

PCC.I/DEC. 255 (XXIX-16)¹

COSTS ASSOCIATED WITH FIELD MEASUREMENTS TO MONITOR SERVICE QUALITY

The 29th Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To request that Member States fill out the questionnaire annexed hereto, based on PCC.I/RES. 225 (XXIV-14) – STRUCTURE AND TERMS OF REFERENCE OF THE WORKING GROUPS AND RAPPORTEURSHIPS OF PCC.I, to gather information on the equipment and tools used for technical quality control.
2. To request Member States to send the information listed in the Annex before January 30, 2016 and to send it to the Coordinator of the Correspondence Group and to diana.morales@crcom.gov.co.
3. To appoint the Rapporteurship on telecommunication service quality to gather information with the results of the survey.
3. To instruct the Rapporteurship on telecommunication service quality to present the results of the questionnaire at the next meeting of the PCC.I.

ANNEX TO DECISION PCC.I/DEC. 255 (XXIX-16)

COSTS ASSOCIATED WITH FIELD MEASUREMENTS TO MONITOR THE QUALITY OF ICT SERVICES

Country/Administration: _____

Name of answerer: _____

Entity/Institution _____

Contact information:

Phone _____ Email _____

Purpose: In accordance with the mandate of the WGPR, and to study the conditions adopted for field measurement of quality indicators and propose technical recommendations on service quality that contemplate user expectations, among others, this questionnaire seeks to identify the costs associated with field measurements taken to monitor the quality conditions of ICT services.

1. Field measurements make it possible to evaluate the service provided by an operator by emulating the experience of a service user, and to compare the service provided by different operators in the same area.

¹ CCP.I-TIC/doc. 4026/16 rev.1

Are field measurements taken in your country to monitor telecommunication service quality conditions and levels?

YES _____ NO _____

If yes, then:

2. Identify the telecommunication services for which field measurements are taken:

Fixed voice _____

Mobile voice _____

Fixed Internet _____

Mobile Internet _____

Television _____

Radio broadcasting _____

Others _____

Which? _____

3. Was the equipment used for field measurements acquired by the government?

YES _____ NO _____

By which government agency? _____

4. Did the government contract a third party to purchase the measuring equipment?

YES _____ NO _____

Name of the third party _____

5. If the government did not purchase the equipment, does it periodically hire third-party services to take field measurements?

YES _____ NO _____

How often? _____

6. For equipment purchases, did the government use an open contracting procedure with several bidders?

YES _____ NO _____

How many bidders participated? _____

7. Did the government purchase the equipment directly from a single bidding company?

YES _____ NO _____

State the name of the bidding company _____

8. What technical conditions were established to purchase the equipment?

9. State the name of the manufacturer from which the measuring equipment was purchased.

10. Indicate the technical specifications for the equipment purchased.

11. Give the total cost of the equipment purchased, breaking down the costs for updating and maintenance, or indicate if these costs were not included in the purchase.