

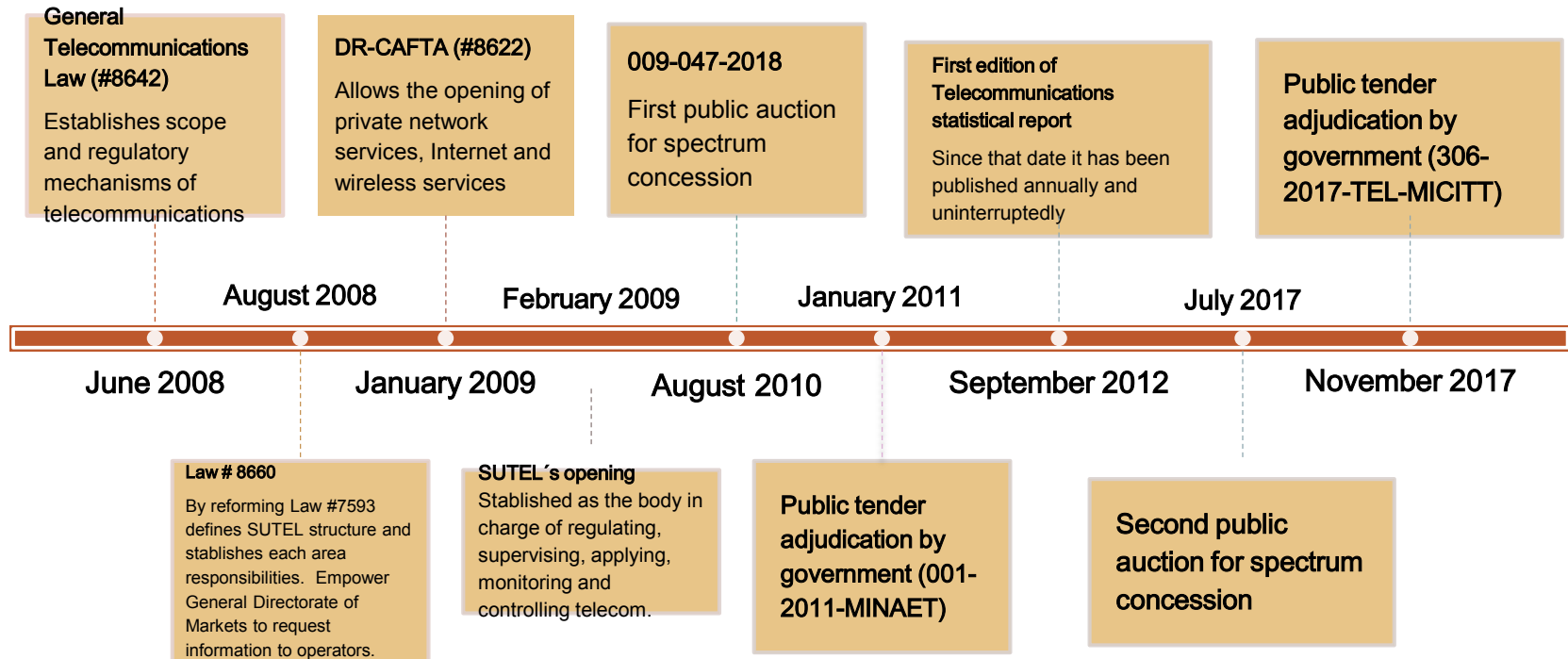
Agenda

WHAT HAVE WE DONE?

