

# Universal Access Policy: Interpretation of Broadband Speeds

Informal presentation to assist discussion





## Discussion Agenda

- UA Policy
- The Issue
- Meanings
- Problems arising
- Shaping a solution(s)



## UAP - Excerpt

- Paragraphs 1.1.1 and 1.1.3 of the UAP provides:

*“By 1 January 2018 98 percent of the Vanuatu population shall have (and continue having after this date) access to the following telecommunications services:*

*“... broadband Internet services that shall enable download speed of at least 21 Mbps and upload speed of at least 12 Mbps.”*



## The Issue of consideration:

- What is meant by “... broadband Internet services that shall enable download speed of at least 21 Mbps and upload speed of at least 12 Mbps”?



## Possible meanings

- Does it mean:
  - (1) Broadband services that operate at least 21/12 speeds all of the time?
  - (2) Broadband services that are designed to operate at least 21/12 speeds and will do so under at least some operating conditions?
  - (3) Something else, such as best efforts on the part of the Service Provider?
- The description in the UAP was not intended to be optional or voluntary, so we have concentrated on meanings (1) and (2).



## Problems arising – with Meaning (1)

- Only dedicated broadband services can guarantee to operate at specified speeds all the time. As soon as there is contention for capacity, performance is affected. But the UAP does not distinguish between dedicated and contention-based services
- We have consulted with the ITU who advise that all internet services have contention at some levels
- The main issue is for wireless-based services, however, and the contention that occurs under, at times of peak load conditions
- Practically, it is not commercially sustainable to require at least 21/12 speeds to be provided at all times to all customers



## Problems arising – with Meaning (2)

- It is necessary but not sufficient that the network providing the broadband service be designed to deliver at least 21/12 speeds
- But the requirement is not about design – it is about what customers experience
- Therefore the broadband service must meet the at least 21/12 speed requirement at least some of the time for all customers



## Problems arising – other challenges

- We do not want to interfere in contractual commitments about minimum speeds if they have been given by the Service Provider
- The UAP will not be amended to cover this aspect – it is a matter for TRR decision, and we wish to do that in consultation with industry and GOV
- Can the industry agree on a practical solution that will give the required comfort, assuredness and satisfaction to broadband customers and users?





# What to do?





## Shaping a Solution (1)

- The network must have a design capability to deliver at least 21/12 speeds some of the time, to all customers – otherwise it is not fit for purpose, and unacceptable.
- In practice, some performance flexibility is necessary at peak usage at each network location
- How long should be allowed for daily peaks or for the daily busy hours?
- Put another way, for how many hours a day should the network be able to deliver at least 21/12 speeds?



## Shaping a Solution (2)

- TRR considers that the answer to the last question might be 20 (under a contented approach) – i.e. the service should be at least 21/12 for 20 hours per day (at least)
- Service Providers would, thus, have to advise customers when the service should be running at at least 21/12 speeds – i.e., taking into account the customer's location, advise which 4 hours of the day might be below that performance
- If agreed, service providers would need to continuously monitor their traffic profiles and augment capacity to ensure that the performance is at least 21/12 for at least 20 hours per day.



## Questions for discussion with stakeholders

- Is there agreement that it is not realistic to expect broadband services to meet at least 21/12 speed requirements all the time – 24/7 – that is Meaning (1)? *Dedicated*
- Is the type of solution outlined by TRR in this presentation feasible and practical?
- If so, what should the minimum hours per day be for at least 21/12 performance? *Contented*
- If not, what other solutions should we consider?
- Bear in mind, doing nothing means that Meaning (1) is the likely policy interpretation



**For discussion**