

QoS and Connectivity

Evaluation from the user's perspective



2023-09-17

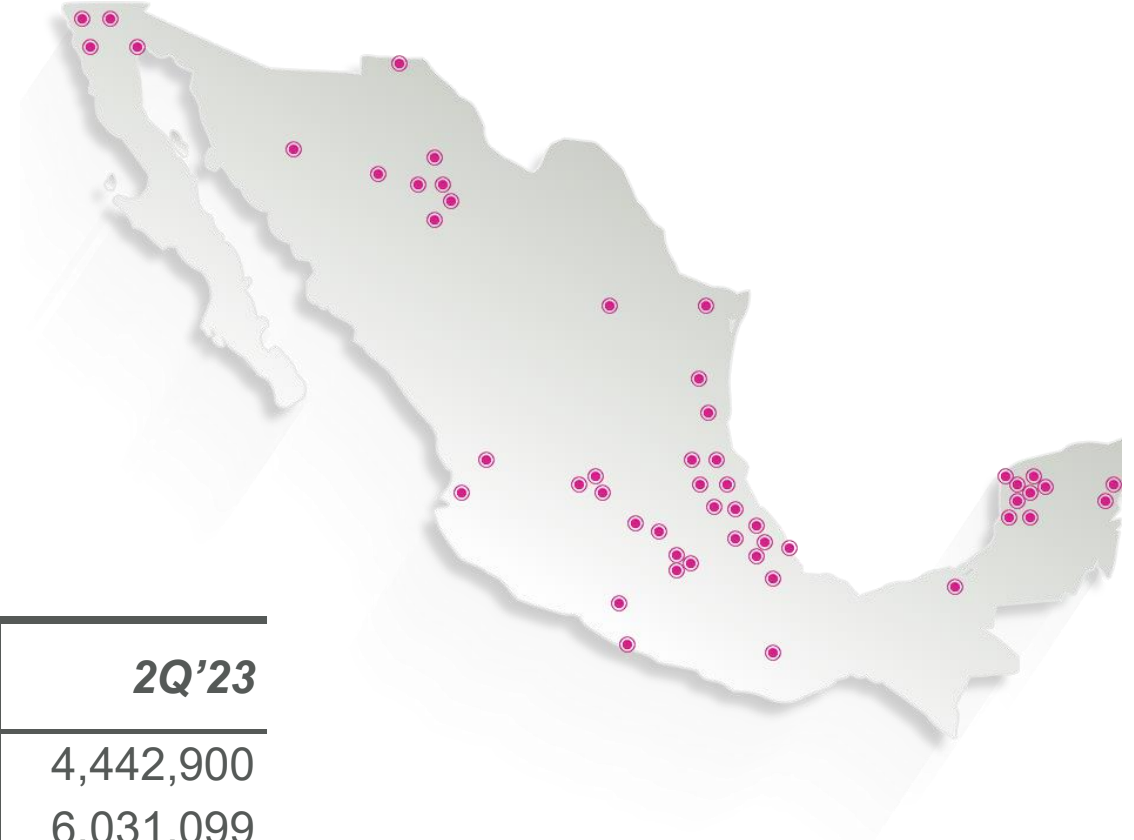
Overview.



- izzi 2 mins
- Situation 3 mins
- Vision 3 mins
- Progress 4 mins
- Challenges 3 mins
- Take aways 3 mins



- Largest MSO in Mexico.
- Quadruple play.
- Residential, SMB & enterprise.
- ≈ 25K staff.
- HQ in Mexico City.



<i>RGUs</i>	<i>2Q'23</i>
Video	4,442,900
Broadband	6,031,099
Voice	5,466,034
Mobile	285,398
Total RGUs	16,225,431

“Slow internet” image search.



Connections to Content, Transactions, People.



izzi's Situation.



- Our subs rarely reach out to us to complement great connectivity. It is expected.
- “Best effort” has faded away in user expectations.
- One network for different types of users (e.g., Enterprise, gamers, my dad).
- We’re looking for the best business configuration for network operations.
- Smarter distributed system. Commoditization of connectivity.
- Network complexity keeps increasing.



