



Federal Communications Commission
Washington, D.C. 20554

FILED/ACCEPTED

FEB 28 2011

February 23, 2011

Federal Communications Commission
Office of the Secretary

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: Consumer Information and Disclosure Public Notice CG Docket No. 09-158, CC Docket No. 98-170,
WC Docket No. 04-36

Dear Ms. Dortch:

On February 16, 2011, the FCC met with broadband Internet service providers to discuss technical issues related to the Commission's trial for testing and measurement of fixed broadband performance.¹ The meeting focused on presentations by SamKnows discussing work with ISP's to complete work to complete shipments completing the trial panel, and James Miller of the Office of Engineering and Technology on consumer friendly approaches to correlating data produced by trial testing with Internet use scenarios. Joel Gurin, Chief of the Consumer and Governmental Affairs Bureau, led the discussion emphasizing the importance of ensuring that the results of the testing and measurement trial be presented in ways that can best benefit consumers, and that staff thinking on these topics was still preliminary. Participants were encouraged to comment on these or other potentially valuable approaches to presenting testing results in ways relevant and accessible to consumers. Participants shared thoughts on approaches to protecting trial participants' privacy in the reporting process, and discussed meeting in March to discuss the topic in greater detail.

Mr. Salter reported the current progress on the validation of panel participants' service tiers, solicitation of new volunteers, and other milestones to completing the full panel by end of February. The presentation included a snapshot of current levels of trial participants as of February 15, 2011. Mr. Salter noted that as of the time of the presentation the number of trial participants for many providers had already increased substantially. The charts therefore do not reflect current levels.

A full list of the meeting attendees and a copy of the presentations is attached to this filing.² The group discussed plans for a follow-up meeting to be held in the next month, when participants will review progress on the commencement of data collection with the full trial panel.

Sincerely,

Joel Gurin, Chief
Consumer and Governmental Affairs Bureau

Walter Johnston, Chief
Electromagnetic Compatibility Division/OET

¹ See *Consumer Information and Disclosure Public Notice CG Docket No. 09-158, CC Docket No. 98-170, WC Docket No. 04-36*, Public Notice, DA 10-670 (rel. April 20, 2010), available at http://fjallfoss.fcc.gov/edocs_public/attachmatch/DA-10-670A1_Red.pdf.

² The presentation by Alex Salter, SamKnows, is attached in this filing as Attachment A. The presentation by James Miller, Office of Engineering and Technology, is attached in this filing as Attachment B.

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List ABCDE

Attendees

Name	Organization
Ken Ko	ADTRAN
Jim Smith	ATT
Mike Pfau	ATT
Tom Anschutz	ATT
Paul Jamieson	Cablevision
Jeb Benedict	Centurylink
Kevin McBride	Centurylink
Caroline Muench	Charter
Dave Rodrian	Charter
Patrick Webre	Charter
Jason Livingood	Comcast
Mary McManus	Comcast
John Jay	Corning
Linda Trickey	Cox
James Miller	FCC
Kevin King	FCC
Lynn Ratnavale	FCC
Rohit Dixit	FCC
Walter Johnston	FCC
Joel Gurin	FCC
Mike Saperstein	Frontier
Powell Bedgood	Media Com
Jim Partridge	NCTA
Steve Morris	NCTA
Jeff Hubbard	Qwest
Mary Retka	Qwest
Alex Salter	SamKnows
Neil Campbell	SamKnows
Sam Crawford	SamKnows
Terri Natoli	Time Warner Cable
Mary Crespy	Verizon
Chris Martin	Verizon
David Young	Verizon
Donna Epps	Verizon

Kitty O'Hara	Verizon
Mark Montano	Verizon
Tim Schmidt	Verizon
Frank Schueneman	Windstream

Attachment A

Panel Progress Report

Report by SamKnows to The FCC
February 16, 2011

Panel at 80% of Target

Confirmed or Pending at February 15, 2011

- 58% of target panelists already confirmed from volunteers sourced pre February
- An additional 22% expected to be confirmed from volunteers sourced since February
- Approximately 20% still to be recruited
- Many ISPs sending emails this week

