هيئة تنظيم الاتصالات
TELECOMMUNICATIONS REGULATORY AUTHORITY
Kingdom of Bahrain - مملكة البحرين

Quality of Service Framework

TRA Bahrain

Agenda

- Vision of TRA Bahrain for Quality of Service
- Framework
- Process
- Initiative
- Performance

Vision

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"To effectively enhance the Telecommunication Service Quality for an improved consumer Experience while sustaining a competitive market in the Kingdom"

Framework

QoS Framework

Consumer Experience Enhancement

- QoS Regulation
- End to End Process
- QoE Testing
- QoS Reporting Tools

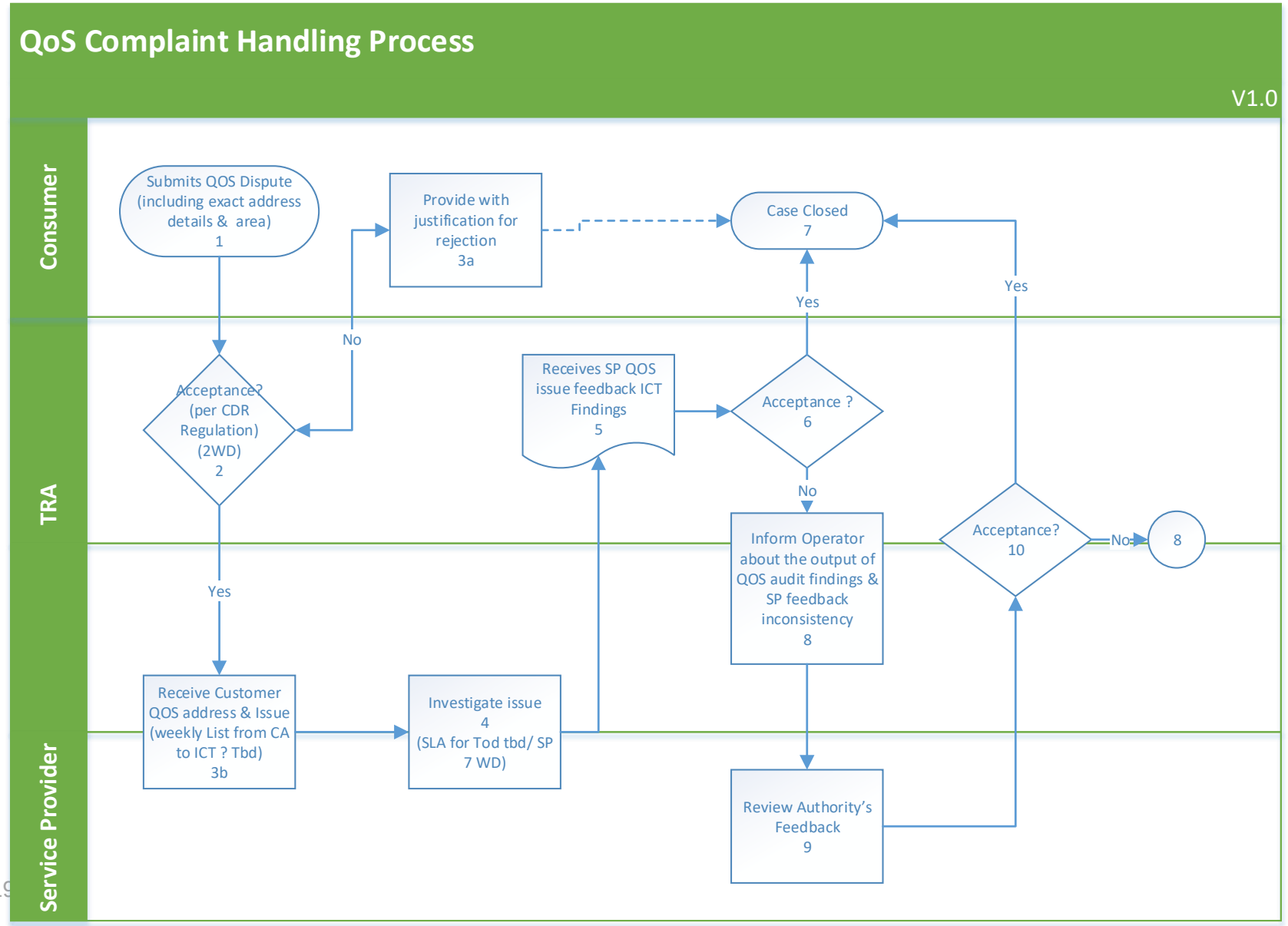
Operators Related Enhancement