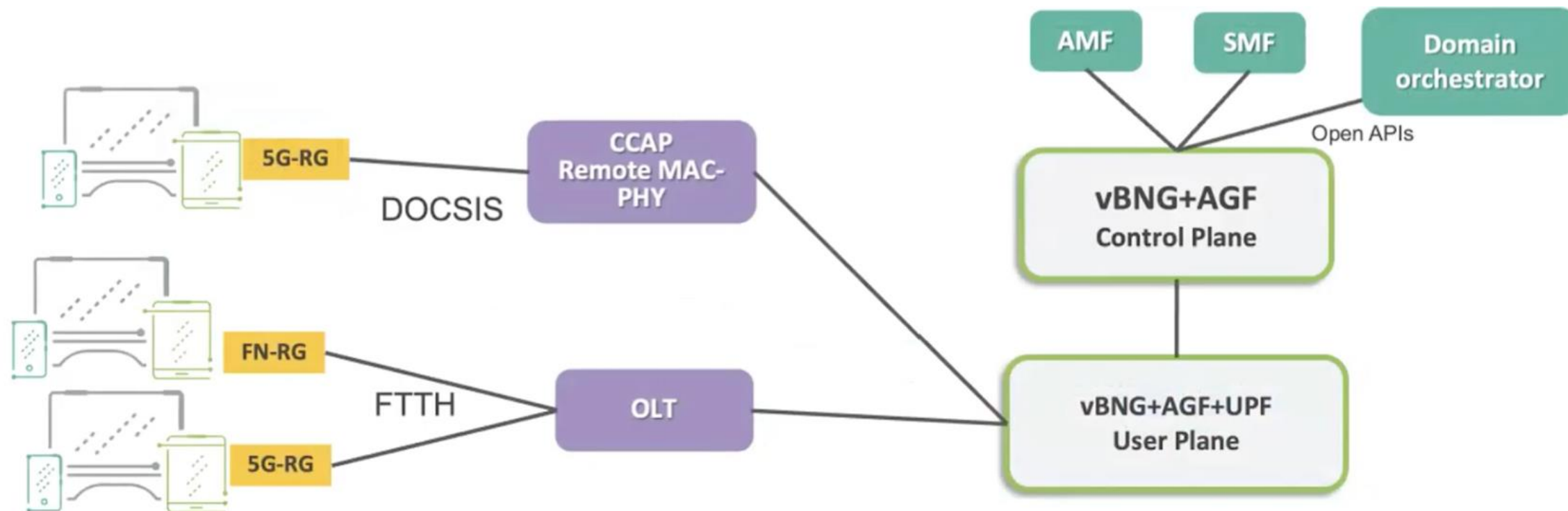
Our Vision.



