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O2 Summary of 'Quality Evaluation Result'

03 Outcome of Evaluation and Future Plan





# **Background of Quality Evaluation**



# Urban

Population †
Investment †
Good Quality



# Rural

Population ↓
Investment ↓
Poor Quality



Significant quality gap in telecom service between urban and rural areas

Problem 1.

Equal Price but Different Quality (depending on geo-environment and population density)

Problem 2.

Insufficient Quality Information to the Users

Problem 3.

Lack of Coverage Information

Annual Evaluation of QoS and Open it to the Public



# **Procedure of Quality Evaluation**



## Step1. Selection of Target Services

# Wired

100 Mbps 1 Gbps 10 Gbps

# Wireless

Wi-Fi 3G, 4G(LTE) 5G



Not to measure the best technical Capacity

But to measure the quality that user experience using real end user devices (Smartphone, PC)

# Step2. Establishment of Measurement Scheme

Organising Working Group that is independent on Stake Holders to secure relevance of whole process





To determine measuring terminal (End user devices : Smartphone, PC)



To determine method and metrics (Throughput, Delay time, etc…)



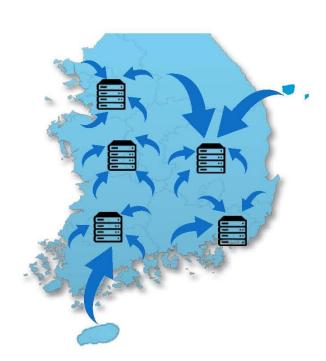
To set-up final Evaluation Plan



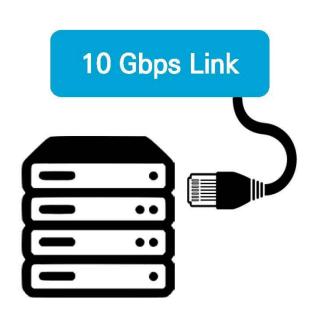
# [Reference] Method and Metrics



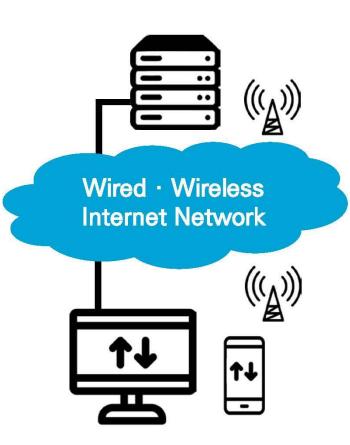
#### Measurement Method



Install Measurement Servers at the IDC of each providers



10 Gbps or higher links to each measurement server



Real End user device used to collect data



# [Reference] Method and Metrics



## ■ Measurement Metrics

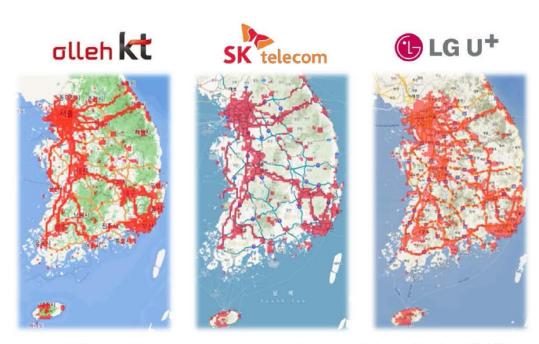
Category	Metrics							
	Throughput(Mbps)	Transmission and reception speed between terminal device-measurement server						
	Connection success rate(%)	The rate of successful calls by attempting to connect to the measurement server						
Wireless	Transmission success rate(%)	The rate of calls connected to the measurement server and transmitted at a certain speed						
vviieless	Round trip latency(ms) Time to transmit a signal to the measurement server and to receive a response							
	Packet loss rate(%)	The rate of data that was not received during data transmission and reception						
	Web-page loading time(sec)	Time until all screens of web page are displayed on the terminal device						
	Throughput_Intra(Mbps)	Transmission and reception speed between terminal device-measurement server						
Wired	Throughput_Inter(Mbps)	Transmission and reception speed between terminal device-web portal provider server						
	Web-page loading time(sec)	Time until all screens of web page are displayed on the terminal device						
Only for "5G"	5G to 4G Re-direction Rate(%)	The rate of network reconnection to 4G network while using 5G network						



