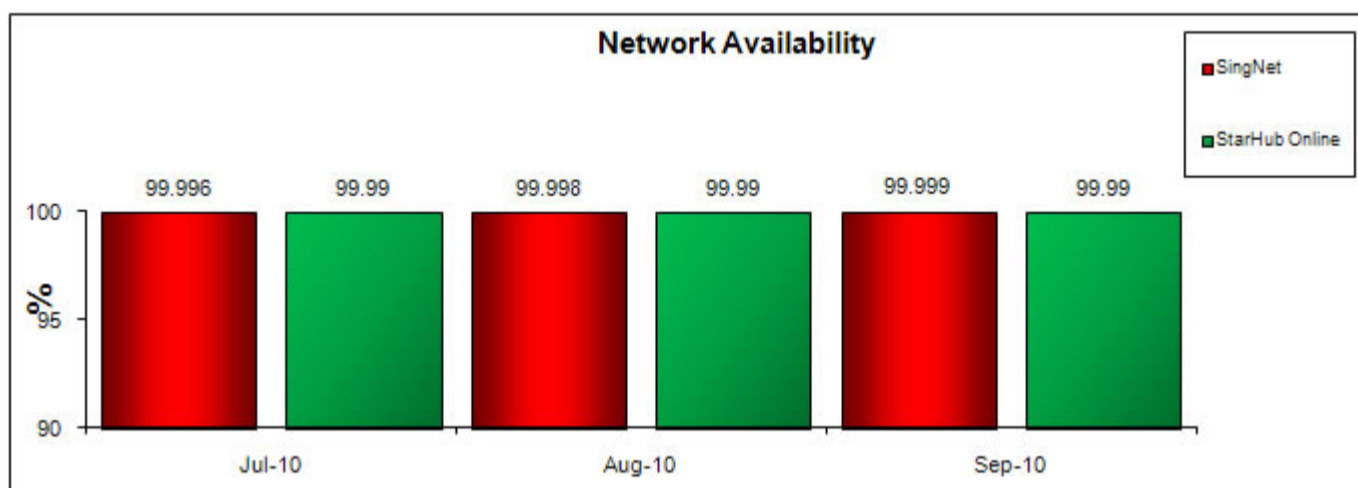# Broadband QoS Performance for Q3 2010

Broadband QoS Performance for Q3 2010

Quality of Service (QoS) Standards for Broadband Services for the Jul - Sep 2010 Quarter

