

Mr. Charles Punaha
Chief Executive Officer
National Information and Communications Technology Authority
Section 34 Allotment 19 & 20
Frangipani Street, Hohola
P.O Box 8444
BOROKO
National Capital District



Dear Mr. Punaha,

Submission on NICTA's Consultation paper on Draft Rule on Telecommunications Quality of Service Performance Monitoring

Mynet Ltd, as a Licensee provides Broadband Internet services which are subject for monitoring under this *Draft Rule on Telecommunications (Quality of Service) Rule 2019*. The *Consultation Paper on Draft Rule on Telecommunications Quality of Service Performance Monitoring*, issued on 17 September, 2019 relating to Broadband Internet Services have been reviewed for NICTA's consideration.

Quality of Service Measurement:

Consultation paper that the QoS parameters for broadband internet access are:

Availability
Speed
Latency
Reliability

It is Mynet's mission to provide fast, reliable and low-cost wireless Internet access by using state-of-the-art wireless technology with customer-oriented staff to ensure customer satisfaction.

1. MEASUREMENT OF QUALITY OF SERVICE PARAMETERS

These parameters, Availability, Speed, Latency and Reliability are important things to consider to provide an excellent service and a clear way to compare services between different providers on various locations. It is important to note that these standards will be use not only to collect these information but also to reach the actual Quality of Service that our customers deserve.

These should be adapted to the changing needs of the customers. We believe that service quality such as those provided by Mynet and other companies should be able to adapt to the new requirements.

2. Areas for QOS measurements

Mynet services are provided by radio frequencies and satellite and are therefore available only within the range of our Network's base stations.

Availability of services are affected by radio interference due to physical, geographic areas and atmospheric conditions and by technical faults that is beyond Mynet's control.

3. Confidentiality

The draft Rule do not reassure confidentiality of information released by Licensees. By reviewing the Rule, the question of confidentiality raises concern of measurement reports release by Licensees under this Rule.

The Rule does not give confidentiality that information provided by Licensee may not be used by competitors for marketing strategies.

4. QOS PARAMETER

No proposal to standardized parameter was mentioned. Given that NICTA have proposed a criteria to give service provider's performance and QOS.

Customer Service Hotline:

+675-479-3400

+675-473-8814

Email: mynet@seetokui.com

After Hours Support until 7pm:

+675- 7556-9149

For latest promotions and updates, you may check our social media site

 <https://www.instagram.com/mynet.png/>

 <https://www.facebook.com/mynet.png.1>

Thank you and welcome to Mynet!