



ZICTA

DFS Quality Regulation in Zambia (Quality of Service of DFS)

ITU workshop on QoS/QoE of DFS

May, 2022



Presentation LayOut

- 1. QoS/QoE of DFS - perspective**
- 2. Status of QoS/QoE of DFS in Zambia**
- 3. Looking to the Future – opportunities and prospects for standardisation**
- 4. Specific suggestions on the way forward**
- 5. Conclusion**



QoS/QoE of DFS - perspective

The challenge, The reason, The need

1. Comparison – traditional telecom QoS vs DFS QoS
2. Measurable, objective consumers' perspective position needed - NRA
3. DFS riding on telecom infrastructure – QoS/QoE of DFS > Network Performance OMC



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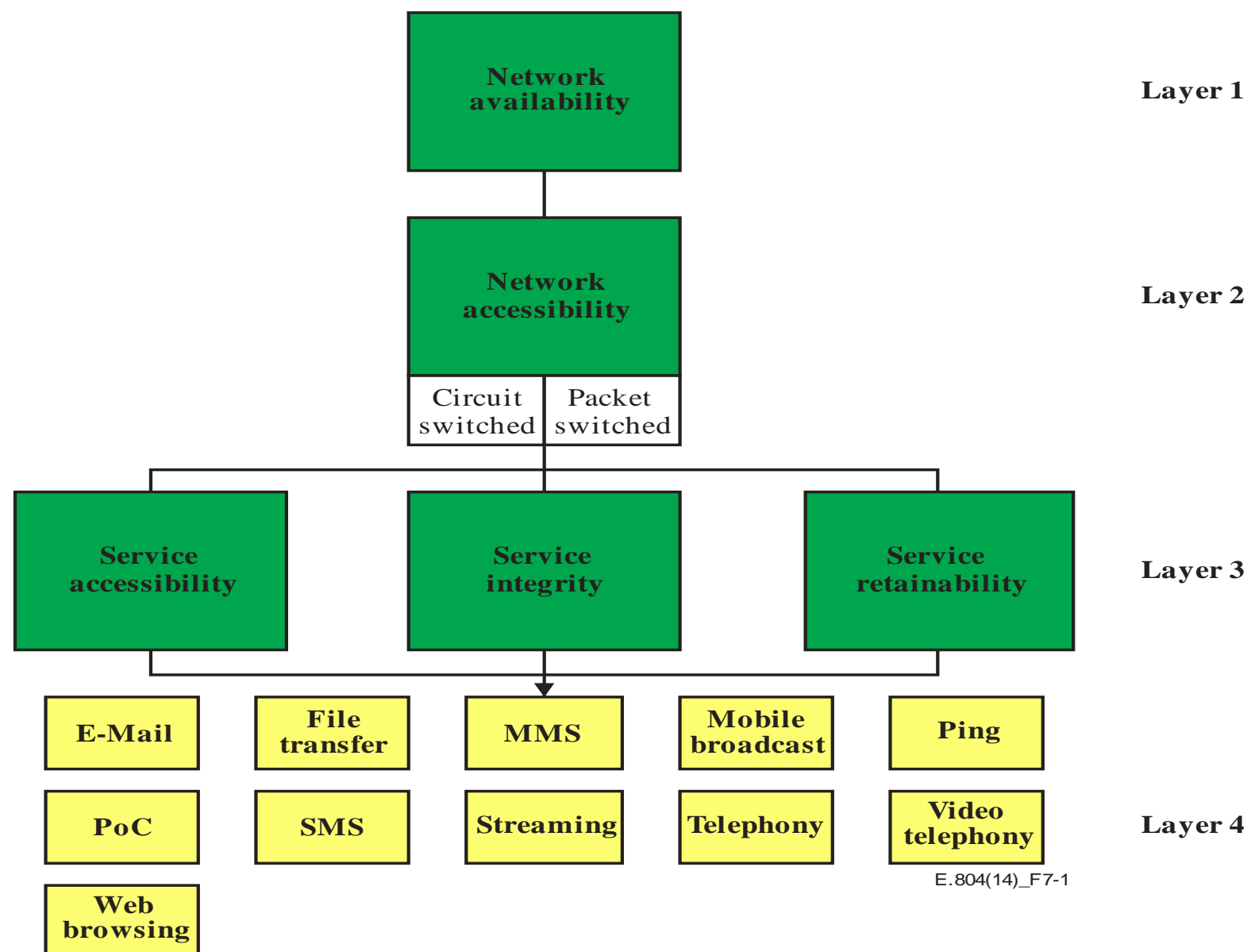
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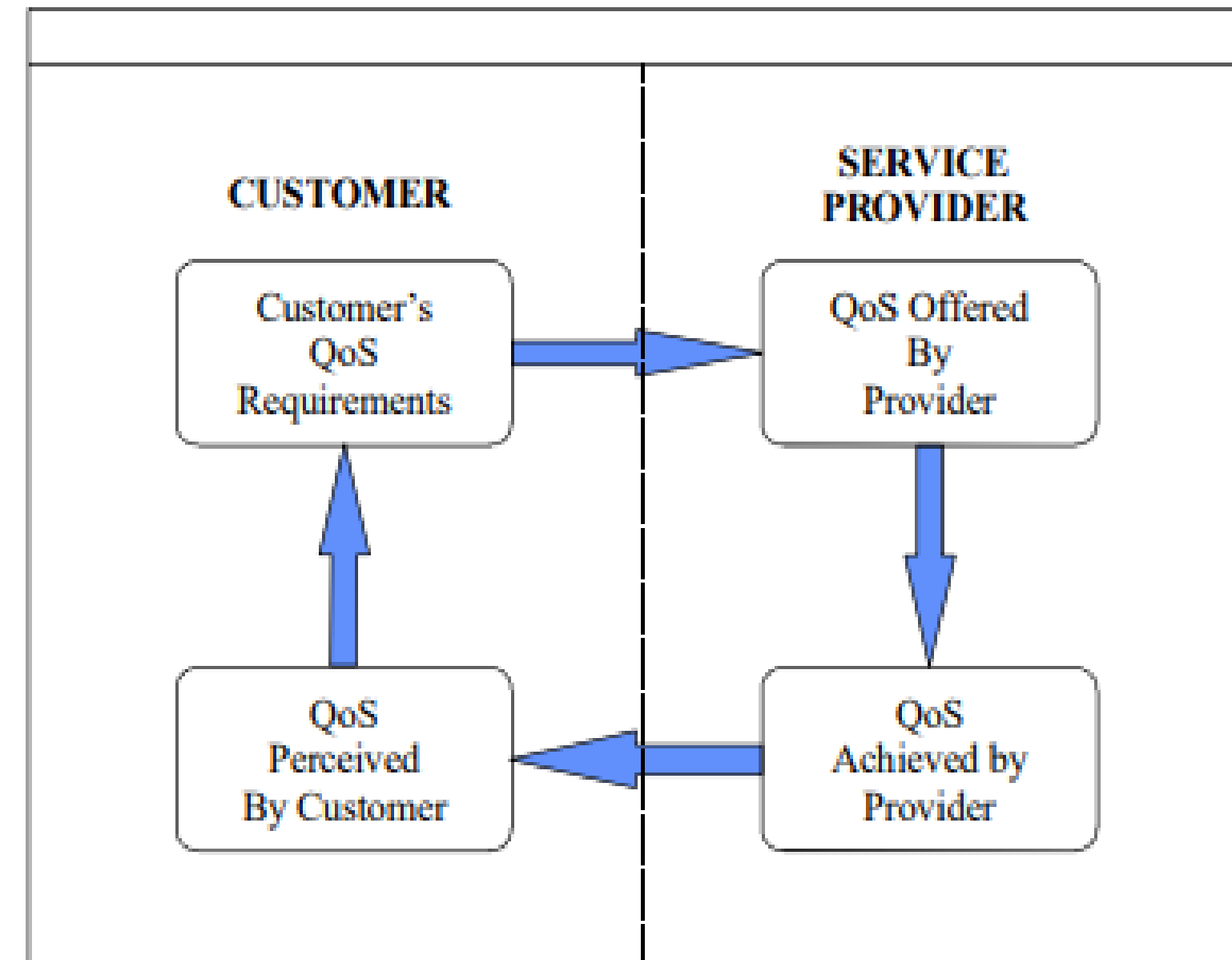


