BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY

BOCRA

GUIDELINES ON MINIMUM REQUIREMENTS FOR INTERNET CONNECTIVITY IN THE HOSPITALITY INDUSTRY

APRIL 2014

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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), 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.

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.

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 out 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, 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 direction in 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 capacity and related processes required for Internet bandwidth to be acquired by the Hospitality Industry and provided by Internet 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 the 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 operator 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 Service

3.2.1 Hospitality Facilities should engage licensed Service Providers for provision of Internet Connectivity; and

3.2.2 Service Providers should perform the installation of Broadband equipment, provisioning and installation of circuits and the general Internet support for the Hospitality Facility.

3.2 ICT Personnel

3.2.1 Employees at front desk should be trained on basic ICT skills;

3.2.2 Hospitality Facilities should provide help desk support for guests; and

3.2.3 Hospitality Facilities should have 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 Hospitality Facilities must designate Service Providers who can provide on-site support, reconfiguration of equipment for specific meetings at conference facilities and other technical support to ensure consistent service; and

3.4.2 Hospitality Facilities should always plan upgrade of their circuits when peak utilisations average reach out to around 90% which would allow them time to arrange for the circuits to be ordered and installed.

3.5   Network Security Requirements

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 within the Hospitality Facility must be configured to prevent a guest from being subject to a security risk from the Local Area Network (LAN);

3.5.4   Hospitality Facilities are to ensure that there is no engagement in activities that are detrimental to information network security and safety; and

3.5.5   Hospitality Facilities shall set out Terms and Conditions of use of the Internet provided in relation to adherence to security issues by guests.

3.6   Local Area Network (LAN)

3.6.1   Hospitality Facilities should have Operations and Maintenance plans in place that will ensure consistent optimal performance of the Local Area Network; and

3.6.2   Internet system installed should cater for both wired and wireless connectivity with the ability to create a virtual LAN without compromising security.

3.7   Internet Prices

3.7.1   International best practice is for hotels to offer Internet to guests as complimentary service, however, Hospitality Facilities may design pricing structures that would encourage usage of Internet by guests;

3.7.2   Internet access in business centres, meeting rooms and conference rooms may be charged; and

3.7.3   All Service Providers shall publish in a transparent and conspicuous manner the indicative prices for the different bandwidths offered.

4   MINIMUM BANDWIDTH AND COVERAGE REQUIREMENTS

4.1 Bandwidth Requirements
The network must be dimensioned based on the following:

a) Number of Rooms;
b) Average Occupancy Rate;
c) Hotel Rating; and

The minimum bandwidth for Hospitality Facilities should be as follows:

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

4.1.1 The above-prescribed minimum bandwidths for Hospitality Facilities are dedicated and uncontended.

4.1.2 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 or to accommodate a large number of connections;

4.2 Network Upgrade

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

4.3 Network Coverage

4.3.1 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 hotspots should be well positioned to guarantee acceptable signal strength; and

4.3.2 Service Providers should extend their network coverage to afford Hospitality Facilities easy connection to the telecommunications grid.

4.4 Network Performance Monitoring

4.4.1 Hospitality Facilities should acquire network-monitoring tools to monitor the broadband Internet received against the broadband Internet 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 Providers 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: the Internet system should be continuously working as intended and should remain in good working order;

5.2.3   Network Monitoring: the Internet system should be continuously monitored to ensure malicious activities are detected on time.

5.3   Equipment hardware and software must be purchased from authorised dealers and must meet the high-speed Broadband Internet access requirements. The system must have basic features such as:

- Capability to provide wireless and wired solution;
- Simultaneous phone usage;
- Compatibility;
- Compliance with standards;
- Uninterruptible Power Supply; and
- Certified or type approved 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; and

6.3   BOCRA shall publish, on quarterly basis, the comparative wholesale and retail prices of Service Providers.

7 MISCELLANEOUS PROVISIONS

7.1 Implementation

The Guidelines will come into force with effect from 1st August 2014.

Hospitality Facilities are expected to have met the requirements of the Guidelines within one (1) year after coming into effect.

7.2 Reference Tool

These Guidelines will 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.

7.3 Compliance

BOCRA will conduct compliance checks to these Guidelines in terms of consumer protection and compliance with broadband quality of service delivered by Service Providers.

**DONE AT GABORONE, BOTSWANA ON …29…/…07…../ 2014
BY ORDER OF THE BOARD OF BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY**

THARI G. PHEKO

**CHIEF EXECUTIVE
BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY**