



Telecom Regulatory Authority of India

Consultation Paper on

**Bandwidth required
for ISPs for better connectivity and improved quality of
service**

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In order to ensure sufficient bandwidth for good quality broadband service, should some “Thumb Rule” for maximum contention ratio be fixed for dial up, broadband, high bandwidth services & leased line internet access? If so, what should be the values for different Internet services: Kindly give your suggestions with justification?

To begin with we would like to bring forth few key points -

- The paper brings out a very germane issue of speed of broadband connection. The contention ratio in the Indian scenario has to accommodate the scenario of share unbundling of the lines of the incumbents (BSNL, MTNL). ISP is usually different from that of the incumbent. In such cases contention ratio gets defined at two ends – 1) Within ISP network and 2) Within the BSNL/MTNL network. ISP has control on defining contention ratio within his network.
- The current Broadband QoS parameters defined and monitored by TRAI on quarterly basis broadly are :
 - Service Provisioning/Activation Time
 - Faults Repair /Restoration Time
 - Billing Performance
 - Response Time to the Customer for assistance
 - Bandwidth Utilization/throughput
 - No. of Intra network links having Bandwidth utilisation >90% during peak hours (TCBH)
 - No. of Upstream links for International connectivity having bandwidth utilisation >90% during peak hours (TCBH)
 - Broadband Connection Speed available (download) from ISP node to user
 - % of International bandwidth utilization during peak hours (TCBH) Enclose MRTG)
 - Service availability /uptime (for all users) in %age
 - Packet loss (for wired broadband access) in %age
 - User reference point at POP/ISP Gateway node to IGSP/NIXI
- Though DSL covers ~85% of market share by access technology Wireless broadband is expected to contribute significantly to the growth of subscribers. Hence all the existing and new definitions of QoS should cover wireless along with fixed broadband

Contention ratio for home and small business segment could be set as per the international standards. Broadband penetration in India and the pricing of services is not up to the global benchmarks. Contention ratio enforced in such circumstances should be reviewed from time to time across ISPs and should be flexible enough to accommodate any Indian market peculiarities thereof. This should be adequately made aware to the new & existing subscriber base in order to educate customers. Means suggested are 1) print and online literature 2) Point of sale by the executive or sales person.

Will defining contention ratio likely to impact prevailing Internet/ Broadband packages to access Internet? Give your suggestions with justification?

ISPs could increase price to facilitate this. This could further deter the delayed broadband growth story.