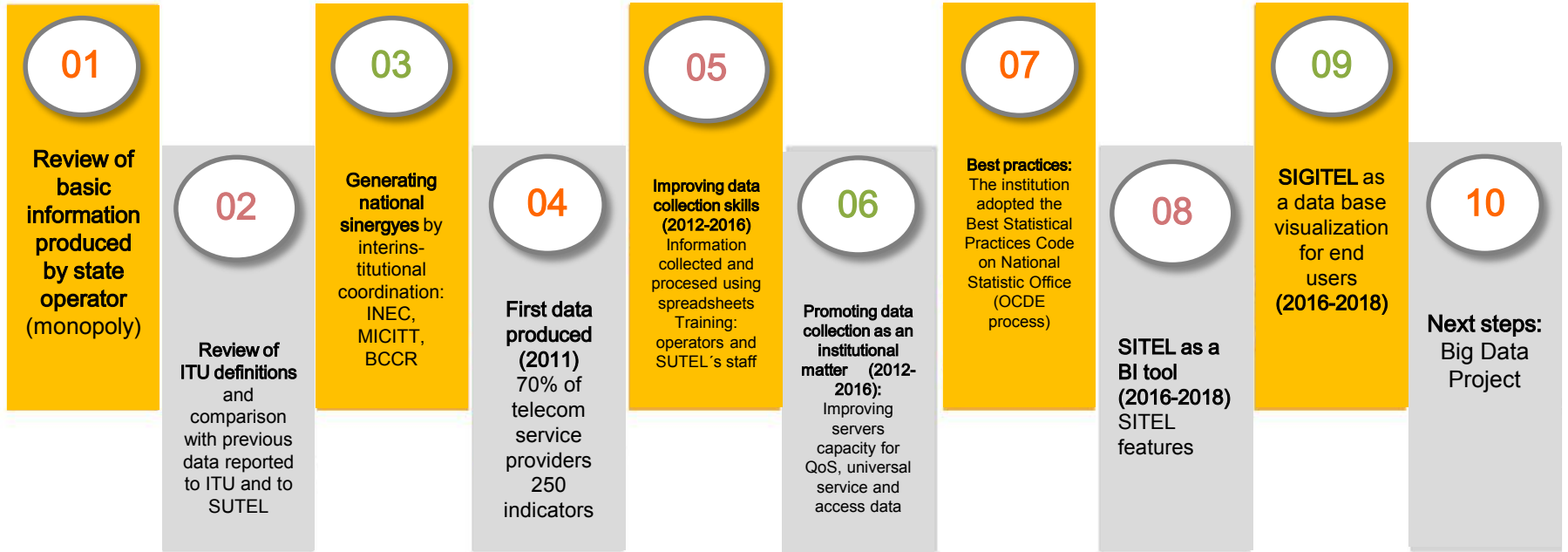
- Our story as data collectors and data producers
- From Excel to BI and to users data base
- From BI to Big Data
- Data as a source for smart regulation

WHAT WE WILL DO NEXT YEARS?