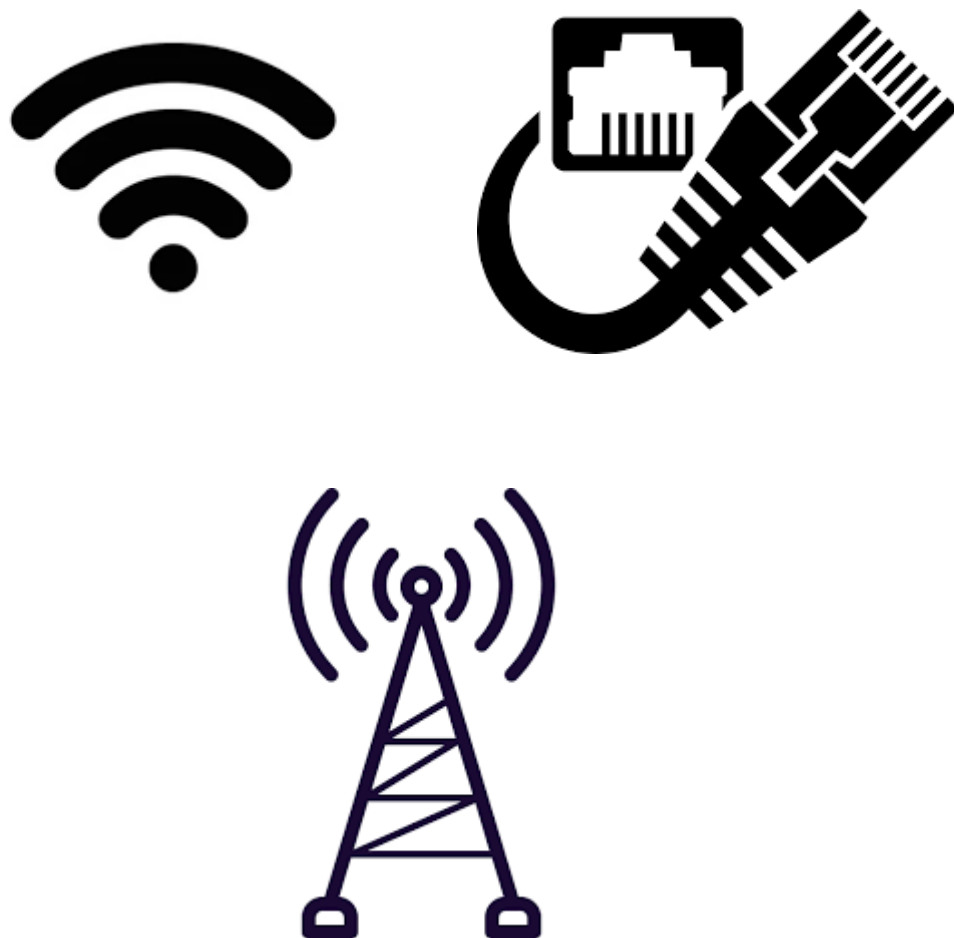
- Ubiquitous connectivity.
- Digital economy first.
- Increased interactions with network, both users and developers.
- “Customer centric” is closely related to “Network abstraction”.
- Because they don’t want or need to care (about the underlying tech).



Converged Network for Ubiquitous Connectivity.



Converged Network for Ubiquitous Connectivity



5G Wireless Wireline Convergence Architecture

TR-470 Issue 1



- ① Fixed Wireless Access
- ② Integration in Direct mode
- ③ Multi-Access
- ④ Integration in Adaptive mode
- ⑤ Interworking
- ⑥ Coexistence

