

Telecommunication QoS's role in digital economy – A perspective from Vietnam

Abstract:

The presentation consists of four sections:

Firstly, snapshot of Vietnam ICT market

The first section “Snapshot of Vietnam ICT market” will give an overview of Vietnam's telecommunications market based on statistics and analysis of mobile phone subscribers, fixed broadband, mobile broadband... published by Vietnam Telecom Authority, Akamai, Opensignal... Some specific information introduced such as: (i) total number of mobile subscriptions in the last five years has always reached over 110 million subscriptions, on average each Vietnamese owns more than one mobile phone subscriber, (ii) Download speed, Internet penetration rate of Vietnam and some selected countries...

The second one, “Telecommunications service quality' policy and enforcement of Vietnam”, will briefly introduce the legal framework of Vietnam, the organizational structure of state management in telecommunications, Vietnam Telecom Authority, Vietnamese regulations as well as measures to enforce regulations on telecom QoS management.

The third section – “The role of telecommunication service quality in the digital economy”, will discuss about: (i) the benefits of the digital economy, the objectives / roles / policies of broadband development of countries, (ii) discuss the QoS indicators of broadband, the needs laid down with these indicators in the digital economy age.

The final section will present two proposals for improving broadband quality:

- For **increase upload speed** purpose, further promote QoS standards to the develop of symmetric access networks or faster upload speeds compared to downloads to meet new demands in digital age.
- For **reduce latency** purpose, data centres should be located within countries or nearby to get optimal performance for broadband services (also reduce cost of broadband access).
