



GUIDELINES ON MINIMUM INTERNET CONNECTIVITY REQUIREMENTS FOR THE HOSPITALITY FACILITIES

In 2014, Botswana Communications Regulatory Authority (BOCRA) issued Guidelines on Minimum Internet Connectivity Requirements for the Hospitality Facilities (Hotels, Lodges, Guest Houses, Camp sites, Motels). All Hospitality Facilities in Botswana are required to adhere to the Guidelines.

The purpose of the Guidelines is to provide a framework that governs the provision of quality Broadband Internet in Hospitality Facilities. The Guidelines prescribe the following:

- Minimum bandwidth to be acquired by various Facilities;
- Network security and monitoring measures;
- Maintenance and upgrades of the networks;
- Availability of Information Technology personnel; and
- Universal Internet coverage in the Facilities.

The recommended bandwidths are stipulated below:

Hospitality Facility Ranking	No. of Rooms	Minimum Internet Bandwidth Required (Mbps)
Below 3 Star	5 – 10	2
	11 – 29	4
	30 – 49	6
	50 – 99	12
	100 – 149	20
	150 – 199	25
	200 – 249	32
3 Star	250 and Above	38
	5 – 10	3
	11 – 29	5
	30 – 49	8
	50 – 99	15
	100 – 149	23
	150 – 199	31
4 Star	200 – 249	38
	250 and Above	46
	5 – 10	4
	11 – 29	6
	30 – 49	8
	50 – 99	17
	100 – 149	25
5 Star	150 – 199	33
	200 – 249	41
	250 and Above	50
	5 – 10	5
	11 – 29	7
	30 – 49	9
	50 – 99	18
100 – 149	27	
150 – 199	36	
200 – 249	45	
250 and Above	55	

If the Hospitality Facility has video conferencing facilities and conference facilities, they should subscribe for additional bandwidth on demand particularly during events such as conferences and workshops to cater for applications that require high bandwidth or to accommodate a large number of connections;

The above prescribed requirements are meant to improve the Quality of Service for Broadband Internet and ensure enhanced user experience. Subscription to the prescribed bandwidth capacities will ensure that Hospitality Facilities harness the benefits of Broadband for optimal service delivery.

BOCRA urges the Service Providers for Internet to encourage uptake of appropriate bandwidths as prescribed in the Guidelines. Hospitality Facilities are also urged to liaise with their respective Service Providers to acquire appropriate bandwidths.

The Guidelines should be used as a reference tool by all the concerned stakeholders in the Hospitality Industry. BOCRA will closely monitor compliance to these Guidelines to ensure that Communication services are available at desirable standards in line with compliance and consumer protection requirements. The stipulated bandwidths will also be continuously reviewed to align them with the broadband targets speeds stipulated in the National Broadband Strategy.

A complete and comprehensive copy of the Guidelines can be accessed from the BOCRA website (www.bocra.org.bw). A list of licensed service providers for Internet is also available on the BOCRA website.

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