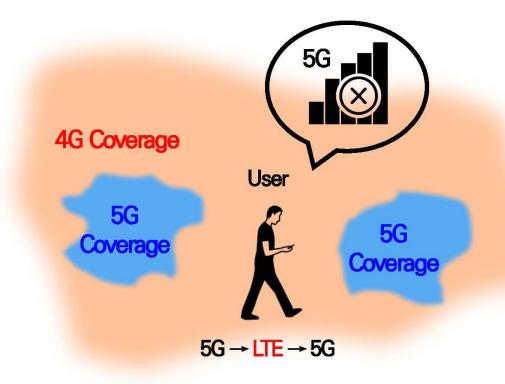
# [Reference] Method and Metrics



New Metrics for 5G Service Evaluation : 5G to 4G Re-direction Rate



Low Coverage Rate, 5G Island



Frequent 5G Connection Off, and Reconnection to 4G station

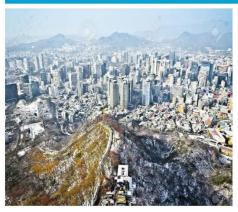


# **Procedure of Quality Evaluation**



#### Step3. To perform field tour and measurement

1) By population density such as metropolitan, mid – to small cities, and rural areas.





② By region type such as transportation facility, underground shops, markets, and hospitals.





③ By sport and leisure area such as island, sea roads, coastal roads, and trails.





④ By public transportation such as high-speed railroad, city subways, and highways.







# **Procedure of Quality Evaluation**

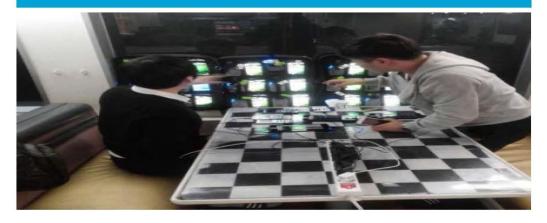


## Step4. Collection of Data and Validation

#### 1 Pre-review meetings with third party experts



#### 2 Check devices and measurement software errors



#### 3 Remove error data under the abnormal conditions





#### 4 Validate whole process and Reporting





# Wireless and Wired Internet Quality in 2019



## Quality of Wireless Internet Services

% 2018 results in parentheses ( )

	Download Speed	Upload Speed	Connection Success rate	Transmission Success rate	Round Trip Latency	Packet Loss rate	Web-page Loading time
4G	158.53 Mbps	42.83 Mbps	99.98%	99.18%	36.34 ms	0.85%	1.01 sec
	(150.68 Mbps)	(43.93 Mbps)	(99.97%)	(99.43%)	(40.73 ms)	(0.73%)	(1.29 sec)
3G	<b>5.50 Mbps</b> (6.08 Mbps)	1.73 Mbps (1.89 Mbps)	99.55% (99.30%)	98.43% (98.96%)	98.66 ms (88.65 ms)	1.21% (1.38%)	1.91 sec (2.48 sec)
WiFi	333.51 Mbps	288.02 Mbps	99.93%	99.57%	23.41 ms	0.76%	0.93 sec
	(305.88 Mbps)	(290.25 Mbps)	(99.98%)	(99.61%)	(20.77 ms)	(0.38%)	(1.11 sec)

# ■ Quality of Wired Internet Services

2018 results in parentheses ( )

	Download Speed	Upload Speed	Download Speed	Upload Speed	Web-page
	(Intra)	(Intra)	(Inter, Bulk e-mail)	(Inter, Bulk e-mail)	Loading time
100Mbps	99.27 Mbps (99.39 Mbps)	98.85 Mbps (98.36 Mbps)	<b>92.25 Mbps</b> (91.95 Mbps)	87.86 Mbps (56.57 Mbps)	0.80 sec (1.07 sec)
1Gbps	951.67 Mbps	949.19 Mbps	350.71 Mbps	294.80 Mbps	0.77 sec
	(913.83 Mbps)	(907.10 Mbps)	(359.53 Mbps)	(238.75 Mbps)	(1.07 sec)



