

**BOTSWANA COMMUNICATIONS  
REGULATORY AUTHORITY**



**DRAFT GUIDELINES ON MINIMUM REQUIREMENTS FOR  
INTERNET CONNECTIVITY IN THE HOSPITALITY  
INDUSTRY**

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## 1.0 INTRODUCTION

The Botswana Communications Regulatory Authority (BOCRA or the Authority) is a statutory body established under the Communications Regulatory Act No 19 of 2012, (CRA Act), whose mandate is to regulate and promote the development of the communications sector in Botswana comprising telecommunications, Internet and Information and Communications Technologies (ICTs), Radio Communications, Broadcasting, Postal Services and related matters.

The Guidelines stipulated in this document were developed by the Authority and are a complement to the efforts undertaken by the Ministry of Transport and Communications (MTC) to develop the communications sector as informed by guiding policies such as the Telecommunications Policy of 1995 and the ICT Policy (Maitlamo) of 2007. Other considerable efforts with regards to improvement of communication services in the country include the Government's investment in the submarine cables of West African Cable System (WACS) and East Africa Submarine System (EASSy), and the development of the National Broadband Strategy (NBS) in 2013.

The BOCRA would, through interventions made under the Broadband and Universal Access and Service programmes, promote improved access to quality communication services for all, particularly broadband Internet access.

The hospitality industry, as one of the major economic sectors in Botswana, can benefit from the vastly available bandwidth capacity through meeting the needs of local and international guests, whose demand for fast and reliable Internet is growing exponentially.

The BOCRA has learnt of various complaints pertaining to lack of Internet and/or poor connectivity in most of the hospitality facilities. The complaints have been confirmed by a study carried by the Authority on Internet Connectivity in Hotels and Lodges in Botswana in 2013. The study has shown that the hospitality facilities are subscribing to inadequate bandwidth. Hospitality facilities are therefore urged to improve service delivery by adhering to appropriate Internet connectivity standards as shall be set out in these guidelines.

By developing the Guidelines, the BOCRA seeks to improve the efficiency of the communications sector in Botswana by standardising internet connectivity in the hospitality industry. Minimum bandwidth capacity will be set for use by hospitality facilities in order to improve quality of service through provision of fast and reliable broadband internet access.

The investment by the hospitality sector in broadband connectivity and the setting of broadband internet capacity requirement by BOCRA, are pursuant to sections 5 (2) (d) and 6 (2) (a), (d) of the CRA Act.

## 2.0 GENERAL PROVISIONS

### 2.1 Purpose

The purpose of these guidelines is to provide a framework that governs the provision of and quality of broadband Internet in the hospitality facilities in Botswana.

### 2.2 Scope of the guidelines

These guidelines shall set minimum requirements of bandwidth that should be followed by hospitality industry and Services Providers.

### 2.3 Definitions

For the purpose of these guidelines, the terms hereunder shall have the following meaning:

- 2.3.1 **Bandwidth:** the amount of data transmitted over a network connection at a given time;
- 2.3.2 **Broadband:** an ecosystem that encompasses high capacity communication networks, the services that the networks carry, the applications they deliver and users.
- 2.3.3 **Hospitality Facility:** means any facility including but not limited to guesthouse, lodge, campsite, motel and hotel.
- 2.3.4 **Service Provider:** means any licensed service provider who provides telecommunication and internet services. Service provider herein refers to Value Added Network Service provider (VANS), Public Telecommunications Operator (PTO) and other Operators licensed to operate telecommunications network.

## **3.0 INTERNET CONNECTIVITY**

Hospitality Facilities are required to comply with the following requirements:

### **3.1 Broadband Internet Connection**

- 3.2.1 Hospital Facilities should install legitimate Broadband Internet connection provided by licensed Service Providers.
- 3.2.2 It is advisable that the Service Provider should be perform the installation of Broadband equipment, provisioning and installation of circuits and the general internet support for the Facility and guests.

### **3.2 ICT Personnel**

- 3.2.1 Employees at front desk should be trained on basic ICT skills
- 3.2.2 Help desk function should be provided by the Hospitality Facility
- 3.2.3 Hotels should have the services of back-end knowledgeable Information Technology technicians who can respond to guests and network faults quickly and efficiently.

### **3.3 Bandwidth Software Requirements**

- 3.3.1 In order to optimise the use of available bandwidth, hospitality facilities should have a bandwidth management solution that helps in redistributing the direct bandwidth from the service providers into different hourly plans in cases where the service provider is not managing the bandwidth on their behalf.

### **3.4 Network Stability and Performance**

- 3.4.1 If the hospitality facility has videoconferencing 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;
- 3.4.2 Hotels must designate Service Provider who can provide on-site support, reconfiguration of equipment for specific meetings at conference facilities and other technical support to ensure consistent service.
- 3.4.3 Hospitality facilities should always plan upgrade of their circuits when peak utilisations average reach out to around 90% which would allow

them a few months of growth to arrange for the circuits to be ordered and installed.

