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RESULTS OF MEASUREMENTS OF QUALITY OF SERVICE (QOS) INDICATORS OF MOBILE NETWORK INDICATORS

The Seychelles Communications Regulatory Authority contracted Metro Global Telecom Services (Pty) Ltd of South Africa to conduct a comprehensive Quality of Service (QoS) assessment on the mobile networks of Airtel Seychelles and Cable & Wireless Seychelles (CWS) to assess the performance against the targets prescribed by the Broadcasting and Telecommunications (Quality of Service) Regulations, 2022. The evaluation was undertaken from September 25 to October 31, 2024, and focused on assessing the performance of voice and data services provided by Cable and Wireless (Seychelles) Ltd and Airtel (Seychelles) Ltd in multiple regions on the islands of Mahé, Praslin & La Digue.

The results are presented here for publication in compliance with the regulations under the following sections:

- (1) Seychelles Voice Results [Seychelles overall across & split by Islands]
- (2) Seychelles Overall Data results
- (3) Mahé Data Results
- (4) Praslin & La Digue Data Results

The full reports are available @ <https://www.scra.sc>

1. SEYCHELLES VOICE RESULTS [OVERALL ACROSS ALL REGIONS AND SPLIT BY ISLANDS]

Overall	Airtel	CWS
Call Setup Success Ratio [%]	98.66	96.67
Call Setup Unsuccessful Ratio [%]	1.34	3.33
Drop Call Ratio [%]	2.66	3.44
Call Setup Time [s]	6.36	7.81
POLQA MOS	3.12	3.41

Mahé	Airtel	CWS
Call Setup Success Ratio [%]	98.46	96.86
Call Setup Unsuccessful Ratio [%]	1.54	3.14
Drop Call Ratio [%]	2.89	3.19
Call Setup Time [s]	6.42	7.80
POLQA MOS	3.11	3.37

Praslin & La Digue	Airtel	CWS
Call Setup Success Ratio [%]	99.40	95.95
Call Setup Unsuccessful Ratio [%]	0.60	4.05
Drop Call Ratio [%]	1.76	4.37
Call Setup Time [s]	6.14	7.88
POLQA MOS	3.15	3.52

2. SEYCHELLES OVERALL DATA RESULTS (MAHÉ, LA DIGUE & PRASLIN COMBINED)

		4G PREFERRED				3G PREFERRED			
		MOBILE		STATIC		MOBILE		STATIC	
		Airtel	CWS	Airtel	CWS	Airtel	CWS	Airtel	CWS
File Transfer	HTTP DL Throughput - Avg [Mbps]	16.8	7.3	16.4	9.4	4.6	3.0	5.3	3.1
	HTTP UL Throughput - Avg [Mbps]	9.1	6.3	11.3	6.5	2.2	1.7	2.7	2.0
	Capacity DL Throughput - Avg [Mbps]	39.3	24.6	41.5	45.3	6.1	7.7	7.9	11.1
	Capacity UL Throughput - Avg [Mbps]	18.7	18.0	23.6	19.8	4.7	4.2	5.5	4.5
	SFTP DL Throughput - Avg [Mbps]	12.1	5.9	11.9	7.2	4.6	3.3	5.3	3.7
	SFTP UL Throughput - Avg [Mbps]	5.6	3.5	6.9	3.7	1.5	1.0	1.8	1.0
	Unsuccessful file access ratio [%] – DL	1.0	1.1	0.5	0	0.6	3.0	0.4	0
	Unsuccessful file access ratio [%] – UL	3.6	5.0	1.8	10.5	4.7	17.7	1.2	15.3
HTTPS Browser	Overall HTTPs Browsing Time [s]	10.2	10.1	9.7	8.9	8.8	8.3	7.9	7.2
	Kepler Page	4.6	5.2	4.4	5.3	4.5	6.2	3.8	5.9
	Mobile Kepler Page	1.9	2.9	1.9	3.1	2.1	2.9	1.8	2.9
	Shein	7.4	8.3	6.7	6.4	10.6	9.8	9.3	8.1
	NBS	18.2	16.6	17.5	15.4	12.4	10.1	11.2	8.2
	SBC	18.5	17.8	17.7	14.4	14.6	12.4	13.5	10.6
Latency	Overall Average Ping Latency [ms]	274	242	271	224	285	204	282	200
	Overall Median Ping Latency [ms]	254	204	263	196	392	196	392	194
	Packet Loss Ratio [%]	3.6	3.3	1.0	4.6	22.0	15.9	26.8	10.9
YouTube	YouTube Successful Ratio [%]	93.8%	93.5%	97.7%	97.5%	92.0%	71.9%	97.6%	91.1%
	YouTube Average Resolution [pixels]	1060	1027	1047	1058	1005	1032	1038	1052
	YouTube Access Time [s]	5.7	2.2	5.4	1.6	4	3.1	3.5	2

