

Quality of Service Development Group Webinar Series

Episode #1: *Network performance, QoS and QoE
in the light of a global pandemic*

20 August 2020 - 16:00 - 17:30 CEST

<http://www.itu.int/go/QSDG-Webinar-01>



Q&A Transcript

1. To Ian, we can see that operators have been able to increase their Wi-Fi speeds to their customers during COVID-19 pandemic. These are speeds they never used to give. So, if they are able to manage higher speeds and better service now, why has this not been the case before? And when the pandemic ends, will they revert to the previous speeds?
 - *The situation varies between countries based on the situation. Have users' typical locations changed? Have operators offered more data as part of tariffs? How many users have a fixed connection at home vs being mobile-only? Etc* **(Response from Ian Fogg, Opensignal, United Kingdom)**
2. We heard the accuracy is questionable, crowdsource 30Mbps and field test 10Mbps. How do you ensure the measures performed by crowdsource are accurate?
 - *See our methodology and approach here: <https://www.opensignal.com/manifesto>. The advantages of our approach include:*
 - o *data from most locations, not a tiny selection*
 - o *from everywhere users spend time, including locations where it's not possible to drive test, such as offices or homes*
 - o *all kinds of smartphones used. Drive testers pick one or two devices, often using test equipment that does not reflect the real world*
 - o *continuous flow of data, not piecemeal when a tester is in a location*
 - o *ability to continue to test during lockdown, while drive testers have trouble moving around because of restrictions* **(Response from Ian Fogg, Opensignal, United Kingdom)**
3. Was the Wi-Fi measurements based on the public hotspots only or it also included Wi-Fi connections through 4G routers?
 - *Time on Wi-Fi is based on all types of Wi-Fi. It's a proxy for people spending more time at home, because home is the most common location for smartphone users to connect to Wi-Fi.* **(Response from Ian Fogg, Opensignal, United Kingdom)**
4. How do Orange compute capacity? This is tricky calculus and not correctly performed for most operators.
 - *Yes, it is. Capacity is mostly related to network metrics like throughput or latency, and how they evolve over time. Our networks are equipped with probes at relevant interfaces and results collected and reported to central offices. Operations take these data into account on a day by day basis for optimising network equipment and features.* **(Response from Vincent Barriac, Orange, France)**
5. To Vincent, given that people may continue with the new working habits especially working from home beyond the pandemic, have operators started factoring in this in terms of their capacities?
 - *Yes, definitely. In fact, the temporary increase of capacity of RAN has become permanent in some areas, for instance. For optical fiber, it will take more time (the decision is also often in the hands of local authorities), but the idea is to accelerate the current plans. But it has a cost, so compromises will have to be found.* **(Response from Vincent Barriac, Orange, France)**

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6. For Glenn, do you feel that operators response in increasing capacity and adding new radio was efficient? Did they know where to add the capacity, or still doing blindly?
 - *Yes, they achieved to react on a short term to increase capacity. (Response from Glenn Fallas Fallas, SUTEL, Costa Rica)*
 7. Glenn, can you throw some more light on the outcome of alternate ways to solve customer complaints, please?
 - *We set a conference with users in including the operator side, and get them in a negotiation to handle the user problem. (Response from Glenn Fallas Fallas, SUTEL, Costa Rica)*
 8. Thanks Ian, does Opensignal only focus on the mobile services or it also include fixed services?
 - *We have published some data on fixed, see: <https://www.opensignal.com/2020/08/14/broadband-snapshots-uk> (Response from Ian Fogg, Opensignal, United Kingdom)*
 9. I have a general question now we have in Mozambique a lot of complaints on the billing accuracy mostly for Data Bundles where the airtime for data goes faster how can we proceed to ensure precision of the billing
 - *I suggest to issue tests and verify the billing accuracy with the CDRs of the operators. (Response from Glenn Fallas Fallas, SUTEL, Costa Rica)*
 10. What incentives are operators getting to achieve these increased capacities to meet the increased demand?
 - *Currently is not an incentive, for our country is the requirement of assuring service continuity. (Response from Glenn Fallas Fallas, SUTEL, Costa Rica)*
 11. We can see that operators have been able to increase their WiFi speeds to their customers during COVID-19 pandemic. These are speeds they never used to give. So, if they are able to manage higher speeds and better service now, why has this not been the case before? And when the pandemic ends, will they revert to the previous speeds?
 - *In Costa Rica, we also focused on the quality and capacity of cable modems and CPEs because sometimes the customer premises equipment were not that good in terms of the Wi-Fi capacity. (Response from Glenn Fallas Fallas, SUTEL, Costa Rica)*
 12. What is the most common used systems to measure the QoS by the operators and the regulators?
 - *There are a lot of options, we used to measure doing drive testing, and now we use measurement probes, with good results. (Response from Glenn Fallas Fallas, SUTEL, Costa Rica)*
 - *A good reference for mobile networks is Recommendation ITU-T E.806 on Measurement campaigns, monitoring systems and sampling methodologies to monitor the quality of service in mobile networks. It's available at <https://www.itu.int/rec/T-REC-E.806>. (Response from Vincent Barriac, Orange, France)*
 13. What kind of measurement probes do you use, and for fixed networks?
 - *The provider that we use in Costa Rica is NAE <https://nae.global/es/>. (Response from Glenn Fallas Fallas, SUTEL, Costa Rica)*
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