Important facts

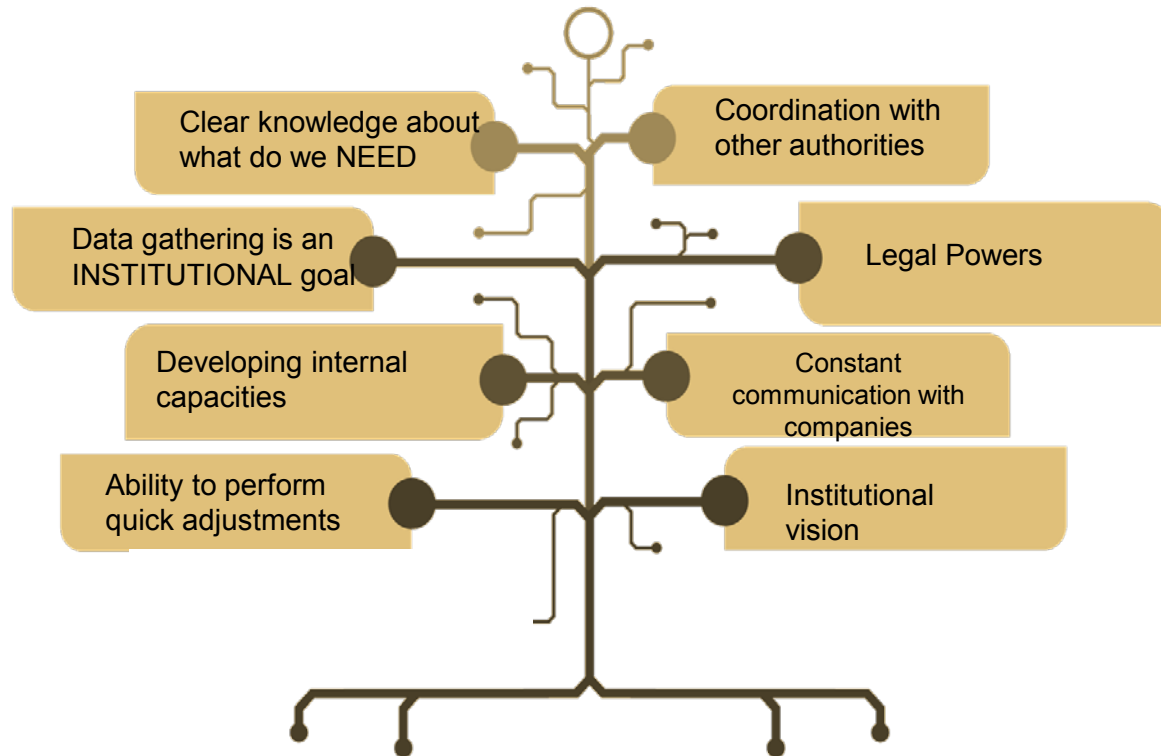


What have we done?



Creating and using data for smart regulation

Critical factors of success



Our evolution From Excel to BI ... to big data



... To Big data



BIG DATA

16/16 indicators (general aggregation) included on ITU BD Pilot Project

Coming soon: disaggregation

Middle term: ITU Project

... Empowering telecom users with information



Costa Rica



<http://sutelinteractiva.sutel.go.cr>



The screenshot shows the website header with the sutel logo and navigation menu: INICIO, SUTEL, A SU SERVICIO, COMPETENCIA, FONATEL, REGISTRO TELECOMUNICACIONES. The main content area features the text "Información útil para el usuario" and "sutel interactiva". Below this, it says "Disponible en:" followed by QR codes for Google Play and the App Store. A mobile phone is shown displaying the app interface with a search bar and "MAPAS DE CALIDAD" section.