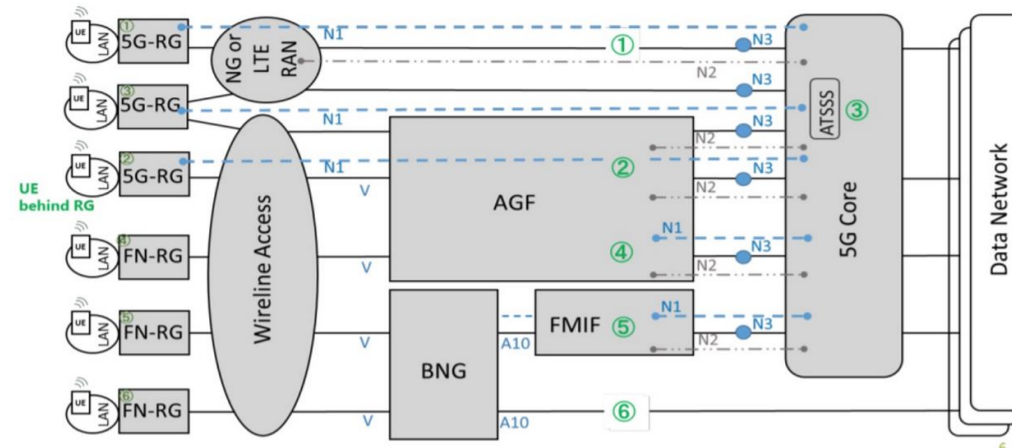
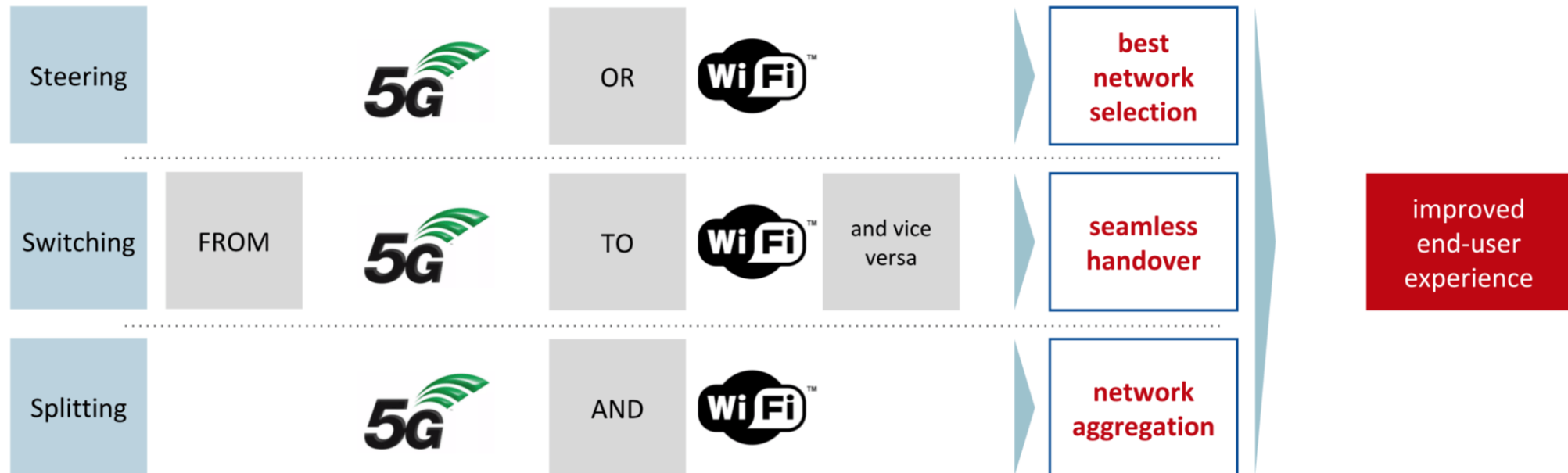


