



News Release

TRA Releases Report on the Quality of Service of Fixed Broadband Services

Seef District, Kingdom of Bahrain – Saturday 17 September 2011

The Telecommunications Regulatory Authority (TRA) has today released Quarter 2 of 2011 Broadband analysis report on the quality of fixed Broadband retail services offered by licensed Internet Services Providers (ISPs) in the Kingdom of Bahrain.

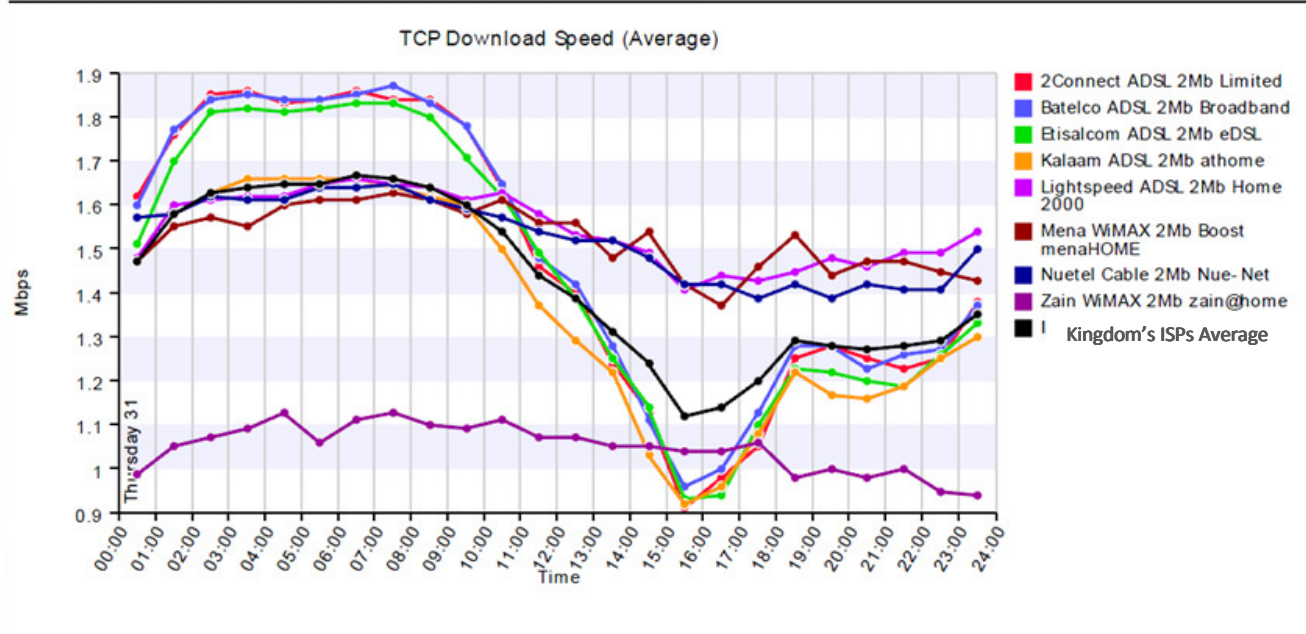
The telecommunications sector provides consumers with tools to improve their lifestyle and develop their communities thus contributing to an overall economic development in the Kingdom. This drives TRA to constantly ensure that consumers in Bahrain enjoy the best of technology and services available in the world.

On the occasion of publishing the 2011 Q2 Report on the quality of broadband services, TRA's Consumer Affairs Manager Ms. Ghada Al Qassab said "Via this regular report TRA aims at providing consumers with qualitative data relating to the observed quality of service provided by ISPs to allow consumers to make informed decision when choosing a service provider. This initiative is part of TRA's efforts to enhance the awareness of the consumers in Bahrain."

TRA follows a standard measurement methodology for all ISPs which has the advantage to show trends over a specific audited period as well as record variations during a 24h period, where one set of measurements is taken every hour, 24 times a day. In this report, results for a given hour is then determined by taking an average of the performance in that particular hour over a three month period; for example, all results recorded between 8:00 and 9:00 for an ISP are recorded on a daily basis, averaged and reported as an observation on the graph that provides the average performance of this specific time period over three months.

The following chart presents the observed average TCP download speed based on measurements taken every hour for each audited service during the period of Q2 2011, from 00:00:00 on the 1 April 2011 to 24:00:00 on the 30 June 2011.

TCP Download Speed (Average) Line Chart (Peer view)
 01 Apr 2011 - 30 Jun 2011, between 00:00:00 and 24:00:00 Asia/Bahrain



Other parameters including TCP Upload, HTTP Cache and Non Cache, Round Trip Delay and DNS resolution time are available in the full report that can be viewed on TRA website at <http://www.tra.org.bh/en/marketQuality.asp>.

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