Please note that IDA will no longer publish the Bandwidth Utilisation performance of broadband access service providers with effect from April 2006.
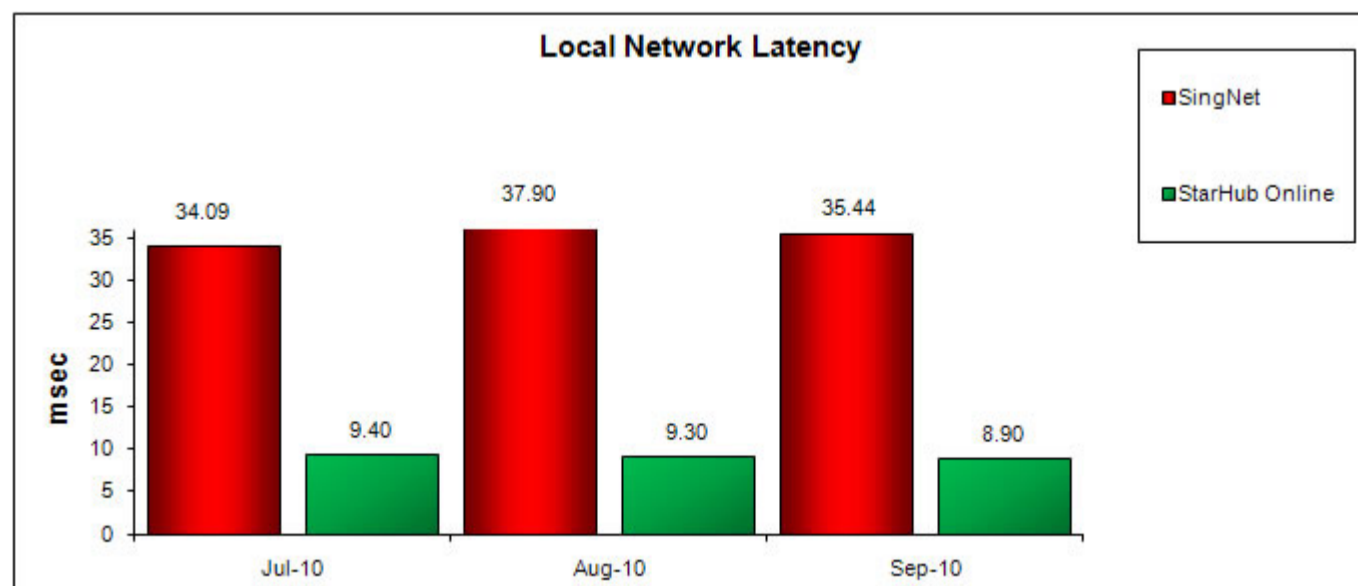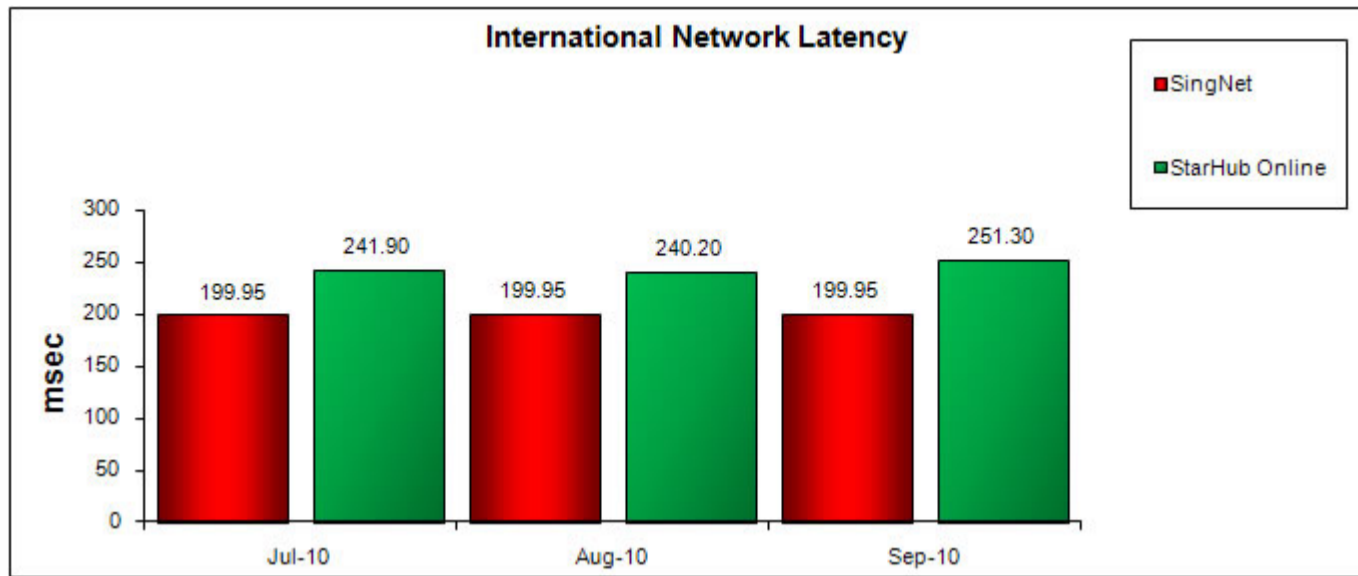
1. Network Availability

Network Availability is the measure of the degree to which the access network is operable and not in a state of failure or outage at any point of time. That is, it measures the total downtime of the network, including the ATM switches, multiplexers, routers, e-mail facilities (if provided) and connection to 1-NET and Internet backbone over a month. All scheduled downtime for the purposes of maintenance and upgrading of the network system will be excluded from the calculation. However, all access network operators must keep their users informed of such maintenance times.

Network Availability = [(Total Operational minutes - Total minutes of service downtime) / Total operational minutes] x 100%

2. Local Network Latency

3. International Network Latency

International Network Latency

	SingNet	StarHub Online
Jul-10	199.95	241.90
Aug-10	199.95	240.20
Sep-10	199.95	251.30

4. No. of Complaints Per 1000 Subscribers on Quality of Service

No. of Complaints Per 1000 Subscribers on Quality of Service

	SingNet	StarHub Online
Jul-10	0.042	0.090
Aug-10	0.048	0.110
Sep-10	0.040	0.180