Quality of service

- “Drive test” SUTEL
- 22 million data by operator

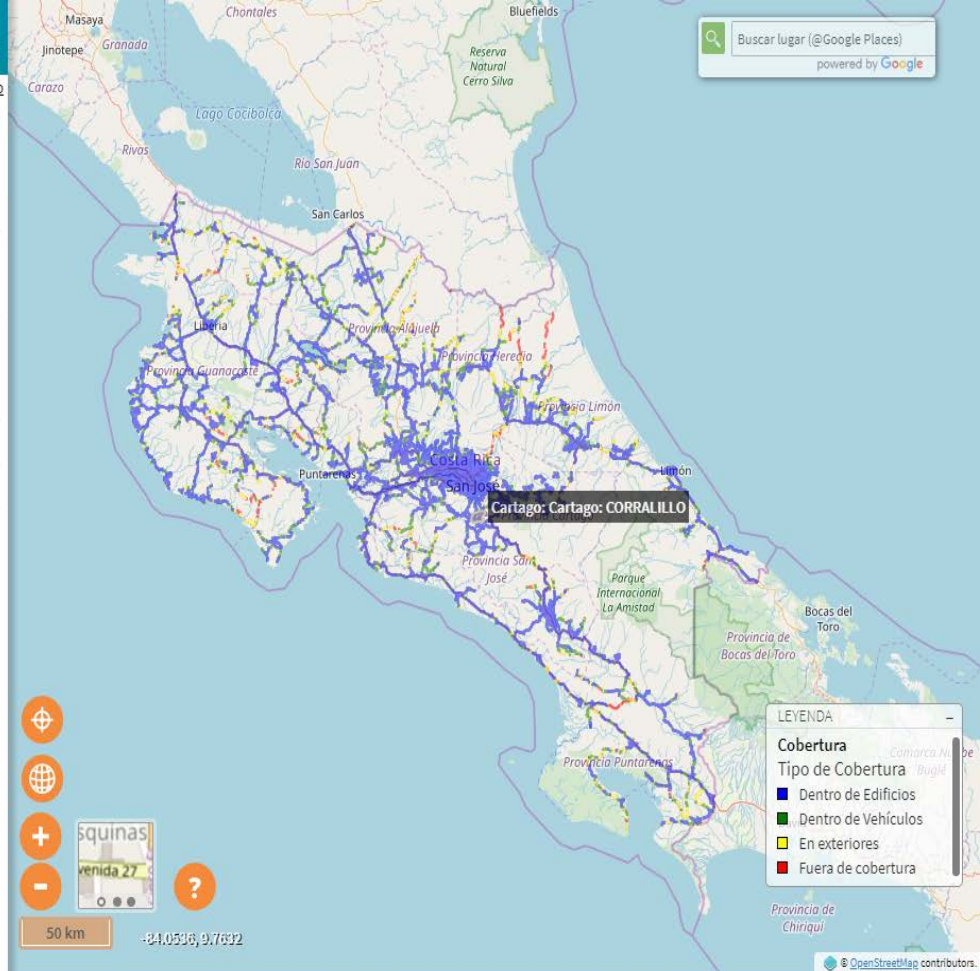
What can the end user know?

- Coverage
- Call status
- Voice quality
- Download speed



The screenshot shows the SUTEL website interface for selecting service parameters. At the top, it says 'sutel MAPAS DE CALIDAD'. Below that, there are sections for 'Seleccione un operador' (Claro, kolbi, movistar), 'Seleccione una tecnología móvil' (2G, 3G, 4G), and 'Seleccione un indicador de calidad' (Cobertura, Llamadas exitosas, Calidad de las llamadas, Velocidad de descarga). The 'Resultados' section is currently set to 'Por Distrito' and shows data for 'Cartago, Corralillo':

Indicador	Valor
Cumplimiento de Cobertura	90.83%
Llamadas Exitosas	100.00%
Calidad de las Llamadas	3.80 MOS
Velocidad de descarga	2817.48 kbps



¿Dónde estamos?

- Dirección: Guachipelin de Escazú, Oficentro
- Multipark edificio Tapantí, 3er piso.

Contacto

- Tel.: 800-88 SUTEL (800-88 -7-8835)
- Tel. Oficinas Centrales: 4000-0000

- Fax: 2215-6821
- Correos electrónicos: info@sutel.go.cr (atención de consultas generales) |

Quality viewer

- Mobile (voice)
- Fixed and mobile Internet
- Information by province

The screenshot shows the SUTEL Quality Viewer interface for the Alajuela province. At the top, there is a navigation bar with the SUTEL logo and a 'Términos y condiciones' link. Below the navigation bar, a dropdown menu is set to 'Alajuela' and a 'Mi Provincia' button is visible. The main content area is titled 'Comparativo de servicio -Internet Móvil Alajuela' and features three service providers: Kólibi (100/100), Claro (69/100), and Movistar (69/100). Each provider has a corresponding icon and a horizontal bar chart showing the score. Below the comparison, there are three buttons: 'Instrucciones de uso', '¿Cómo lo medimos?', and 'Comparador de precios'. A disclaimer section follows, stating that the information is for informational purposes and that results are based on measurements taken in the selected region during the evaluation period of October 2018. On the right side of the interface, there is a map of Costa Rica with a callout for Alajuela province, and a 'Seleccione su provincia' button above it. The footer contains contact information for SUTEL, including the address, phone numbers, fax, and email.

