

EVALUATION OF QUALITY OF SERVICE OF GSM NETWORK PROVIDERS

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ABSTRACT

This work presents a report on the quality of services provided by GSM network operators within the University of Nigeria Nsukka Campus. This is expressed in terms of the ability to establish and maintain call connections; intra and inter network calls for outgoing calls in University of Nigeria, Nsukka Campus in Enugu State of Nigeria. The campus was divided into eight locations; these locations were used as Test Points. In each of these locations, series of measurements were made. Three GSM operators represented as operator N, P and K were investigated for a period of eight weeks. The accessibility levels and call failure rate expressed in percentages show that for intra and inter - network calls, operator N network had better call quality of service assessment of 89.8% and 86.3% respectively; and lowest call failure rate within the University of Nigeria Nsukka Campus for the period investigated.