- Licenses Review
- QoS Monitoring Tools
- Annual Drive Audit Report

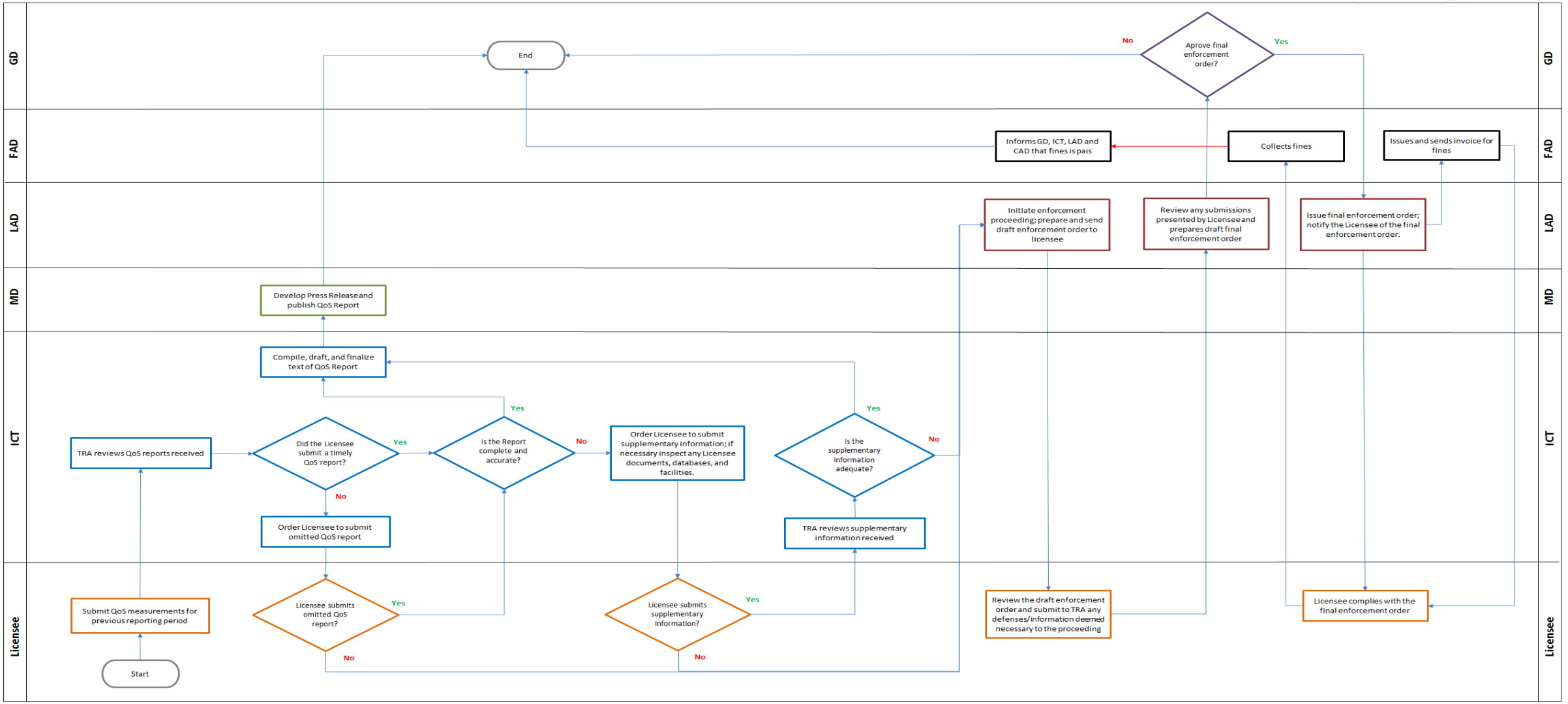
Framework

- QoS Regulation to efficiently manage resources.
- Develop and launch consumer-friendly portals and apps to perform benchmarking.
- Monitor and measure the effectiveness of the tools, reports and Regulation developed.
- Policies & Guidelines to enhance consumer’s QoE.
- Develop obligation enforcement checklist.
- Develop a layered Telecommunications QoS Dashboard to monitor major QoS Indicators.
- Deploy KPI/Dashboard monitoring system.
- Monitor the successful deployment of QoS projects.
- Enhance consumer QoS Trouble ticketing tools.