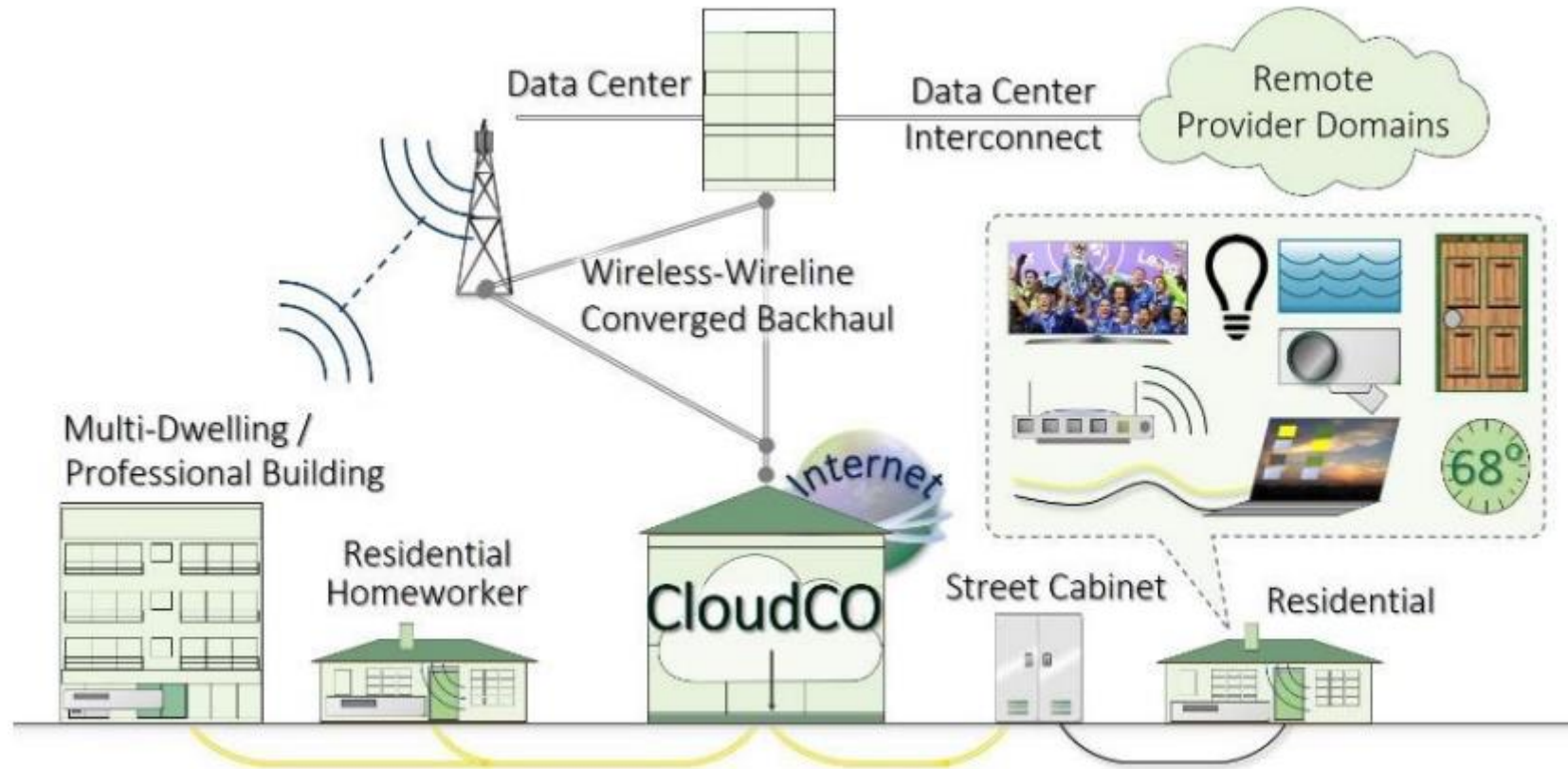
Figure 2: Different deployment scenarios for connecting RGs to the Data Network.

August 2020

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Access Traffic Steering-Switching-Splitting.







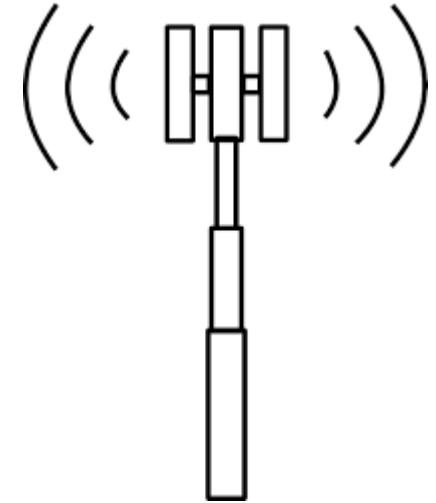
We've come a long way.



- Increased connectivity resiliency.
- Better user expectation management: certification processes.
- Recurrent service metrics collection.
 - Periodic inform interval = 2 Hrs.



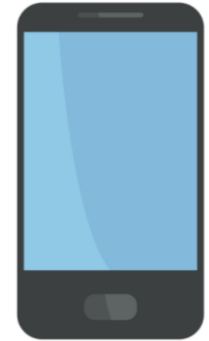
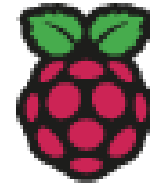
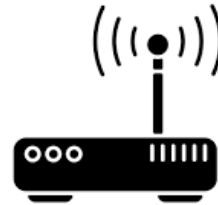
Increasing Resiliency: Backup LTE connection.



Better Field Operations: “RaspiTool”.

