

QoS Standards for Broadband Internet Access Services

NETWORK LATENCY⁽¹⁾

- The round trip delay for traffic within the local broadband network from the end-user to the Internet exchange (IX) should be less than 85 msec for 95% of the time during peak hours; and
- The round trip delay for traffic in the international portion of the broadband network from the IX to the first point of presence (POP) in the US should be less than 300 msec for 95% of the time during peak hours.

BANDWIDTH UTILISATION

- The bandwidth utilisation of all network links as shown in the Attachment should be less than 75% loading during peak hours on a monthly basis⁽²⁾; and
- If the bandwidth utilisation exceeds the 90% loading level, the broadband access service provider is required to immediately purchase additional bandwidth, unless it is able to justify to iDA's satisfaction that the existing arrangement is the best under the current constraint and limitations.

NOTE :

1. *The Network Latency indicator will be treated as a primary indicator due to the importance of access speed over a broadband network. A fine of \$5,000 would be imposed on the broadband access service providers should there be any failure by them to comply with the standards.*
2. *The ISPs/IXSPs have to alert their connected broadband access service providers when the bandwidth utilisation of the terrestrial link reaches 75%. IDA would monitor (but not impose penalty) when bandwidth utilisation reaches the 75% benchmark.*