# 5G Quality: First half of 2020



#### ■ 5G and 4G Subscribers in Korea

(Million)

	2019.4 (5G Commercialize)	2019.6	2019.9	2019.12	2020.3	2020.6	2020.9
5G	0.27 M	1.34 M	3.47 M	4.67 M	5.88 M	7.37 M	9.25 M
4G	56.34 M	56.02 M	55.38 M	55.69 M	55.28 M	54.96 M	54.33 M

## ■ 5G Coverage and Service Availability: 7 Major Global Cities in Korea

Public Facilities(In-building) 5G Availability			Transportation Infrastructure 5G Availability			
Indoor Base Station	Outdoor Base Station	Avg.	Subways	High Speed Rail	Highways	Avg.
78.27%	49.63%	67.93%	76.33%	75.45%	78.21%	76.56%

## Quality of 5G Wireless Internet Services: 7 Major Global Cities in Korea

Download Speed	Upload Speed	5G to 4G Re-direction rate	Connection Success rate	Transmission Success rate	Packet Loss rate	Web-page Loading time
656.56 Mbps	64.16 Mbps	6.19 %	99.95 %	99.57 %	0.57%	1.01 sec



## **Outcomes**



## Target services by years

1999 2G Voice, PSTN

+ 2001 High-Speed Internet
2006 WCDMA, WiBro

+ 2010 Wi-Fi

+ 2012 4G(LTE)

2013 VoLTE (LTE Voice)

2014 Vulnerable regions

+ 2015 1Gbps Internet

2016 Coverage Inspection

+ 2019 10Gbps Internet

+ 2020 5G

#### Download Speed Improvement (National Avg)

(Mbps)

Division	2017	2018	2019	CAGR
4G	133.4	150.7	158.5	9%
Wi-Fi	264.9	305.9	333.5	12.2%
1G (Wired)	873.8	913.8	951.7	4.4%
100M (Wired)	99.1	99.4	99.3	0.1%

# Download speed of 4G in rural area

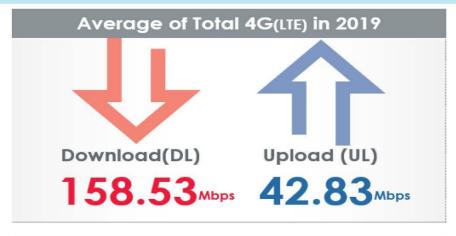
(Mbps)

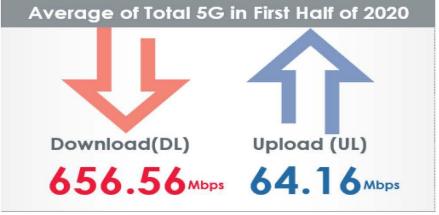
Division	2017	2018	2019	CAGR
4G in rural area	99.6	126.1	128.5	13.6%

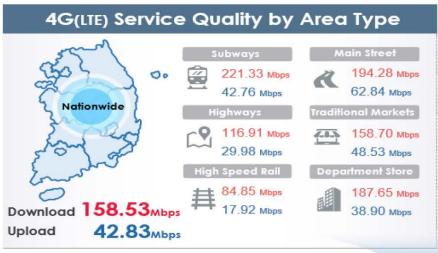


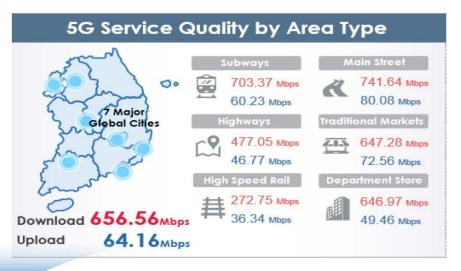
### **Outcomes and Future Plan**











Open quality information to the public in various types by provider, service and region





# Thank You



