

PCC.I/ DEC. 190 (XXIV-14) ¹

**CURRENT STATUS OF THE REGULATORY FRAMEWORK ON TELECOMMUNICATION
SERVICE QUALITY**

The XXIV Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To request the Member States to complete the survey provided in the Annex , by July 15, 2014 at the latest.
2. To instruct the Administration of Colombia to submit a report on the survey's results to the next meeting of PCC.I.
3. To instruct the CITEL Secretariat to inform the Member States about the survey and the deadline for its completion.

ANNEX TO DECISION PCC.I/ DEC. 190 (XXIV-14)

**CURRENT STATUS OF THE REGULATORY FRAMEWORK ON TELECOMMUNICATION
SERVICE QUALITY**

1. In your country is there any regulatory framework that defines the conditions and levels of quality for telecommunication services?

YES _____ NO _____

If your reply is YES, please indicate the number and name of the document of the regulatory framework, as well as the Internet link where it can be consulted:

Regulatory framework document:

URL: _____

2. In the regulatory framework provided by your country, for what telecommunication services are quality conditions defined? Choose from the following.

Voice service via mobile networks _____

Voice service via fixed networks _____

Internet service via mobile networks _____

Internet service via fixed networks _____

Voice service via satellite networks (VSAT) _____

Internet service via satellite networks (VSAT) _____

Television service (broadcast and pay TV) _____

Broadcasting service _____

Other _____

¹ CCP.I-TIC/doc. 3210/14 rev.1

3. Please provide the indicators defined for each service for which you replied YES above, specifying whether they are measured by an operator management system or a field management system. Add the number of rows needed to include all indicators.

Service	Indicator	Management system	Field measurement
Voice via mobile networks		Yes/No	Yes/No
		Yes/No	Yes/No
		Yes/No	Yes/No
Voice via fixed networks		Yes/No	Yes/No
		Yes/No	Yes/No
Internet via mobile networks		Yes/No	Yes/No
		Yes/No	Yes/No
Internet via fixed networks		Yes/No	Yes/No
		Yes/No	Yes/No
Voice via satellite networks		Yes/No	Yes/No
		Yes/No	Yes/No
Internet via satellite networks		Yes/No	Yes/No
		Yes/No	Yes/No
Television		Yes/No	Yes/No
		Yes/No	Yes/No
Broadcasting		Yes/No	Yes/No
		Yes/No	Yes/No
Other		Yes/No	Yes/No
		Yes/No	Yes/No

4. To measure indicators using the operator management system, as specified in item 3 above, please indicate the following:

- 4.1 Indicators are calculated on the basis of the following periodicity:

Monthly _____

Quarterly _____

Half-yearly _____

Yearly _____

Other _____ Please specify: _____

- 4.2 Does the methodology include a definition of the days and hours when the indicators must be measured?

YES _____ NO _____

If you answer YES, please describe the methodology provided for defining the days and hours for measuring the indicators.

- 4.3 Please indicate the formulas provided to calculate each one of the indicators. Add the number of rows needed to include each and every indicator with its respective formula for calculation.

Service	Indicator	Formula

4.4 To calculate the indicators and in line with the formulas provided in item 4.3, does the operator submit an additional report that indicates the network meters used or does the regulatory framework define the meters by type of manufacturer?

4.5 Do the indicator calculations and reports follow a process that can be audited by the Administration?
YES _____ NO _____

If your reply is YES, please indicate how the auditing process must be conducted and who is in charge of it.

4.6 Does the information or data used to calculate and report the indicators follow a process than can be audited by the Administration?
YES _____ NO _____

If your reply is YES, please indicate how the auditing process must be conducted and who is in charge of it.

- 4.7 Quality indicators are reported:
- a. As a single figure/score for the country as a whole
YES _____ NO _____
 - b. Broken down by service area
YES _____ NO _____
 - c. Broken down by some kind of geographical division
YES _____ NO _____
 - d. Other
YES _____ NO _____

If your reply is YES for items b), c) or d), please indicate how the breakdown is done.

4.8 Are there different goals to achieve for each one of the quality indicators, depending on the report's geographical breakdown?
YES _____ NO _____

If the reply is YES, please specify each figure/score with its respective breakdown.

