QoS assessment in Brazil: Regulatory framework

Brazilian National Regulatory Telecommunications Agency (ANATEL)

Danilo Tavares – danilo.tavares@anatel.gov.br (Quality Compliance)

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Quality Regulatory Framework Evolution

Topics

- Prior context

- RQUAL improvements

- First results

- Implementation challenges

- Other regulatory approach changes

Prior Context to RQUAL

- Indicators, target performance and fines

- Poor communication with society about quality levels

- Limited capacity to improve services quality

RQUAL improvements

- Regulatory simplification

- Approximation to the user's reality

- Enforcement changes

RQUAL First results

- Official results for quality service indicators available since March 2022:

  - Network-sourced indicators[1] for all cities with the service available;

  - Data connection test indicators[2] for more than 500 cities[3] for fixed broadband and 4.000 cities[3] for mobile service;

- Seal and *indices* methodologies under revision. 2022 Results not published yet

- Increased demand for better diagnostics

[1] Call success rate indicator, data connection rate indicator, call drop rate indicator (only for mobile servisse) and availability indicator (all services)

[2] Throughtput indicator, latency indicator, jitter indicator, packet loss indicator and data connection.

[3] Brazil has 5.570 municipalities.

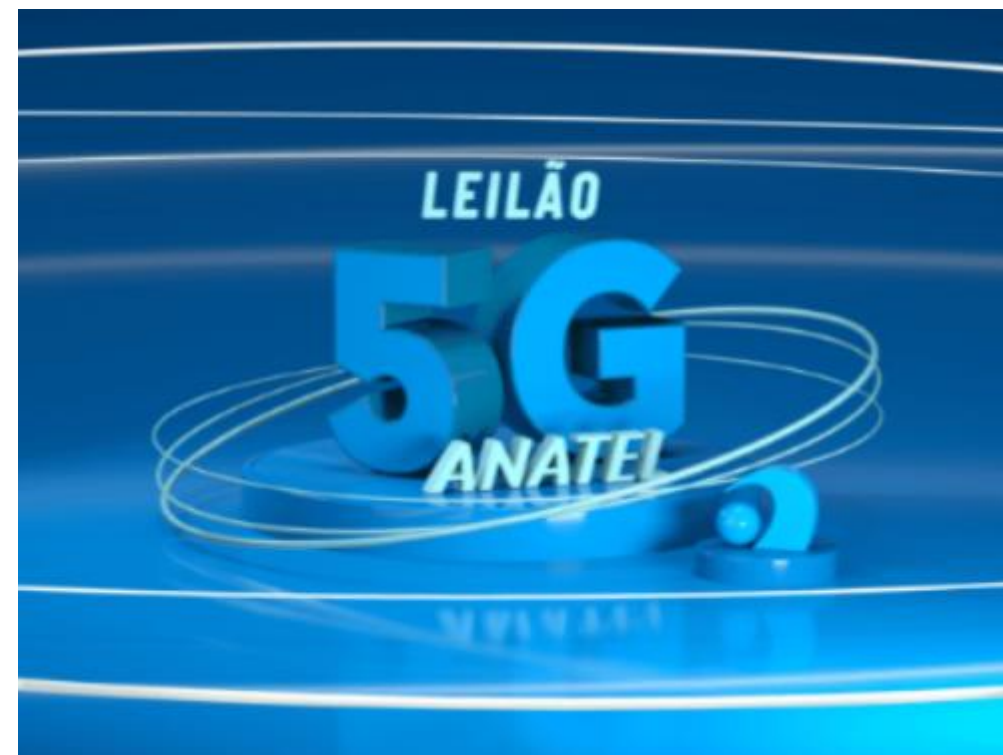# RQUAL implementation challenges

- Indicator selection and composite indicator (indices and seal) methodology

- Interaction with operators

- Small cities assessment

Other regulatory approach changes

- Crowdsourcing data providers partnerships (Opensignal and Ookla)

- Compliance agreements and alternative sanctions

- R$ 42.8 billions[1] 5G spectrum auction investment obligations

[1] Approximately US$ 8.79 billions. Exchange rate R$4,87/1US$.

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