**Abstract**

# Fixed Internet Service Quality Regulations for ISPs in Turkey

Information and Communication Technologies Authority has issued “Bylaw on Quality of Service in Electronic Communication Sector” in Official Gazette of 12 September 2010 with number of 27697. In order to apply the bylaw, it has published “Communiqué on Quality of Internet Service Providers’ Services” in Official Gazette of 17 February 2011 with number of 28038. The internet service providers (ISPs) has started to measure their service qualities for internet data download/upload speeds, internet service supply times, bill correctness rates and fault repair times. In this presentation, we would like to share our experiences from the application of the service quality regulations. In order to do this, the regulations would be introduced and some details about measurements would be provided. And then the effects of the regulations on service quality would be analyzed with the help of data obtained from ISPs.