

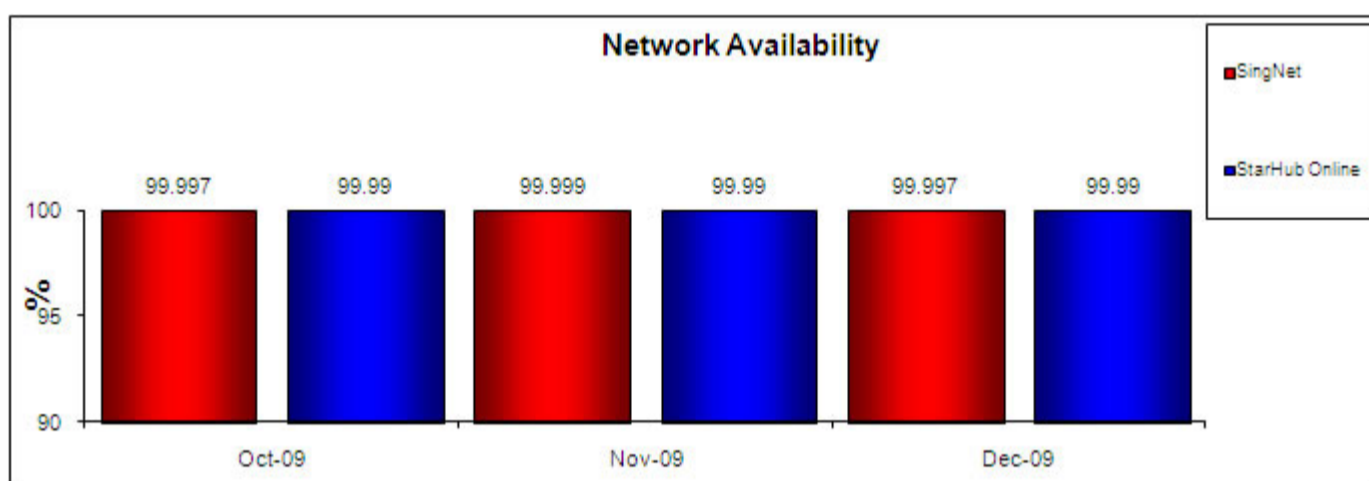
Broadband QoS Performance for Q4 2009

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Quality of Service (QoS) Standards for Broadband Services for the Oct- Dec 2009 Quarter