Process - TOD/CA QoS Complaint Handling

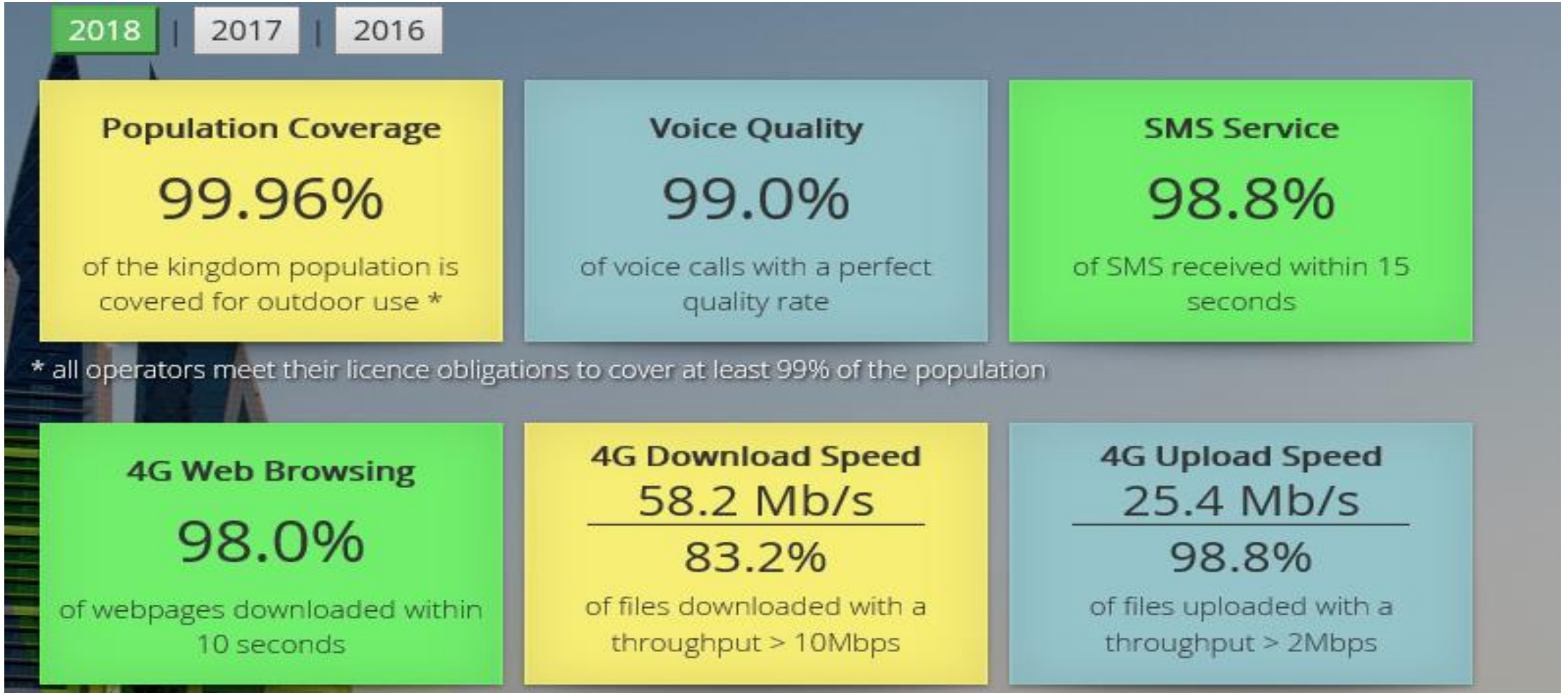


Process – QoS Regulation Enforcement



Initiatives

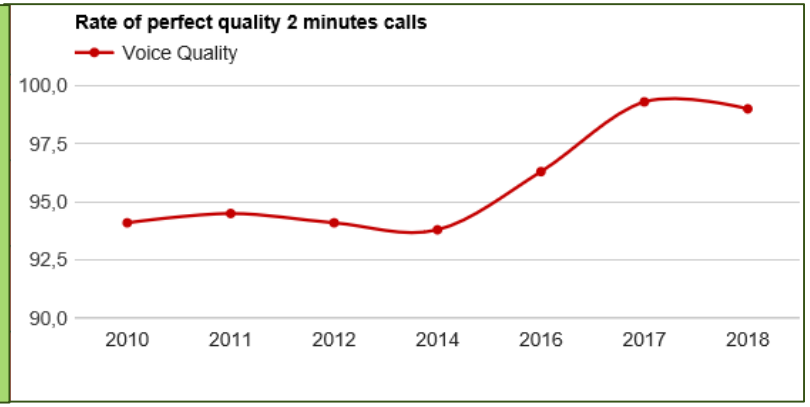
Performance



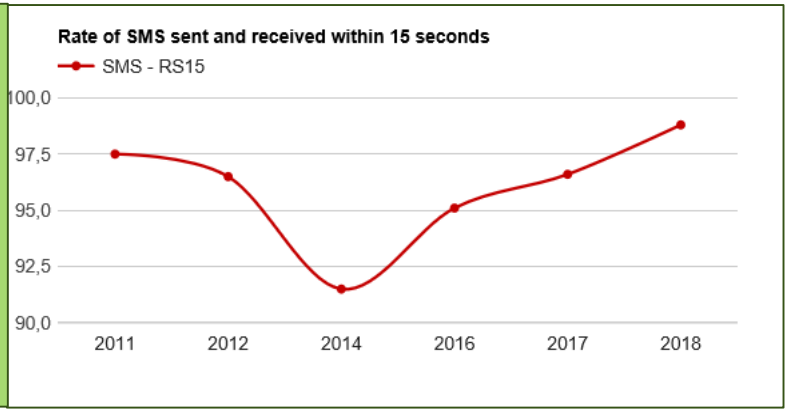
