



*News Release*

## **TRA Releases Its 2010 Q4 Report on the Quality of Service of the Fixed Broadband Services**

Manama, Kingdom of Bahrain - Monday 24 January 2011

The Telecommunications Regulatory Authority (TRA) has released its 2010 Q4 analysis report on the quality of specific fixed broadband retail services offered by licensed Internet Services Providers (ISPs) in Bahrain.

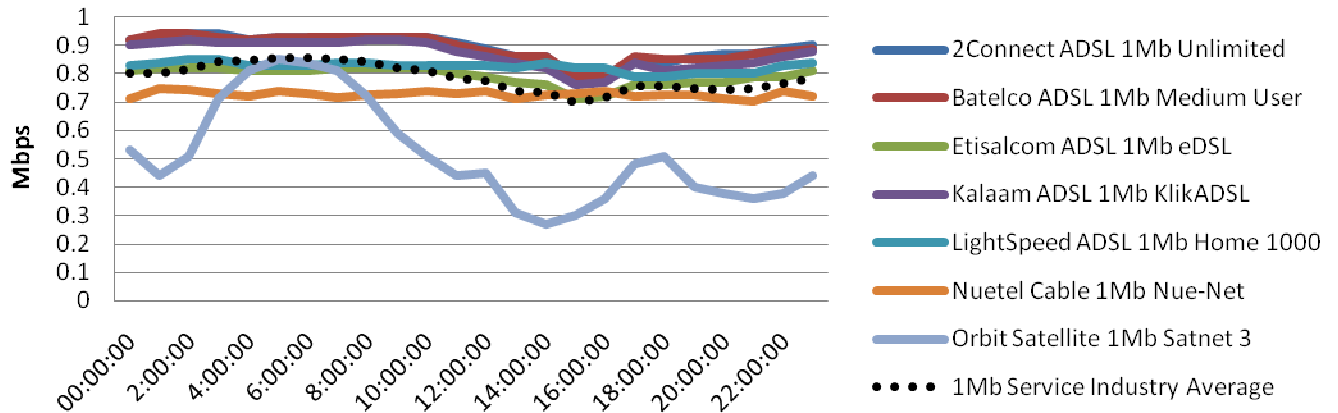
Commenting on this report TRA's Technical and Operations Director Mr. Mohammed Mahmood said "Whilst internet providers do provide the basic level of information required to allow customers to make decisions relating to price, expected download speed and download threshold, they do not make available information relating to the download, upload and browsing speeds experienced on average by consumers. Via this report TRA aim at providing consumers with quantitative data relating to the actual quality of service achieved by all operating internet service providers to allow consumers to make informed decisions by understanding what is likely to be provided by each provider. Comparing this report with the previous two reports issued by TRA we can see stability in the quality of services provided to end users."

Mr. Mahmood went on to say "TRA will continue its campaign to monitor and report the quality of services of certain fixed broadband packages. It is not feasible for TRA to monitor all the available packages from all ISPs and therefore the choice has been initially made to focus on the packages 1 Mbps for aDSL, Fiber, Satellite Services and 2Mbps for WiMax Services. The report covers services from the following ISPs: 2Connect, Batelco, Etisalcom, Kalaam, Lightspeed, NueTel, Orbit, Menatelecom and Zain."

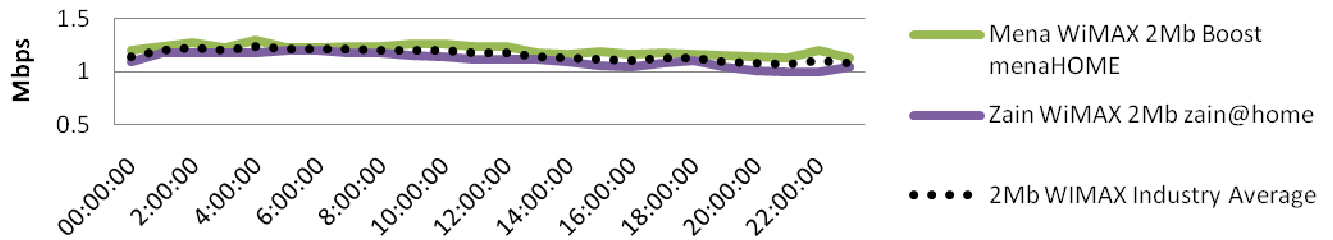
As ISPs are all working at optimizing their respective networks, results between two specific measurement period are subject to change; however after 3 quarters consecutive measurements TRA is confident that no significant service degradation has been identified and industry trends have been established.

The table and charts below are showing the observed average TCP download speed and corresponding average download time required to download typical data files. Other parameters including TCP Upload, HTTP Cache and Non Cache, Round Trip Delay and DNS resolution time are in the full report that can be viewed on TRA website at <http://www.tra.org.bh/en/marketQuality.asp>.

### Chart 1 TCP Download Speed (average) 1 Mbps services



### Chart 2 TCP Download Speed (average) 2 Mbps WiMax services



### Average Download time for typical data types

	Mbits/s	Download time in Minutes		
		Average download speed	MP3 (5 MBytes)	Video clip (35 MBytes)
2 Connect ADSL (1 Mb unlimited)	0.89	0.75	5.23	119.63
Batelco ADSL (1 Mbps medium user)	0.89	0.75	5.24	119.85
Etisalcom ADSL (1 Mbps eDSL)	0.79	0.84	5.9	134.88
Kalaam (1 Mbps KlikADSL)	0.87	0.77	5.37	122.84
Lightspeed ADSL (1 Mbps Home 1000)	0.83	0.81	5.65	129.23
Nuetel cable (1 Mbps Nue Net)	0.73	0.92	6.42	146.66
Orbit Satellite (1 Mbps Satnet 3)	0.52	1.29	9.03	206.45
Mena WiMax (2 Mbps Boost Mena Home)	1.2	0.55	3.88	88.58
Zain WiMax (2 Mbps Zain@Home)	1.11	0.6	4.21	96.17
1 Mbps Industry Average	0.79	0.85	5.93	135.51
2 Mbps Wimax Industry Average	1.16	0.58	4.03	92.22

## **About TRA**

Since its establishment in 2002 the Telecommunications Regulatory Authority of the Kingdom of Bahrain (TRA) has been working with government, consumers, operators and investors to develop the Kingdom of Bahrain into the region's most modern communications hub and to facilitate the growth of the market. As an exemplary Regulator for the region, TRA independently carries out its duties in a transparent and non-discriminatory manner. More information about TRA can be viewed at [www.tra.org.bh](http://www.tra.org.bh)

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