



Falkland Islands Communications Regulator

DIRECTION TO SURE FALKLAND ISLANDS

No. 2019/01a Quality of Service

The Regulator makes this Direction under s11(2)(b) of the Communications Ordinance 2017 and under paragraph 26 of the Exclusive Licence with Sure dated 7 April 2017.

Directions

1. For the reasons set out below, the Regulator makes the following Directions Sure must measure and report to the Regulator every three months
 - a. on the quality of service parameters for retail mobile telephone services using the form in Schedule A.
 - b. on the quality of service parameters for retail broadband internet access using the form in Schedule B.
2. Separate reports must be made for services provided over fixed and mobile networks.
3. Quality of service reports must be sent to the Regulator electronically within 30 calendar days of the end of the reporting period.
4. The first reporting period will commence from 1 October 2019 and end on 31 December 2019 and will continue every three months from that point.

Reasons for Direction

5. Sure's exclusive licence at para 26 places obligations on Sure to publish information relating to quality of service if the Regulator directs Sure to do this.
6. The Regulator has powers to issue directions under s11 of the Communications Ordinance 2017 where it is considered necessary to pursue the electronic communications objectives. The following electronic communications objectives are relevant to this Direction:
 - a. To promote the public interest generally in relation to electronic communications
 - b. To facilitate effective communication in the Falkland Islands and between the people of the Falkland Islands and the rest of the world
 - c. To provide affordable access to high quality networks and carriage services in all regions of the Falkland Islands so far as is reasonably practicable.

7. Sure licence Section 26 presents requirements specific to a direction on Quality of Service. This section requires the Regulator to establish a QoS regulatory framework and issue a direction to Sure before it can require Sure to monitor and publish information about QoS, and before it can enforce any remedies for non-compliance with QoS targets.
8. The Regulator considers that it is necessary to direct Sure to provide quality of service reports
 - a. in order to monitor the services provided by Sure in order to maintain or improve quality in the absence of competition
 - b. to provide the Regulator with objective points of reference for assessing the Quality of Service provided by Sure
 - c. to enable the Regulator to help consumers understand the Quality of Service that is being offered by Sure and inform both their service usage and their feedback through the annual satisfaction survey; and
 - d. to establish baseline data on the current quality of service of cellular mobile telephony services and broadband retail internet services before determining whether, and, if so, what mandatory minimum standards for any of the quality criteria need to be specified.

Review rights and sanctions

9. If dissatisfied with this direction, Sure may appeal the direction under the provisions of Part 14 of the Communications Ordinance 2017.
10. If the provisions of the direction are breached, the Regulator may take action under s13 of the Communications Ordinance 2017, including issuing an enforcement order, which may include a requirement to pay a penalty.

Expiry of this Order

This Direction shall expire upon the earlier of:

1. The Regulator revoking this Direction; or
2. Upon expiry of the Sure licence dated 7 April 2017



Susannah Nightingale

COMMUNICATIONS REGULATOR

SCHEDULE A: QOS STANDARDS FOR MOBILE TELEPHONY SERVICES

Sure Falkland Islands – Quality of Service Reporting

Reporting Quarter:

Item	Criterion	Parameter	Definition and measurement	Actual value achieved in the quarter
A.1	Availability	Telephone service non-accessibility	ITU-T E.804 (02/2014) cl.7.3.6.1	x%

Note: All actual values should be rounded to one decimal place.

Report prepared by: (Name in capitals and signature)

Report authorised by: (Name in capitals and signature)

Date:

SCHEDULE B: QOS STANDARDS FOR INTERNET ACCESS SERVICES

Sure Falkland Islands – Quality of Service Reporting

Reporting Quarter:

Item	Criterion	Parameter	Definition and measurement	Actual value achieved in the quarter
FIXED NETWORK				
B.1	Availability	Availability of internet access service	ETSI ES 202 765-4 cl.6.1	x%
B.2	Data speed	Data transmission speed that is achieved 95% of the time, expressed as a percentage of the average advertised data transmission speed	ETSI EG 202 057-4 cl.5.2 ETSI ES 202 765-4 cl.6.10	x% (separate reports may be issued for each retail internet access service)
MOBILE NETWORK				
B.6	Availability	HTTP service non-accessibility	ITU-T E.804 (02/2014) cl.7.3.8.1	x%
B.7	Data speed	HTTP mean data rate	ITU-T E.804 (02/2014) cl.7.3.8.7	x kbit/s

Note: All actual values should be rounded to one decimal place.

Report prepared by: (Name in capitals, position and signature)

Report authorised by: (Name in capitals, position and signature)

Date: