

2014/TEL49/LSG/004 Agenda Item: 3.3

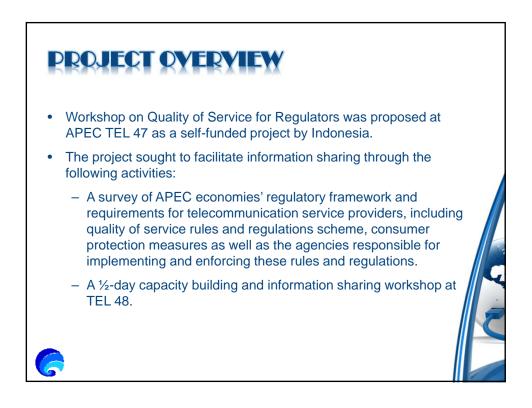
# Draft Report of Workshop on Quality of Service for Regulators

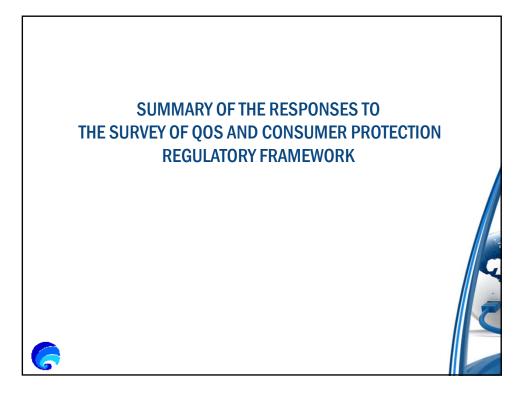
Purpose: Information Submitted by: Indonesia

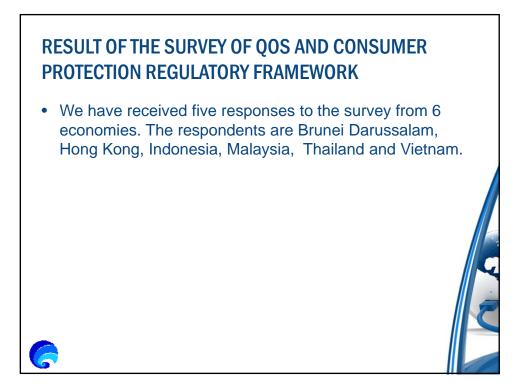


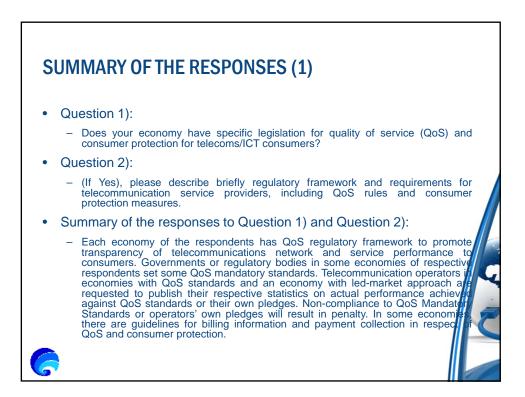
Liberalization Steering Group Meeting Yangzhou, China 25 April 2014

