

INDICATORS AND EXPECTED RESULTS FOR QUALITY OF SERVICE

1. Legislative Instrument
 - a. Services with QoS Obligations
 - i. Voice, Data, SMS, DFS, OTTs
 - b. Obligations to Service Providers
 - i. Complaint Address System
 - ii. Consumer Awareness and Education
 - iii. Compensation Plan
 - iv. Service Level Agreement
 - v. Publish Tariff plan
 - c. Definition of KPIs, measurement mechanisms, targets and sanctions
 - i. Proposal from Regulator
 - ii. Stakeholder consultation
 - iii. Mandate on Regulator on final decisions
 - d. Complaint Procedure
 - i. Operator first, escalated to Regulator
 - e. Mandate to Regulator to publish results and sanction
 - f. Appeal process
2. Complaint Address Mechanism
 - a. Medium for redress
 - b. Resolution Time
 - c. Resolution Percentage
3. QoS Measurement Tools
 - a. Drive Test
 - b. NMS
 - c. Crowdsourcing
4. Accountability
 - a. Publishing of Results
 - b. Compensation to Consumers
 - c. Fines to Regulators
5. Skilled Personnel

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- a. Consumer Protection Staff
- b. Engineers
- c. Lawyers
- d. Economists