QoS/QoE of DFS - perspective

Rec. ITU-T E.804



Rec. ITU-T G.1000



- The black box theory?
- SLA related standards?
- DFS riding on telecom infra
- E.800: DFS depends on NP/QoS



Status of QoS/QoE of DFS in Zambia – *2 of the stakeholders*

Service Providers Side

DFS is a key product/driver;

- **Quality measurement is obvious**
- **Currently has basic system indicators, , complaints, statistics etc**
- **This output not validated by NRA**
- **KPIs not standardised at national level**

National Regulatory Authority

DFS is a key issue;

- **QoS/QoE of DFS – not measured directly**
- **No data to benchmark this aspect of QoS/QoE**
- **There is need to implement solution in the near future**
- **QoS Guidelines 2022 draft has included DFS**



Looking to the Future – opportunities and prospects for standardisation

QoS Regulatory Framework – *QoS Regulation Manual*



1. Money Transfer Success Rate [%] ... target Note less than 99.999

$$\text{Money Transfer Rate } [\%] = \frac{\text{Number of money transfers recieved by the intended recipients}}{\text{Number of Money transfer sent}} \times 100\%$$

2. Money Transfer Success Rate [seconds] ... target – less than 5 seconds

$$\text{Money Transfer Success Time } [\%] = \text{Time Mobile Money Notice rcvd} - \text{Time Mobile Money sent}$$

3. Money Transfer Unsuccessful Transaction Resolution Time

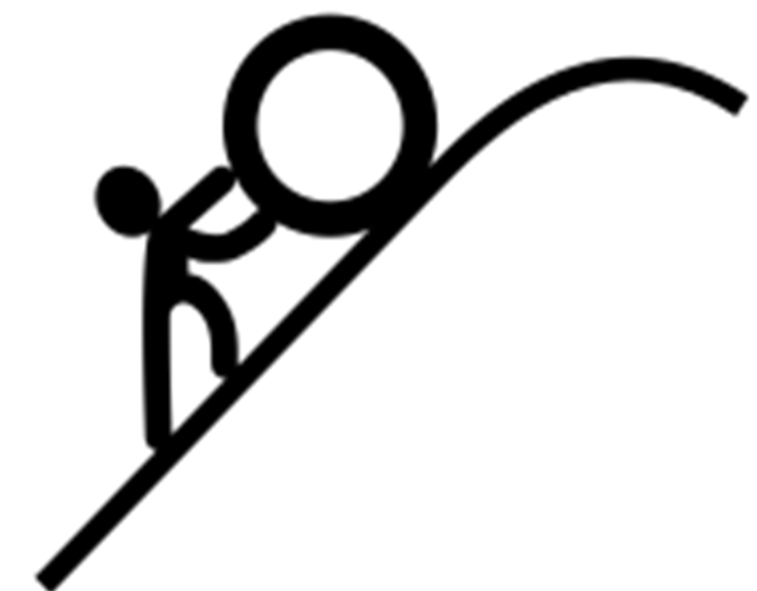
$$\text{Money Transfer Unsuccessful Transaction Resolution Time}[h] = \text{Time Mobile Money credited} - \text{Time Mobile Money unsuccessful transaction reported}$$

Future – seize the Q20/12 opportunity!!!



Specific suggestions on the way forward

- Need for standardization at all levels cannot be overemphasized – local, international
- Hopefully, equipment on the market will be modules added, not completely new solutions – interoperability or open source
- Evade the problem of multi-sectoral, multi-vendor space
Increased local standardization activities





Thank You