BEREC ref. N BoR (13) 137

2013 BEREC STAKEHOLDER FORUM
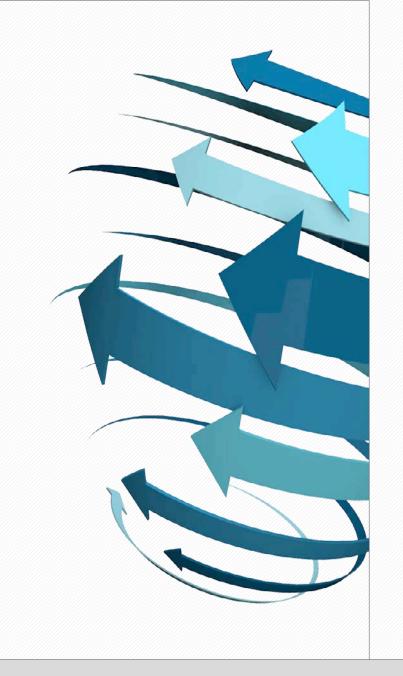
RIGA – 25 SEPTEMBER 2013

Quality of service and transparency of broadband services – business users' perspective

BEREC Stakeholders Forum

Riga, Latvia / 25 September 2013

INTUG is

the international association of business users of telecommunications

Company networks

- Real time communications - security

- Symmetrical

- Latency – contention ratio – resilience

- Qos needs to be predictable

- Put the pieces of the international puzzle together

- Last mile wholesale offerings – business grade – harmonised

Interoperability/SIP

- Interoperability of SIP equipment is not guaranteed

- IPv6

- Certification of IPBX – why on the national level?

- ITU versus internet world

- Basic reporting on call quality should be offered
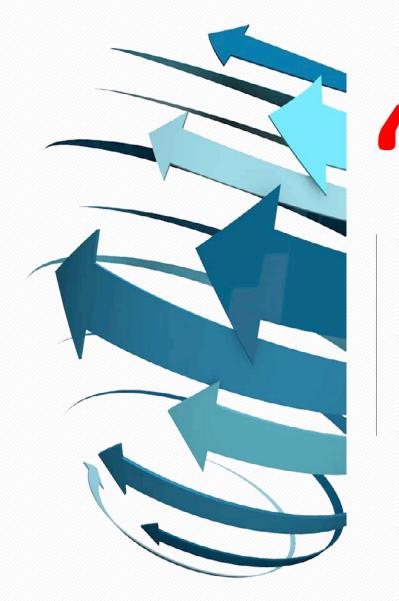
- Emergency numbers? Unclear approach

Mobile broadband

- Fixed/mobile convergence

- Performance of the mobile networks is a serious concern – NRAs: information role?

- M2M: no vendor lock-in

- Decoupling and roaming caps: implementation for businesses

- Spectrum harmonisation

- SLAs

- **Transparent, non-discriminatory** traffic management
- Net neutrality is critical; however, **differentiated service levels** need to be accommodated, for mobile services as well

'Competition is the best guarantee of quality'

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