



TRA CONTRACTS QUALITY SYSTEM

The Telecommunications Regulatory Authority (TRA) signed a 'Quality of Service Management' (QoS) system contract with Dubai-based Wicom, a telecom and IT provider. The bid was launched in 2009. Wicom will provide and maintain the required equipment. The implementation of the new system would allow the TRA to oversee the performance of every type of telecom service across the country. It would allow the telecom watchdog to take the necessary actions to improve the quality of service. The QoSMA solution is based on a high-tech data measurement and processing system. It collects and processes data from mobile and data network platforms, calculates the Key Performance Indicators (KPIs), and publishes the results to the public. The equipment cost is \$1.2 million and will be provided by the Ministry of Telecommunications. The equipment will be installed at the TRA premises. The TRA said that it will initiate the project by monitoring mobile services. It said that the first reports are due to be published by April 2012. The TRA said that users will be involved at a later stage in the broadband Internet measurement through specific software which they could download from the TRA's web page.

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