



# INVITATION TO PARTICIPATE

## CUSTOMER FEEDBACK CAMPAIGN ON CELLULAR PHONE SERVICE

The Botswana Communications Regulatory Authority (BOCRA) was established by the Communications Regulatory Authority Act (CRA Act : No. 19 of 2012) to regulate the communications sector in Botswana.

The CRA Act mandates BOCRA to protect and promote the interests of consumers, purchasers and other users of the services in the regulated sectors, particularly in respect of the prices charged for, and the availability, quality and variety of services and products, and where appropriate, the variety of services and products offered throughout Botswana.

BOCRA invites consumers to participate in a Quality of Service (QoS) feedback campaign code named "My Network, My Quality". The purpose of the campaign is to identify common problems and common areas of poor network quality to guide appropriate interventions aimed at improving QoS within the mobile telephony sector.

The QoS parameters being investigated are:

**Call Setup Success:** A measure of the number of times a call attempt was successful.

**Call Drop:** A measure of the number of calls that were cut by the network before the customer could end the call.

**Call Quality:** The audible sound quality during a call.

Kindly answer the questions below. If you use more than one network, you are requested to provide separate responses for each network. Kindly provide as much information as possible.

1. Which operator(s) do you subscribe to?	<input type="checkbox"/> Mascom	<input type="checkbox"/> Orange	<input type="checkbox"/> BeMobile
2. Which QoS parameter do you experience problems with?	<input type="checkbox"/> Call Set Up	<input type="checkbox"/> Call Drop	<input type="checkbox"/> Call Quality
3. How long have you experienced the problem?	<b>When did it start?</b>		<b>How long has it been going on?</b>
4. Which area do you experience the problems in the network? <small>* Complete the name of the Cell tower if you are able to set your phone to display Cell Identity of your area</small>	<b>Town/ Village (e.g. Gaborone, Mochudi)</b>	<b>Location/ Kgotla (Block 3 or Mosanteng Ward)</b>	<b>If any landmarks please state (e.g. near Nkoyaphiri Mall)</b>
5. Do you experience any dropped calls while changing the location from where the call was initially made (i.e. when in motion), if so, please state the general area where this occurs.	<b>Town/ Village (e.g. Gaborone, Mochudi)</b>		<b>Specify area (land mark)</b>
6. Please state any additional comments you may have with regards to Quality of Service in your area.			

### BASIC DETAILS

Name of respondent: \_\_\_\_\_ Contact Tel/Address: \_\_\_\_\_

### CONFIDENTIALITY

What do you want BOCRA to keep confidential?  Nothing  Name/ Contact details  Whole response

If you want part of your response to be confidential, can BOCRA still publish a reference to the contents of your response (including, for any confidential parts, a general summary that does not disclose the specific information or enable you to be identified)?

### DECLARATION

I confirm that the correspondence supplied is a formal consultation response. Unless otherwise specified on this form, I authorise BOCRA to make use of the information in this response to meet its legal requirements.

### SUBMISSION

You can submit your response via the following methods:

- By email : send the scanned response to [gaolekwe@bocra.org.bw](mailto:gaolekwe@bocra.org.bw)
- Complete the online form. Please visit <http://www.bocra.org.bw/> and click "QoS Campaign" to complete the form electronically.
- By Fax: To (+267) 3957976 to the attention of Ms S. Gaolekwe.
- By Post: BOCRA, Private Bag 00495, Gaborone, Botswana
- Hand Delivered: BOCRA Office in Gaborone at Plot 50671, Independence Avenue

Name: \_\_\_\_\_

Signed (if hard copy): \_\_\_\_\_