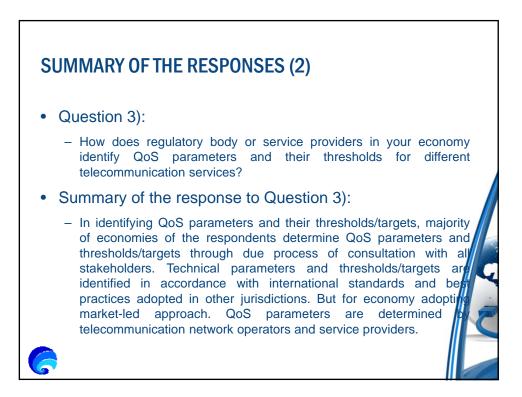




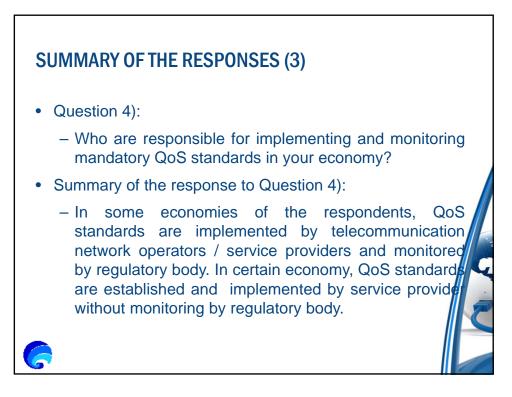


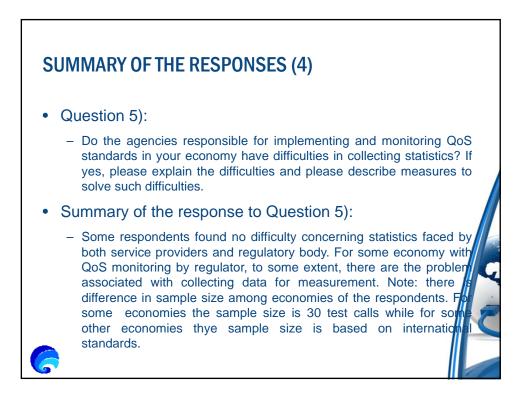


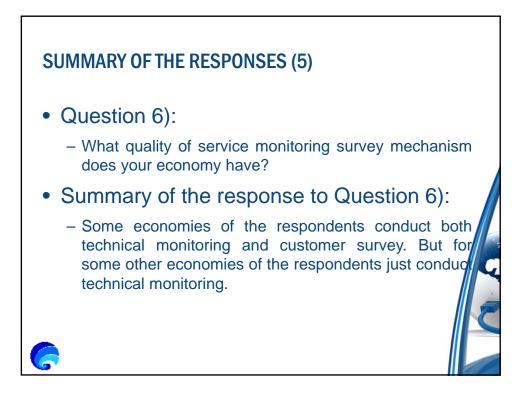


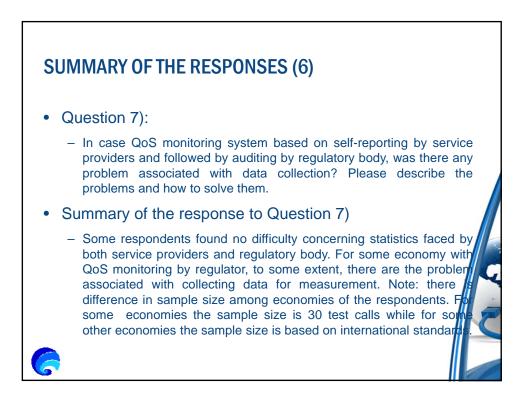


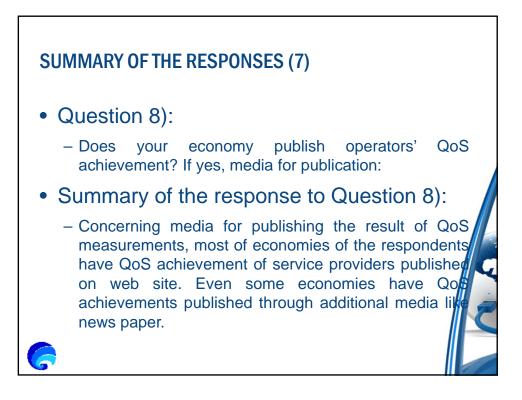
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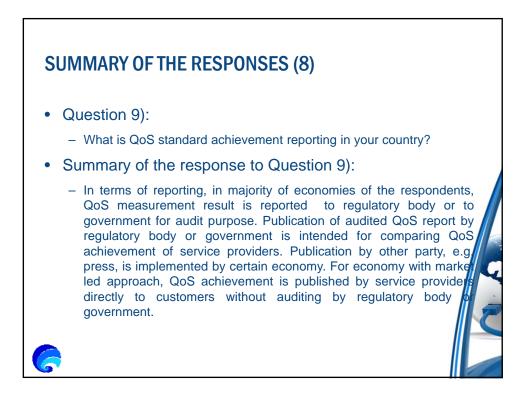