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

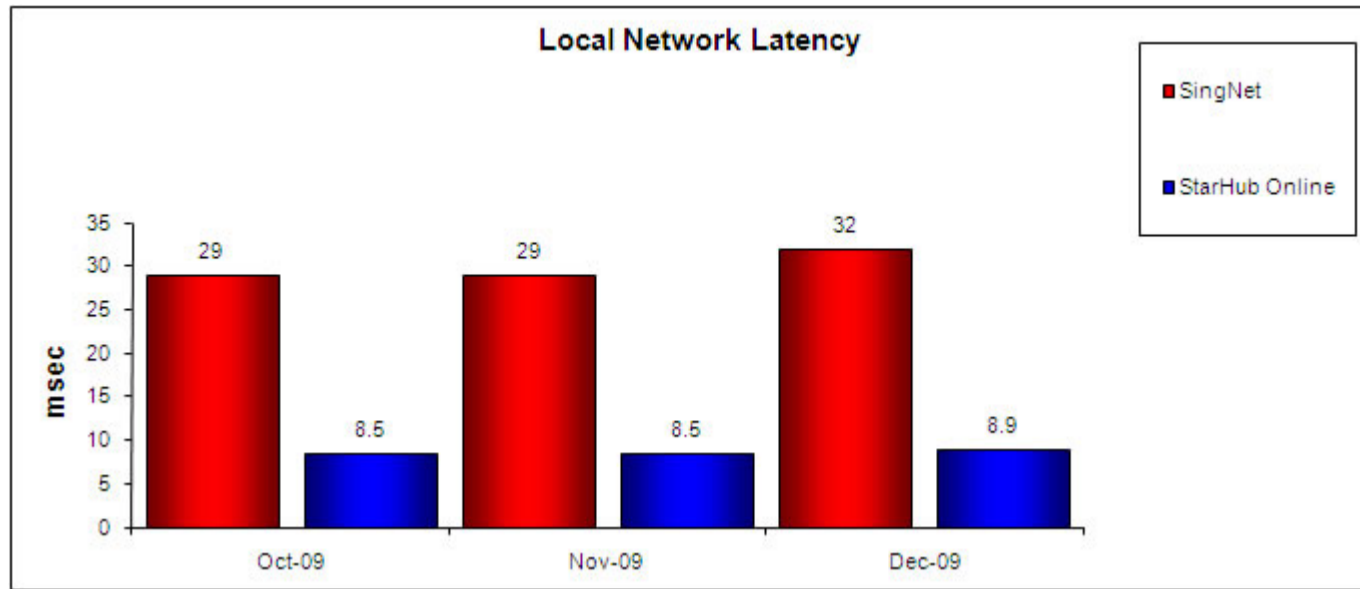
1. Network Availability



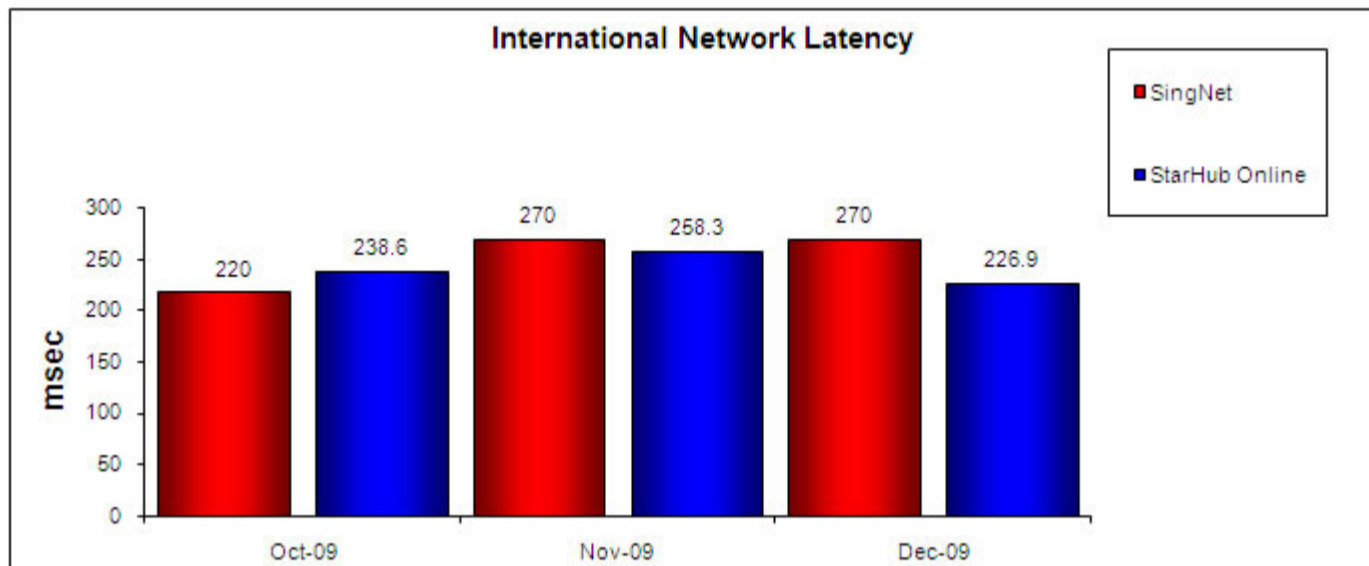
Network Availability is the measure of the degree to which the access network is operable and not in a state of failure or outage at any point of time. It measures the total downtime of the network, including the ATM switches, multiplexers, routers, e-mail facilities (if provided) and connection to 1-NET 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 service providers must keep their users informed of such maintenance times. Please note that reported downtime should include any downtime caused by upstream service providers.

Network Availability = $[(\text{Total Operational minutes} - \text{Total minutes of service downtime}) / \text{Total operational minutes}] \times 100\%$

2. Local Network Latency



3. International Network Latency



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