- http://www.tra.org.bh/en/mobile-audit-portal.html

Performance

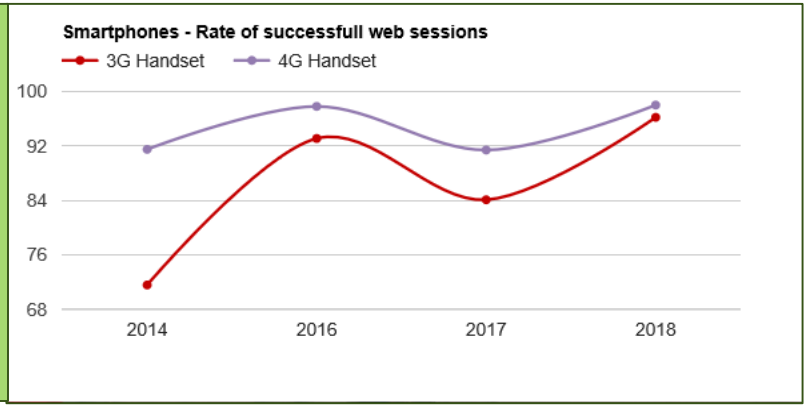
VOICE



SMS



Web Browsing



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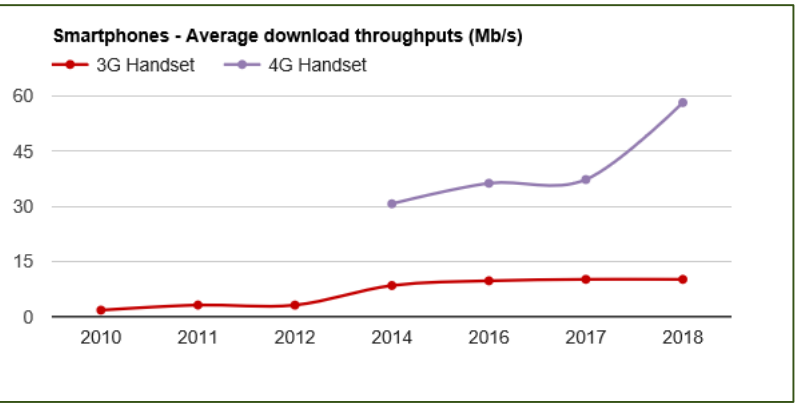

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