



ITU-T Study Group 12 Regional Group for Africa

Challenges in QoS & QoE monitoring – A case of Lesotho

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03 – 08 March 2019
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Lesotho background

- A mountainous Country with an area of around 33000 square kilometers.
- Two telecommunications network operators
- Vodacom Lesotho and Econet Telecom Lesotho
- Lesotho Communication Authority is the regulator of telecommunication sector



Regulatory Framework



- ACT 2012
- QoS Rules 2016

Operational aspects

- We use the Xplorer system from Spain.
- The system consists of :
 - Control center
 - Probe units
- Mobile probe units

Operational Aspects

- 5 Probe units are deployed for a period of 3 months in one location
- Information is transferred automatically from the probe units to the control center

Operational aspects cont....

Currently we measure both with fixed and mobile probe units:

- Call setup time
- Unsuccessful Call ratio
- Call drop ratio
- SMS completion ratio
- SMS delivery time

Challenges

- Network operators do not meet the set standard for sms delivery time
- Operators claim they are focusing on more ip based services
- The Authority has to pronounce itself on this issue
- Few number of probe units

Challenges cont...

- Amendment of the rules to include internet services in the year 2019/2020
- There is no broadband policy at the moment

THANK YOU