Aileen Chia (Ms)
Deputy Director General (Telecoms & Post)
Infocomm Development Authority of Singapore
8 Temasek Boulevard
#14-00 Suntec Tower Three
Singapore 038988

ISP to disclose actual access speeds

Dear Madam

I refer to the Straits Times, Friday 12th Nov front-page article on the above and IDA seeking consultation for this.

I fully support that ISPs must disclose actual access speeds. If ISPs are indeed providing the actual speeds as advertised, why not disclose them, what's there to hide? Other public service providers like hospitals, MRT, bus and taxi companies all disclose their service standards, why not ISPs?

Further to access speeds, ISPs must also declare the access uptime. What's the use of having a high-speed service when most of the time the service is not available at all?! In fact low speed is better than no speed! No service is one problem experienced by many users. In your website, you likened the internet speed to the car speed, that the fastest speed is subject to the traffic and road conditions beyond the house to the main street. Yes, but the same applies when the high-speed expressway or main street is frequently closed to cars, and worst in the internet case, there are no side-streets available to navigate.

Another service standard is the response time by the ISP to restore service after it is down. Very often the ISP takes days to respond to a service outage, and technicians sent to rectify the problem are not trained, taking a few visits by different technicians before the real problem is identified and the correct remedy implemented.

Therefore, ISPs must also disclose their guaranteed service percentage uptimes and response time to restore service, and like other public service providers be subject to penalties for not meeting advertised access speeds, uptimes and response times as failure to do so is a breach of contract and worst negatively impacts Singapore's competitiveness as an information/knowledge-base hub.

Thank you.

KHONG Heng Poh

14 November, 2010