



TRA – Bahrain Seeks a Consultancy Firm to Assist in Broadband Quality of Service Measurement Project

Manama, Kingdom of Bahrain – Thursday 30 April 2009

The Telecommunications Regulatory Authority (TRA) of the Kingdom of Bahrain issued an invitation to consultancy firms to submit proposals to design, build and operate a Broadband quality of service testing platform.

TRA aims to perform continuous measurements of broadband services of all internet licensed providers in Bahrain, in order to provide users with performance measurements report in the form of aggregated historical statistics. The performance measurements will also assist TRA in validating broadband quality of service data provided by internet providers.

To achieve this, TRA is looking to appoint a consultancy firm to provide the most appropriate test methodology, to ensure reliability of the results, fairness and non discrimination between internet providers' measurements, and to ensure clarity of presentation to users to assist them when making a choice.

The broadband quality of service test will be made against key performance indicators, outlined in the quality of service regulation issued by TRA, which is based on international best practices. Such key performance indicators will include measurement of download speed, upload speed, latency, packet Loss and Jitter.

TRA's General Director Mr. Alan Horne said: "We are aiming to ensure that residents and businesses in the Kingdom have access to reliable broadband services based on international best practices, to support economic growth and the social goals outlined in the 2030 economic vision of Bahrain. The measurement platform we are looking for will provide comprehensive data on what internet providers are doing well and identify the gaps, from the end user experience".

TRA's Director of Technical and Market Operations Mr. Mohammed Mahmood said: "Once we have the platform installed, TRA will be publishing comparative reports on broadband quality of service offered by ISPs. Through these reports; consumers will be able to make informed choices by comparing what ISPs in Bahrain are providing. If broadband quality of service is below expectations, we will consider specifying targets for operators to achieve".

The Request for Proposal document can be found on TRA's website (www.tra.org.bh) under the Tenders section. Interested consultancy firms should submit their proposals by **4:00 p.m. (GMT +3) on 28 May 2009**.

About TRA

The Telecommunications Regulatory Authority (TRA) was established by Legislative Decree No. 48 of 2002 promulgating the Telecommunications Law. TRA is an independent body and its duties and powers include, among other things, protecting the interests of subscribers and users and promoting effective and fair competition among existing and new licensed operators. More information regarding TRA can be viewed at www.tra.org.bh

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