**MINUTE OF MEETING HELD ON THURSDAY, 3RD MARCH 2022 VIA MICROSOFT TEAMS BETWEEN NCA AND VODAFONE GHANA ON QOS STRATEGY FOR 2022**

**ATTENDANCE**

**NCA**

Mr. Paul Kofi Datsa Chairman

Mr. Thomas Daniel Hayford

Mr. Isaac Nkoah-Mensah

Mr. Ezer Osei Yeboah-Boateng

Mr. Nana Akosah Sarpong

Mr. Michael Asiedu Offei

Mr. George K Abrokwah

Mrs. Golda Adjei

Mr. Cosih Seddoh Smith

**VODAFONE GHANA**

Mr.

Mr. Samuel K. Agyekun

Mr. Sam Anthony

Mr Kpodoh Bright

Mr. Apraku Benjamin

Mr. Afla

Mr. Odai Daniel

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| **1.0**  **1.1** | **AGENDA**  DISCUSSION QUALITY OF SERVICE OPERATIONAL PLAN 2022  **OPENING**  The meeting commenced at 2:11 pm with an opening remark from the Chairperson, Mrs. Golda Adjei. The Chairperson, in his opening remarks thanked all attendees for honouring the Authority’s invitation. She expressed her high expectations and also introduced NCA members present at the meeting.  He further called on the Vodafone’s team to introduce its members present in the meeting. |  |  |
| **2.0**  **2.0**  **3.0**  **4.0**  **5.0**  **6.0** | **PRESENTATION OF OPERATIONAL STRATEGICAL IMPACT BY VODAFONE**  Mr. Nii Ayitey Komey took the meeting through the first presentation. He Mentioned 4 key Agendas (outline of presentation) which is as follows:   * Field Monitoring * Network Perfomance Monitoring * Service Improvement Monitoring * AOB   **FFIELD MONITORING**  Mr. Nii Ayitey Komey talked about how the Field Monitoring will be Scheduled , the methodology going to be used, key focus areas , the compliance approach and the regional drive test plan.  For the Schedule he mentioned everything will start from 5th March 2022 and end in 30th November 2022. From 2nd -5th March will be the Stakeholders engagement. From 7th march to 30th June will be the first half year national field testing and reporting. Lastly from 1st August -30th November will be the second half year national field testing and reporting.  Further into the meeting he discussed the methodology for the drive test. He Continued that with test of mobile voice QoS on Locked 3G mode the methodology with an objective to check MOS and call setup time will be :   * Calls of 90 sec duration with 15 seconds idle wait time between them to allow for cell reelection and release of channels,where applicable.   He Continued that with test of mobile voice QoS on Locked 3G mode the methodology with an objective to data download speed will be:   * A series of FTP download test, to be conducted and each separated by five(5) seconds wait time.   He however stated with Mobile Data QOS (stationary) test, technology mode of 4G (locked) with an objective to check data, download speed, service access time and latency’s methodology will be:   * A ping test, HTTP download test and and FTP download test are conducted in that order and separate by five (5) seconds.   He stated with Coverage Assessment Test with Locked( 3G / 4G) with an objective to check network coverage the Test methodology will be :   * The User equipment is left in IDLE   Moreover he talked about key focus areas for the field monitoring which includes 16 regions , 260 district capitals.  **FIXED , CORE AND TRANSPORT NETWORK UPGRADES**  Mr. Kpodoh Bright shared with the meeting details of the  Fixed, core and transport. He stated Vodafone transformed and modernized fixed network by;   * Delivering 22.5K/33k home passes YTD. * National OLT upgrades to improve reliability and experience. * Upgraded and expanded BRAS at High street and Tema B from 60G to 80G. * Major links within the CPN were upgraded to support Traffic demand. * Core Network was expanded and optimized:   He explained the core network was optimized and expanded by achievement of the following;   1. Expanded HSS LTE license from 600k to 1,015k 2. Expanded pdp capacity by additional 36% 3. Expanded vEPC throughput by 100% 4. Preparation towards CS and PS Core upgrade to support 5. National Roaming - initial testing successful 6. Re-engineered TCP and video optimization solutions   **CHALLENGES**  Mr. Kpodoh Bright spoke about the challenges Vodafone faced over the year. He continued with the causes of fiber cuts they encountered that is road construction/excavation, Aerial cable damage and Vandalism. He shared the initiatives Vodafone has installed in battling the challenges of fiber cut as below:  Improvement Initiatives:   * Relocation of fibre infrastructure due to road construction. * Repair of exposed/damaged sections. * Secure exposed sections to avoid many cuts due to rain and road construction. * Bracing of installed batteries   **DISCUSSIONS**  The Chairman thanked Mr.Kpodoh Bright for the presentation and asked the participants to voice out their questions and comments.  Mr. Paul Kofi Datsa the Chairman went on to advice the Vodafone team about the issue in difficulty finding towns mentioned in letters brought forward to the Vodafone team. He stated that the vodafone team should kindly ask for locations of the towns when its mentioned or brought to the awareness of their teams. Mr Thomas Hayford commented on how the Vodafone team failed to mention the effect of the operational strategies. Mr Apraku Benjamin commented on the fiber cut issues and how NCA I can help out in resolving most of it.  **CONCLUSION**  The meeting ended at 11:27 am  Chairman: Mr. Paul Kofi Datsa ----------------------------  Recorder: Mr. Nana Akosah Sarpong ----------------------------- |  |  |
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