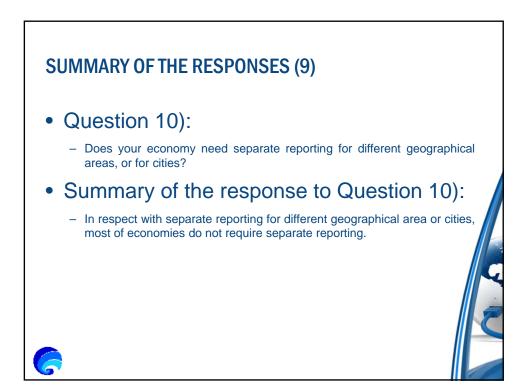


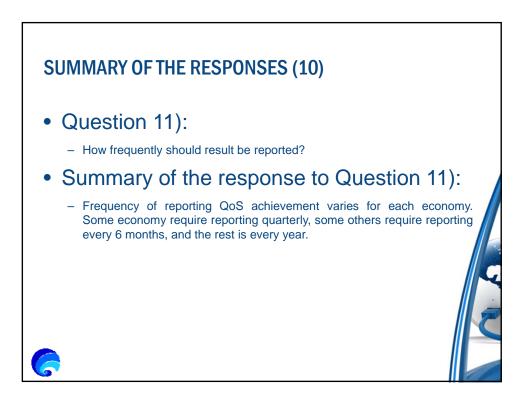


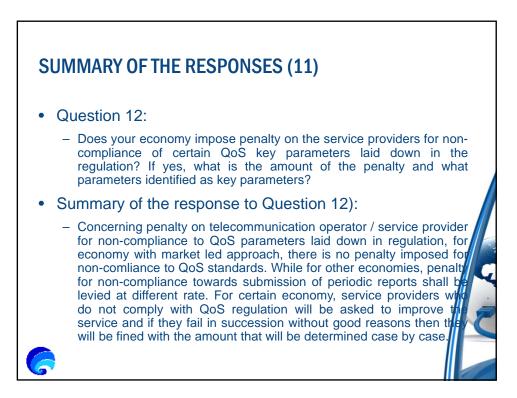


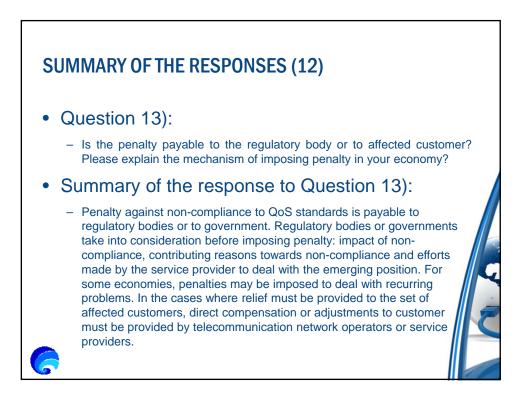


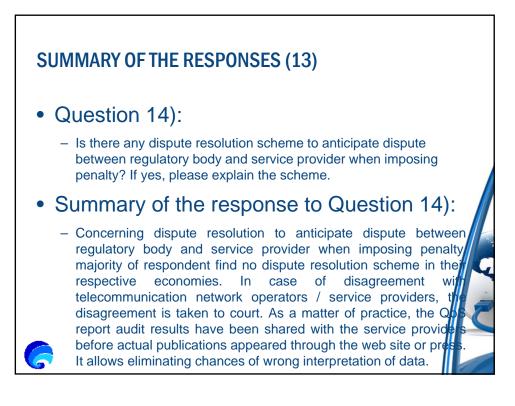


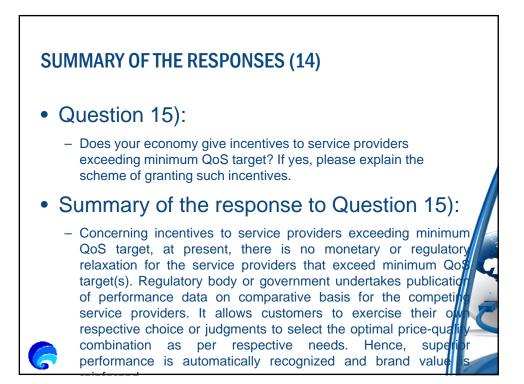


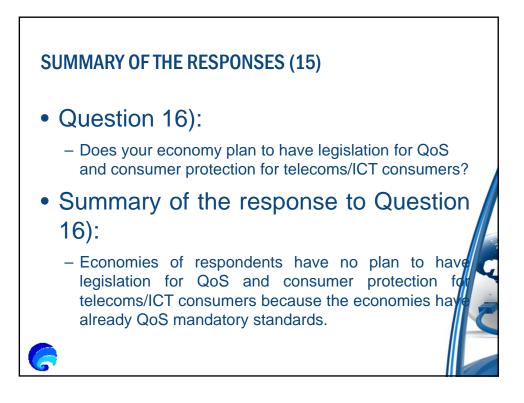








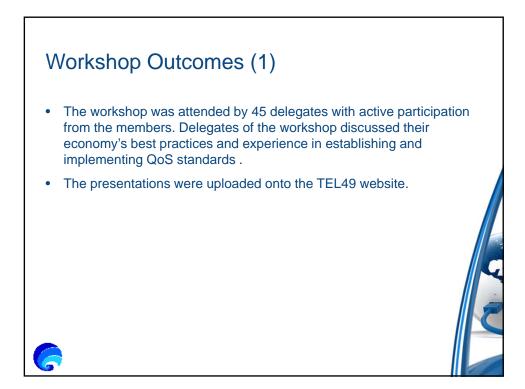


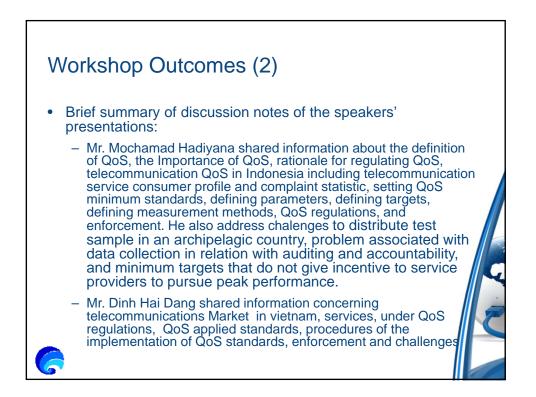












#### Workshop Outcomes (3) Mr. Chen Ying-Ti shared information concerning consumer protection policy & enforcement in mobile communications business. Because consumer disputes in mobile communications, especially in quality, installation and charges, is very high, Chinese Taipei is trying to implement consumer protection measures. The measures, among others, are reviewing mobile telecommunication related operation constitutions, urging operators to improve infrastructures, to enhance network coverage and capacity, to relieve network congestion, and Establishing Dispute Settlement Center for addressing NCC telecommunication service disputes in charge of investigation, settlement, resolution, and amendment of customer policy and regulation. Mr. Atiwat Aimdilokwong presented principles of QoS based on ITU-t recommendations, process of establishing QoS standards in NTC wich involves public participation, scope of telecommunication service in Thailand subject to QoS standards, QoS parameters with their targets, examples of QoS measurement result, enforcement mechanism, and example of QoS report. He also address problems relates to authenticity of the QoS reports, statistical data collected by operators, no means to double check authenticity of the data, low consumer awareness of the QoS reports, QoS reports which are not easily accessied in the operators website, and reports publishing which are delayed outdated.

# Workshop Outcomes (4)

Mr. Jason Teo presented publication requirement for Internet service providers (ISPs) in Singapore. Key factors prompting IDA Singapore to intervene ISPs are disputes, there is a rise in complaints from end users who were dissatisfied with their broadband speeds as compared to the advertised speeds and the difficulty face by end users in making informed choices. Measures taken are setting requirements for ISPs to disclose typical speeds before end users can enter into contracts, disclos on the computation, test results and measurement methodologies (updated on a quarterly basis), and prominently publish on ISPs' websites, brochures, digital and press advertisements . He also inform process of the implementation of QoS in Singapore, incuding monitoring QoS achievement by serice providers.

