Survey - Broadband

CERC- Ahmedabad, India
ISSUES

• Q1. What do the Service Providers tell their Clients?
• Ans. Very Little (if anything). Most do not understand anyway!
Next Question

• Q2. (More difficult). What is your access speed?
• It is a random variable- mean and variance? Not fully.
• Q3. How to correctly describe true (of real value to the consumer) speed?
• Hard problem. And also, may not be easily or meaningfully measurable, and…
Next Question

• Q4. Will it pass the Legal Test?
• The fault was not in the service provider’s domain.
• The measurements are not in accordance with the service agreement. No proof that the consumer accessed the service correctly- His computer was doing background jobs. ....
A Typical Promise

• Speeds ‘up to’ XX Mbps
• Real Promise- It will never exceed XX Mbps- We assure you.
<table>
<thead>
<tr>
<th>Carrier</th>
<th>Speed</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>BT</td>
<td>‘up to’ 8Mbps</td>
<td>4.1 to 4.8MBPS</td>
</tr>
<tr>
<td>Orange</td>
<td>‘up to’ 8Mbps</td>
<td>3.3 to 4.3Mbps</td>
</tr>
<tr>
<td>Virgin Media</td>
<td>‘up to’ 10Mbps</td>
<td>9.5 to 9.7Mbps</td>
</tr>
<tr>
<td>BT</td>
<td>‘up to’ 20Mbps</td>
<td>6.9 to 8.7Mbps</td>
</tr>
<tr>
<td>Sky up</td>
<td>‘up to’ 20Mbps</td>
<td>7.4 to 8.8Mbps</td>
</tr>
</tbody>
</table>

(Only a part of the Table)
Another Issue

- Internet is used also for (other than file download) : Gaming, VoIP (Skype)
- These experiences are affected by: Delay, Packet Losses, Jitter etc.
- So, QoS is determined by many other factors
Increase Competition

- This is so Obvious: But here
- If online – Fiber or the ‘tp’. Change implies cost, long break in service. Can turn out to be “from frying pan into fire”.
- In the forthcoming world of “Wireless” it might be easier to provide competition, but will be much harder to prove culpability in lack of service quality
- There are Engineering problems but that is for the Engineers
Nutrition Label?

• It should certainly help.
• A Good First Step
• Comprehensive QoS measurement
• Done by an Independent Regulatory Body
May be a better a answer

Thank You