3. MAHÉ DATA RESULTS

		4G PREFERRED				3G PREFERRED			
		MOBILE		STATIC		MOBILE		STATIC	
		Airtel	CWS	Airtel	CWS	Airtel	CWS	Airtel	CWS
File Transfer	HTTP DL Throughput - Avg [Mbps]	16.0	7.0	15.6	9.4	4.4	3.0	5.2	3.1
	HTTP UL Throughput - Avg [Mbps]	8.9	6.1	11.0	6.4	2.1	1.7	2.7	2.1
	Capacity DL Throughput - Avg [Mbps]	36.7	22.1	37.1	45.8	5.9	7.5	7.6	10.6
	Capacity UL Throughput - Avg [Mbps]	18.1	17.5	21.8	20.0	4.7	4.2	5.5	4.5
	SFTP DL Throughput - Avg [Mbps]	11.6	5.6	11.5	7.2	4.4	3.3	5.2	3.6
	SFTP UL Throughput - Avg [Mbps]	5.5	3.4	6.7	3.6	1.5	1.0	1.8	1.1
	Unsuccessful file access ratio [%] – DL	1.2	1.3	0.5	0	0.5	3.4	0	0.4
	Unsuccessful file access ratio [%] – UL	3.9	4.8	2.1	10.8	5.2	18.1	1.3	15.9
HTTPS Browser	Overall HTTPs Browsing Time [s]	10.4	10.3	9.8	9.0	9.1	8.4	8.1	7.3
	Kepler Page	4.6	5.3	4.4	5.4	4.6	6.3	3.9	6.0
	Mobile Kepler Page	2.0	2.9	1.9	3.1	2.2	3.0	1.9	3.0
	Shein	7.4	8.8	6.8	6.5	10.9	10.2	9.5	8.4
	NBS	18.3	17.1	17.5	15.6	12.6	10.1	11.3	8.3
	SBC	19.1	18.1	18.0	14.3	15.3	12.7	14.0	10.9
Latency	Overall Average Ping Latency [ms]	274	243	273	226	286	204	284	201
	Overall Median Ping Latency [ms]	256	206	272	196	390	196	392	194
	Packet Loss Ratio [%]	3.7	3.4	1.1	4.0	19.1	16.4	26.9	10.6
YouTube	YouTube Successful Ratio [%]	93.6	93.0	97.8	98.6	91.2	71.8	97.6	91.7
	YouTube Average Resolution [pixels]	1 055	1 016	1 041	1 055	995	1 024	1 031	1 048
	YouTube Access Time [s]	5.7	2.3	5.5	1.6	4.0	3.1	3.5	2.0

4. PRASLIN & LA DIGUE DATA RESULTS

		4G PREFERRED				3G PREFERRED			
		MOBILE		STATIC		MOBILE		STATIC	
		Airtel	CWS	Airtel	CWS	Airtel	CWS	Airtel	CWS
File Transfer	HTTP DL Throughput - Avg [Mbps]	16.0	7.0	15.6	9.4	4.4	3.0	5.2	3.1
	HTTP UL Throughput - Avg [Mbps]	8.9	6.1	11.0	6.4	2.1	1.7	2.7	2.1
	Capacity DL Throughput - Avg [Mbps]	36.7	22.1	37.1	45.8	5.9	7.5	7.6	10.6
	Capacity UL Throughput - Avg [Mbps]	18.1	17.5	21.8	20.0	4.7	4.2	5.5	4.5
	SFTP DL Throughput - Avg [Mbps]	11.6	5.6	11.5	7.2	4.4	3.3	5.2	3.6
	SFTP UL Throughput - Avg [Mbps]	5.5	3.4	6.7	3.6	1.5	1.0	1.8	1.1
	Unsuccessful file access ratio [%] – DL	1.2	1.3	0.5	0	0.5	3.4	0	0.4
	Unsuccessful file access ratio [%] – UL	3.9	4.8	2.1	10.8	5.2	18.1	1.3	15.9
HTTPS Browser	Overall HTTPs Browsing Time [s]	10.4	10.3	9.8	9.0	9.1	8.4	8.1	7.3
	Kepler Page	4.6	5.3	4.4	5.4	4.6	6.3	3.9	6.0
	Mobile Kepler Page	2.0	2.9	1.9	3.1	2.2	3.0	1.9	3.0
	Shein	7.4	8.8	6.8	6.5	10.9	10.2	9.5	8.4
	NBS	18.3	17.1	17.5	15.6	12.6	10.1	11.3	8.3
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YouTube	YouTube Successful Ratio [%]	93.6	93.0	97.8	98.6	91.2	71.8	97.6	91.7
	YouTube Average Resolution [pixels]	1 055	1 016	1 041	1 055	995	1 024	1 031	1 048
	YouTube Access Time [s]	5.7	2.3	5.5	1.6	4.0	3.1	3.5	2.0