Alajuela (Click por detalles)

Operador	Calificación
Kólibi	100/100
Claro	69/100
Movistar	69/100

¿Dónde estamos?

Dirección: Guachipelín Escazú, Oficentro Multipark, edificio Tapantí, 3er piso.
Horario: L-V 8:00 a.m. a 4:00 p.m.

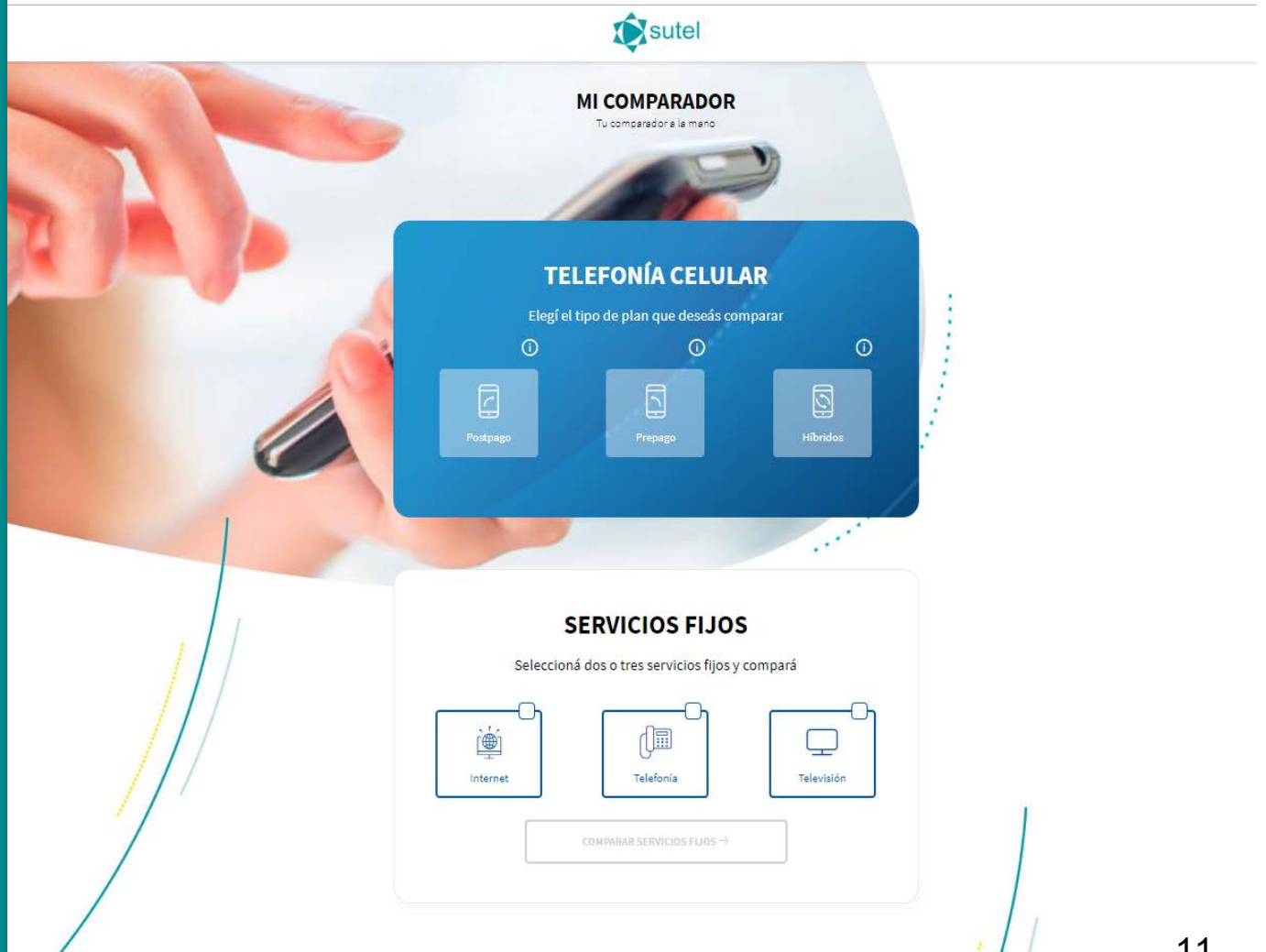