### **3.5 Network Security Requirements**

- 3.5.1 Traffic on the Broadband internet access must not be visible to anyone other than the user who is generating that traffic.
- 3.5.1 Network connections within the Facility must require a username and password.
- 3.5.2 The Service Provider must make every reasonable effort to ensure that the guest's information transmitted over the network is secure and cannot be compromised.
- 3.5.3 The internet system must be configured to prevent a guest from being subject to a security risk from the LAN.
- 3.5.4 The internet system must be configured to completely isolate data travelling to different guestrooms and prohibit the ability to for one guest to view another guest's network traffic.
- 3.5.5 Hotel facilities are to ensure that there is no engagement in activities that are detrimental to information network safety and unlawful invasion of information system's functionality.

### **3.6 Local Area Network (LAN)**

- 3.6.1 Hospitality Facility should have proper mechanism for the maintenance of its computer system and Local Area Network.
- 3.6.2 Internet system installed should be able to create a virtual LAN without compromising security.

### **3.7 Internet Prices**

- 3.7.1 Hotel Facilities are to design pricing structures that would encourage usage of Internet by guests. International best practice is for hotels to offer internet to guests as complimentary service.
- 3.7.2 Internet access in business centres, meeting rooms and conference rooms may be charged.
- 3.7.3 All Service Providers shall publish in a transparent and conspicuous manner the prices for the different bandwidths offered.

## 4 MINIMUM BANDWIDTH AND COVERAGE REQUIREMENTS

### 4.5 Bandwidth Requirement

The minimum bandwidth for hospitality facilities should be as follows:

No. of Rooms	Internet Bandwidth Required
5 – 10	At least 2 Mbps
11 – 29	At least 3 Mbps
30 – 49	At least 8 Mbps
50 – 99	At least 13 Mbps
100 – 149	At least 26 Mbps
150 – 199	At least 38 Mbps
200 - 249	At least 51 Mbps
250 and Above	At least 64 Mbps

4.5.1 Hotels with at-least 50 rooms and having a monthly occupancy rate of at least 75% should purchase and use leased lines that provide a dedicated and an uncontended Internet service within the prescribed minimum requirement.

### 4.6 Network Upgrade

4.6.1 All Service Providers should upgrade their networks to be able to carry the required bandwidth.

### 4.7 Network Coverage

4.7.1 High-speed Internet access should be universally accessible across the hospitality facility i.e. 100% of the rooms, lobby, poolside, gym, restaurant, business centre etc. Access points and hot spots should be well positioned to guarantee acceptable signal strength.

4.7.2 Service Providers should extend their network coverage to afford Hotels easy connection to the telecommunications grid.

### 4.8 Network Performance Monitoring

4.8.1 Hospitality Facility should request for network-monitoring tools from the Service Provider to monitor the broadband internet received compared to the broadband subscribed to.

## **5. PROCUREMENT**

- 5.1 Internet access must be procured from licenced Service Providers.
- 5.2 Service Providers shall enter into Service Level Agreement with Hospitality Facilities to guarantee, at the minimum, the following:
- 5.2.1 Solution availability – Service Provider will be required to provide monthly performance reporting to the Hospitality Facility, regarding among others;
- System usage;
  - Bandwidth consumption; and
  - Maintenance logs
- 5.2.2 Maintenance – system should be continuously working as intended and should remain in good working order;
- 5.2.3 Network Monitoring
- 5.3 Equipment hardware and software must be purchased from authorised dealers and must meet the high speed Broadband internet access requirement. The system must have basic features such as:
- Capability to provide wireless and wired solution;
  - Simultaneous phone usage;
  - Compatibility;
  - Compliance with Codes;
  - Uninterruptible Power Supply;
  - Certified Equipment

## **6. REGULATORY INTERVENTIONS**

- 6.1 BOCRA would intervene where necessary, to direct Service Providers to offer Hospitality Facilities the minimum bandwidth required in accordance with these guidelines.
- 6.2 Approval and monitoring of internet prices would be strengthened to ensure take-up of internet at affordable prices.
- 6.3 BOCRA shall publish, on quarterly basis, the comparative wholesale and retail prices of Service Providers.



## **7 MISCELLANEOUS PROVISIONS**

### **7.2 Implementation**

The existing Hospitality Facilities have six (6) months to comply with these guidelines starting from the date of entry into force of the guidelines. The industry shall negotiate with the Service Providers in order to improve internet connectivity in their Facilities.

### **7.3 Reference Tool**

These guidelines may be used by other relevant public institutions as reference for the purpose of inspection of the compliance by hospitality industry to the minimum bandwidth and other requirements set herein during the hospitality industry's ranking exercise or any other related activity with regard to their mandate.

### **7.4 Compliance**

The BOCRA will conduct compliance checks to these guidelines in terms of consumer protection and compliance with broadband quality of service delivered by service providers.

### **7.5 Entry into Force**

These guidelines shall come into force on the 1<sup>st</sup> June 2014.

**DONE AT GABORONE, BOTSWANA ON ...../...../ 2014  
BY ORDER OF THE BOARD OF BOTSWANA COMMUNICATIONS  
REGULATORY AUTHORITY**

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