### Workshop Outcomes (4)

Ms. Jennifer Steffensen shared the implementation of QoS in USA. She explained that QoS regulations vary across all 50 U.S. States. States generally apply 4 common principles: speed and reliability with which new service is installed, the number of service problems reported by customers, the speed with which reported problems are resolved, and overall customer satisfaction. Telephone providers are required to submit QoS reports on all of these measures to the proper state department. Many but not all, state utility agencies publish online the QoS reports that the companies file. There are no QoS rules for wireless and broadband services. USA apply market-led approach for those services. QoS relies on the competitive market to create incentives for providers to maintain high quality of service. There are private companies that survey users as to their satisfaction with their telecommunications provider. These survey results are reported publicly and often used by the carriers in their marketing materials.

# Workshop Outcomes (5)

Mr. Azhar Abdul Rahman shared information with regard to QoS principle based on ITU-T recommendations from definition to basis of QoS parameters selections. He also shared the implementation of QoS standard covering the scope of services under QoS mandatory standards with their parameters, process of establishing QoS standards in Malaysia which involves public inquiry, and also penalty for incompliance to the mandatory QoS standards. He also address MCMC plan to publish service providers' QoS achievement in MCMC website starting from first half 2014, based on quarterly submissions especially for broadband service. Responding to a question regarding measurement location, Mr. Azhar Abdul Rahman said that QoS measurement conducted not only in Peninsular Malaysia, but also in other part of Malaysia including Penang island and Langkawi islands.

## Workshop Outcomes (6)

- Mr. Wataru Aikawa shared information concerning the implementation of QoS standards in Japan. He said that only voice services that subject to QoS mandatory standard. Fixed phone, IP phone, and mobile phone services are required to comply with QoS standards. QoS measurements are conducted by telecommunication carriers in Japan. Association, including governent agencies, select measurement location randomly. Telecommunication carriers conduct and complete measurement. A common measurement server for all telecommunication carriers will be employed. All measurement results will be published and reflected in carriers' advertisements.
- Mr. Hiroshi Ota provided information concerning ITU-T SG 12 and its recommendation which will be references for ragulating QoS.