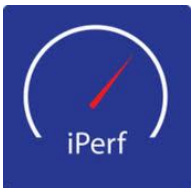


Wi-Fi testing

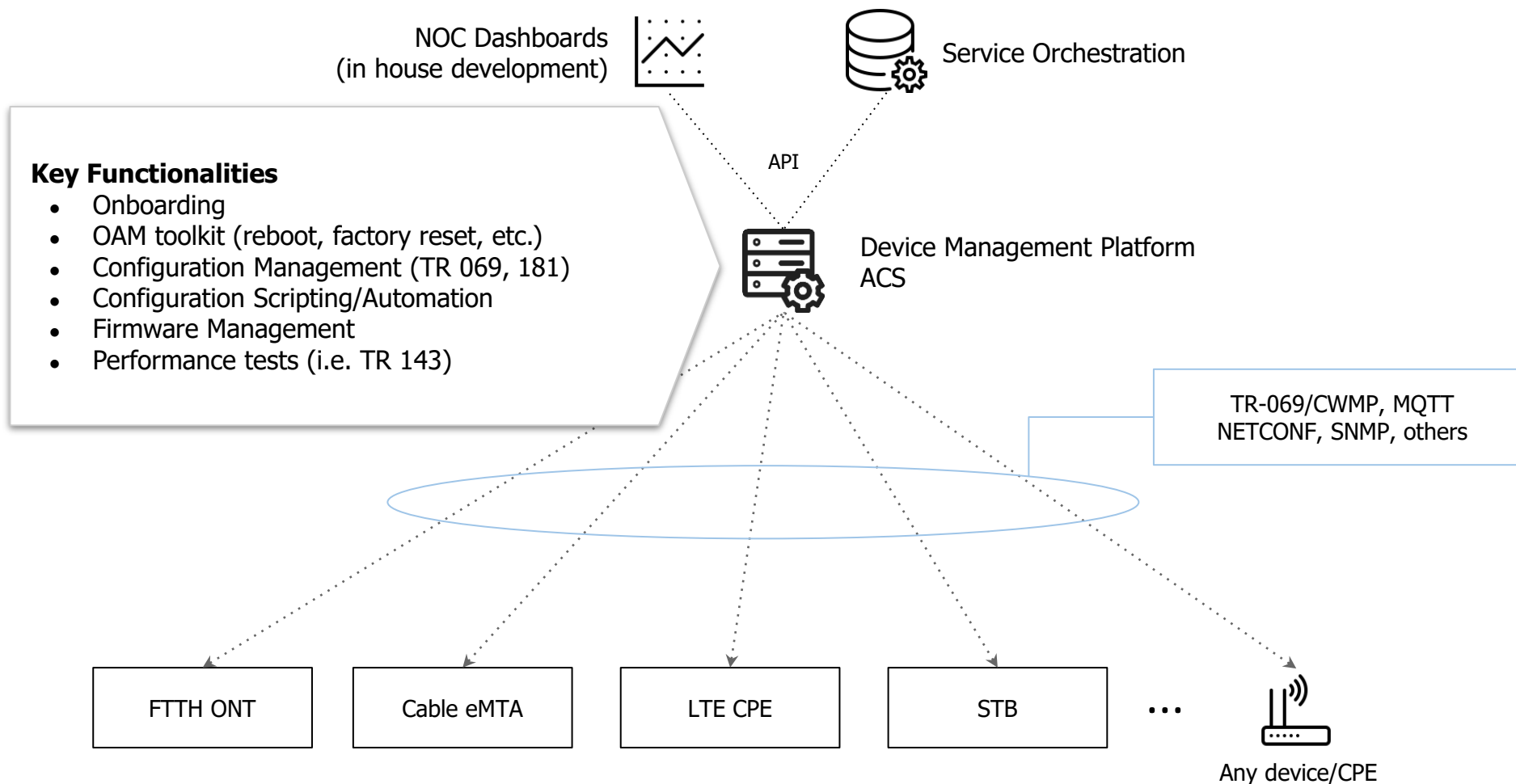


Line test

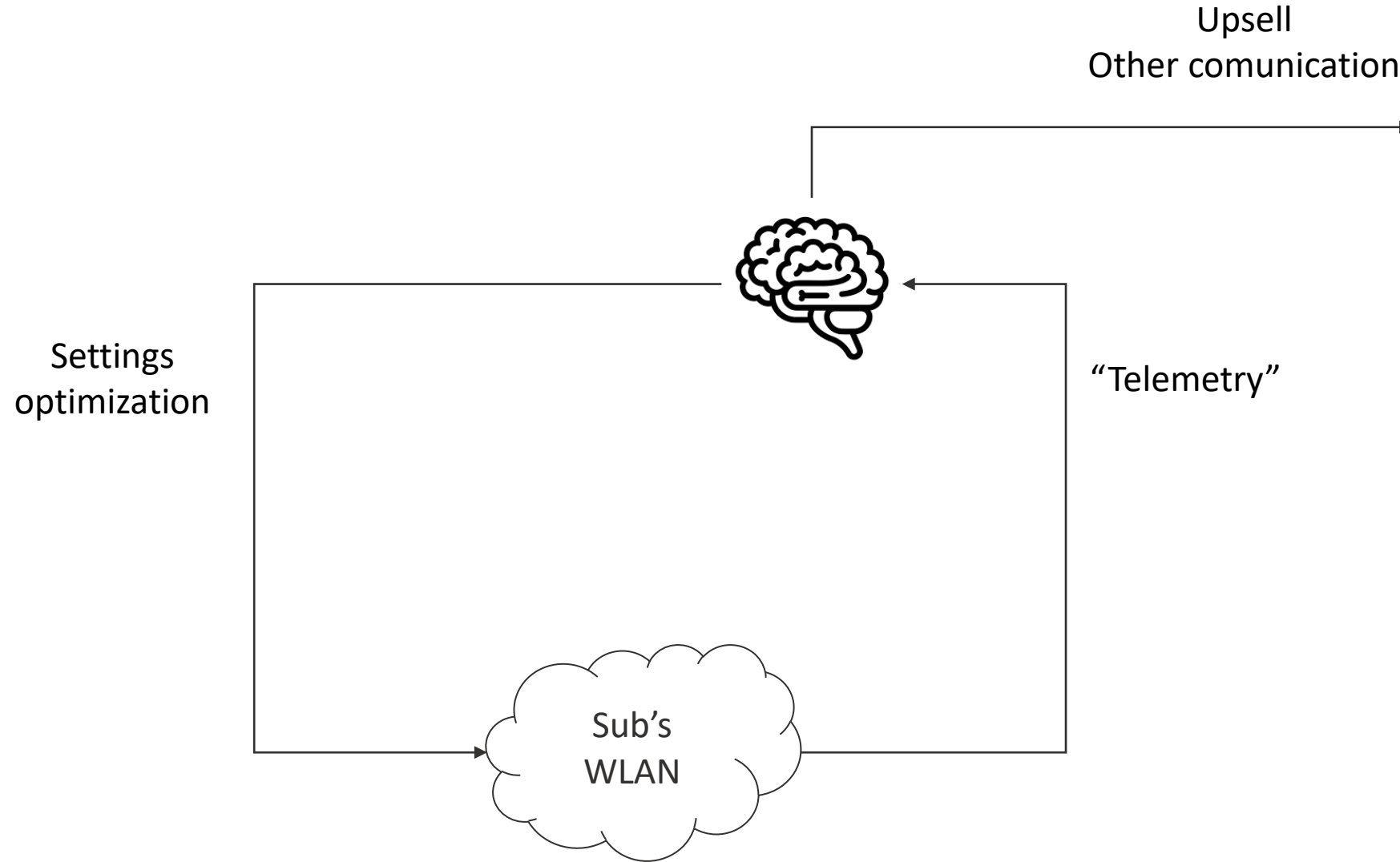
Usual



TR-181, TR-069 y TR-369



Better Centralized Operations: Managed Wi-Fi AKA “SON”.



Our vision still lies ahead of us.



- Information is siloed.
- Operators as a natural / traditional point of contact.
- New tech generation adoption rates vs. Market constraints and UX expectations.



Takeaways.



- It's less about connectivity and more about the digital economy that it can enable.
- Network complexity will keep increasing. Abstraction is key.
- Services and use cases continue to gain value.
- Skills and tools of operators are also evolving.
- There is huge potential.



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