Service	Indicator	Figure/Score	Breakdown

4.9 Are there sanctions for failure to achieve these goals?
YES _____ NO _____

If your reply is YES, please describe the amount (range) of the sanctions for any failure to achieve the goals.

4.10 For services provided via mobile networks, have indicators been differentiated by technology (2G, 3G, etc.)?

YES ____ NO ____

If your reply is YES, please specify these indicators along with their respective compliance scores.

Service	Indicator	Technology	Score

- 4.11 For services provided via mobile networks, when measuring and reporting the indicators, are the base station sectors located on the edge of coverage excluded (island or edge base stations)?
YES ____ NO ____

If your reply is YES, please indicate the reasons why this exclusion was considered.

- 4.12 Are the indicators calculated and reported by the operators for the information of users?
YES ____ NO ____

If your reply is YES, please indicate the Internet link for this information and who is in charge of publishing it.

5. For the indicators that are obtained through field measurements and those specified in item 3, please indicate:

- 5.1 Periodicity for conducting the measurements:

Monthly ____

Quarterly ____

Half-yearly ____

Yearly ____

Other ____ Which? _____

- 5.2 Measurements are made by:

The operators ____

The Government (regulator or ministry) _____

Another entity: Which one? _____

- 5.3 Please indicate the methodology used for field measurements, including the regulation or document where this methodology is specified.

- 5.4 How are the sites or routes defined to conduct field measurements?

- 5.5 Are the measured indicators published for the information of users? YES ____ NO ____

If the reply is YES, please indicate the Internet link and who is in charge of publishing the information.

- 5.6 About a specific indicator, if there are both field measurements and results obtained from a management system and if the results are not the same, what are the measurements adopted?

6. In your country, are there surveys conducted to learn about user satisfaction with telecommunication services?

YES ____ NO ____

If your reply is YES, please indicate the following:

- a) Periodicity for conducting the surveys.
- b) What is the entity in charge of conducting the surveys?
- c) Methodology used to draw up the surveys.
- d) Where can the results of the surveys be consulted?

7. For Internet access

7.1 In your country, is there a definition of broadband?

YES ____ NO ____

If your answer is YES, please specify the definition, if it is applicable to mobile or fixed network technology, the effective speed of uplink and downlink access, minimum and average speed, or other relevant parameters. Please also specify the Resolution, Law or regulatory framework where this definition is enshrined, as well as the Internet link for consulting it.

7.2. Has progress been made in revising the level of standards on the minimum technical characteristics of broadband in your country?

YES ____ NO ____

If your reply is YES, please indicate in what years these revisions were carried out and what changes were made.

7.3. Is there a stipulated minimum time-limit for revising the definition of broadband in your regulations?

YES ____ NO ____

If your reply is YES, what is that time-limit? _____

7.4. In your country, is consideration being given to the possibility of measuring by “probes” or “white-box testing”?

YES ____ NO ____

If the reply is YES, please describe the measurement methodology, the level of network to which they are connected (USER, ACCESS, AGGREGATOR, OTHER) and who is in charge of operating these probes. Please also indicate where the measurement servers are installed (inside operator’s network, inside some National Interconnection Point, inside the International Connection Point or other).

7.5. If there are objective values for achieving an Internet access service indicator, please indicate what type of network it applies to (fixed, mobile), the objective value, the scope of the measurement and at what level failure to comply with said objective value is penalized.

Indicator	Type of Network to which it is applicable (fixed networks, mobile networks or both):	Objective Value			Sanction		
		Local Scope (ISP Network)	National Scope (National IXP)	International Scope (International IXP)	Local Scope (ISP Network)	National Scope (National IXP)	International Scope (International IXP)
		Value A	Value B	Value C	Yes/No	Yes/No	Yes/No

8. Determining indicators and goals:

8.1 What market conditions require an indicator?
Explain for each indicator

8.2 Has the Administration differentiated the technical quality of the service from user service quality at the regulatory level?
YES ____ NO ____

Indicate the regulatory framework for each case.

8.3 Was a period of observation of the indicators considered before setting the target values or goals for any of the indicators?
YES ____ NO ____

If the reply is YES, please describe the periods considered for each indicator.

8.4 Was a period of observation of the indicators considered before setting sanctions for failure to meet the target values or goals?
YES ____ NO ____

If the reply is YES, please describe the periods considered for each indicator.