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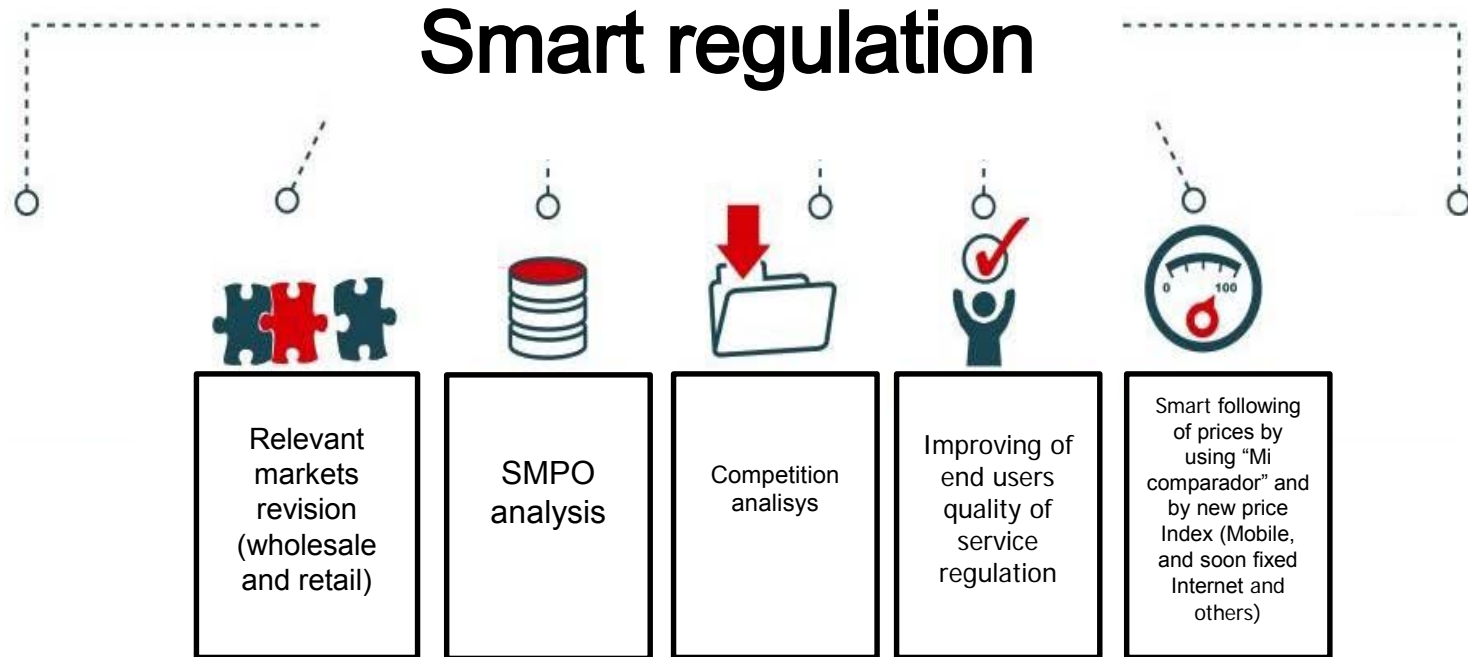
MI COMPARADOR

What can the end user know?

- Compare plans and commercial promotions according to the users needs



... To Smart regulation





COSTA RICA

Smart data for smart regulation

December, 2018