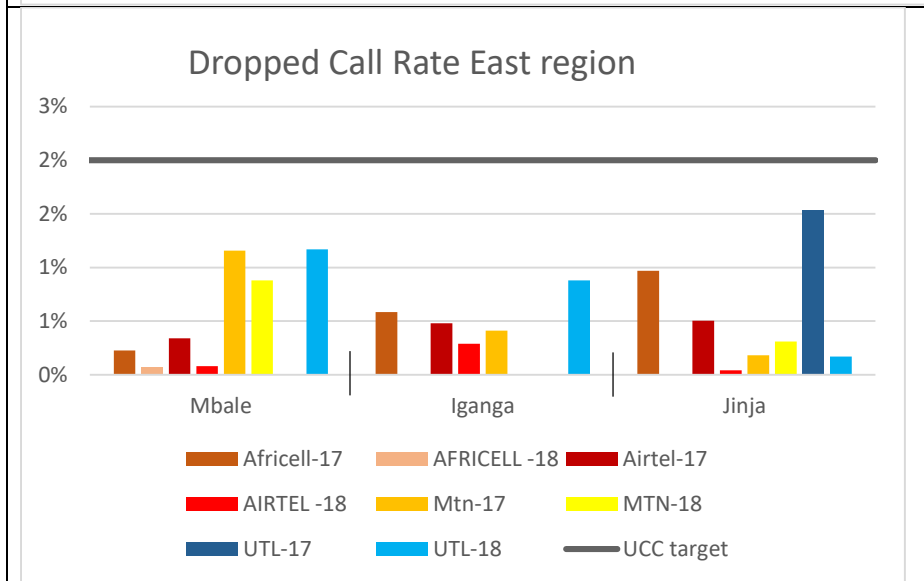
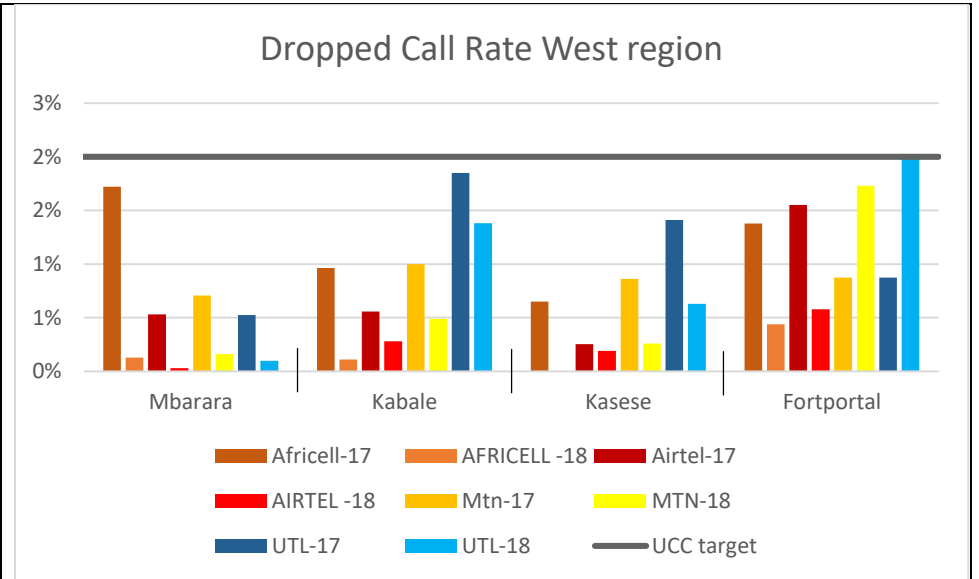
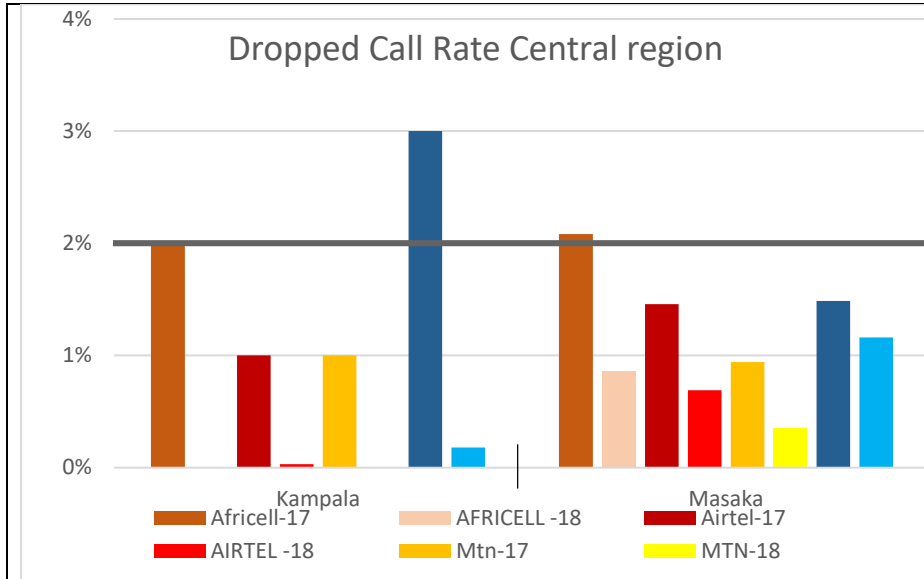


Blocked Call rate East Region



Blocked Call Rate North region





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