Confirmed

Pending Confirmation

To Be Recruited

20%

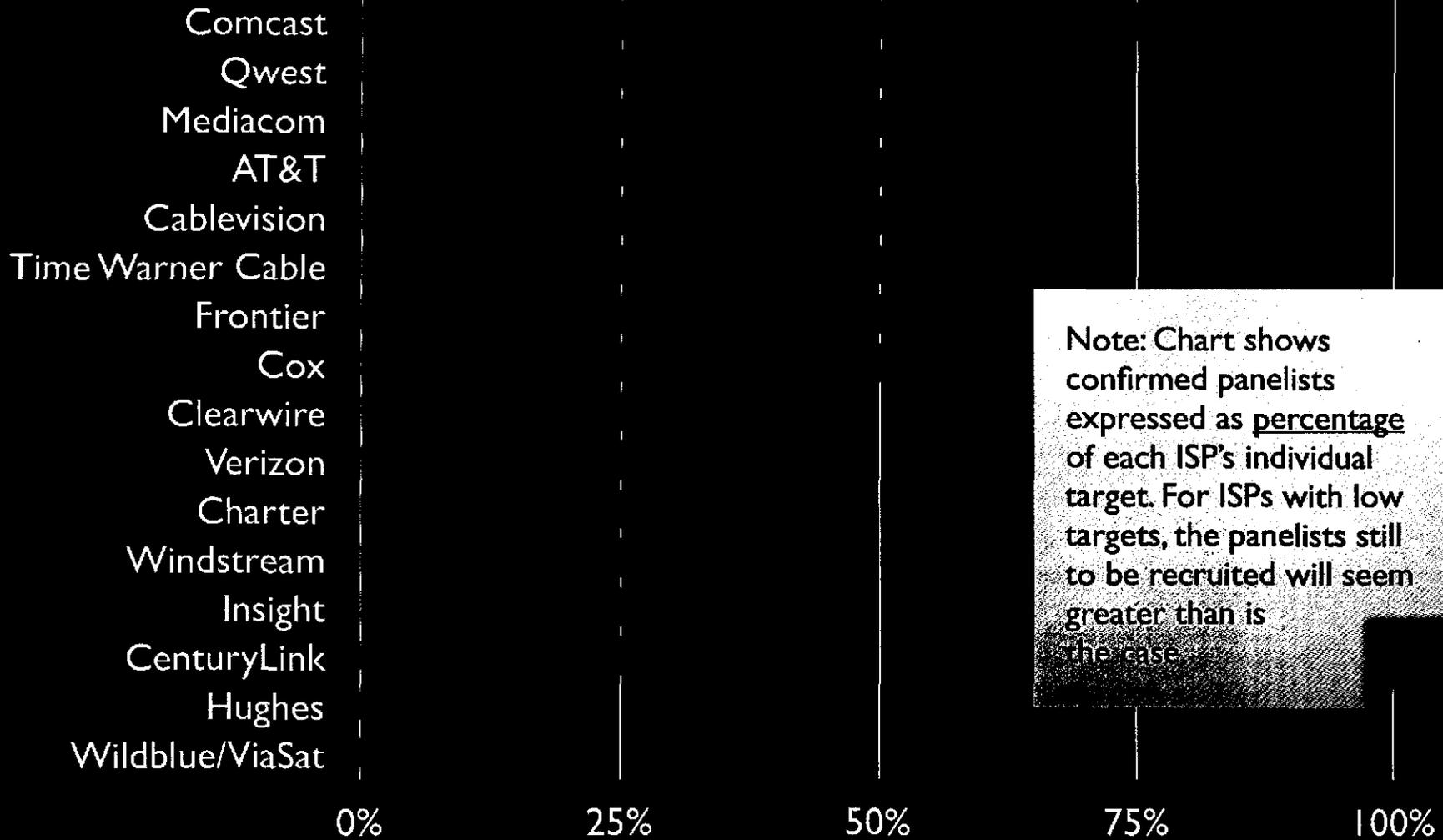
22%

58%

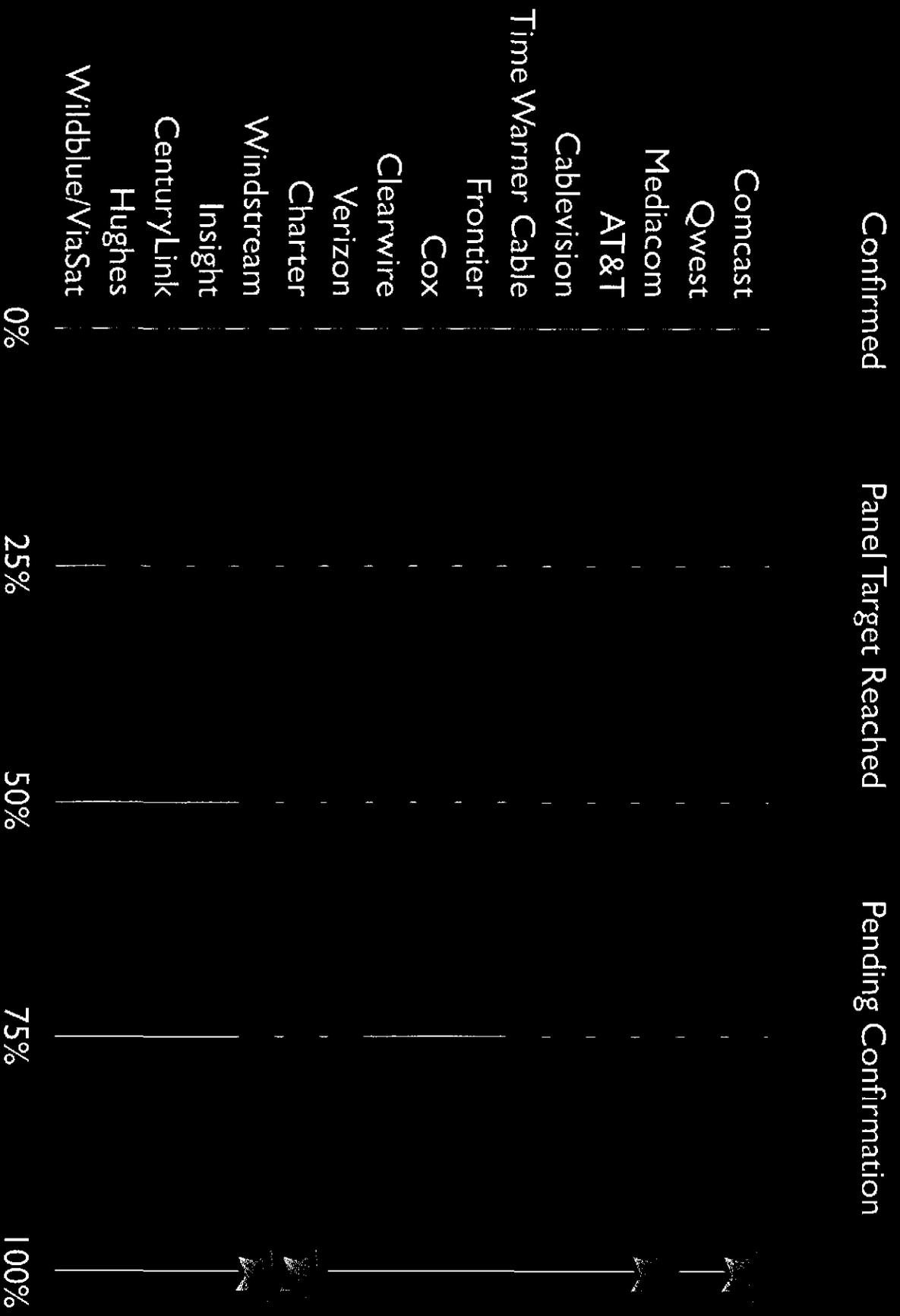
Several ISPs at 100%

Email Campaigns Have Significant Effect

Confirmed (from Volunteers Sourced before February)



Note: Chart shows confirmed panelists expressed as percentage of each ISP's individual target. For ISPs with low targets, the panelists still to be recruited will seem greater than is the case.



✱ indicates significant email campaign

- A further 3k volunteers overnight
- Continuing to confirm panelists from volunteer pool throughout February
- ISPs sending email campaigns to fulfil quotas
- White Boxes being dispatched continuously

For more information about this report,
contact alex@samknows.com

Attachment B

Reporting Goals and Linkages for Use Cases and Testing Results

Broadband Testing and Measurement
Collaborative Meeting
February 16, 2011

Reporting Goals

- **Accurate**
- **Fair**
- **Accessible – Consumer Friendly**

Linking Test Results & Use Cases

- Relevance of Testing Categories for Specific Internet Usage
 - Use Scenarios Related
 - Latency
 - Speed and Throughput
- Weighting Numeric Bands of Results to Correlate to Quality of Experience for Use Case
 - Ranges of Values Accommodate Diversity
 - Consumers Understanding of “Need for Speed”

Linking Test Results & Use Cases

- Prototypes for Organizing and Synthesizing Test Results
- Comments and Contributions Welcome
 - Testing results in blue denote “use case” test results; yellow denotes latency related results; and red throughput related results.

Relevance to Use Case

+	=	Strong Relevance
o	=	Moderate Relevance
x	=	Weak Relevance

- Quantitative bands to define “+”, “o”, and “x” relevance values. E.g. UDP/ICMP latency “+” to denote 0-40 ms, “o” to denote 0-120ms, x to denote 120+ ms.

Use Scenario Tests

Email

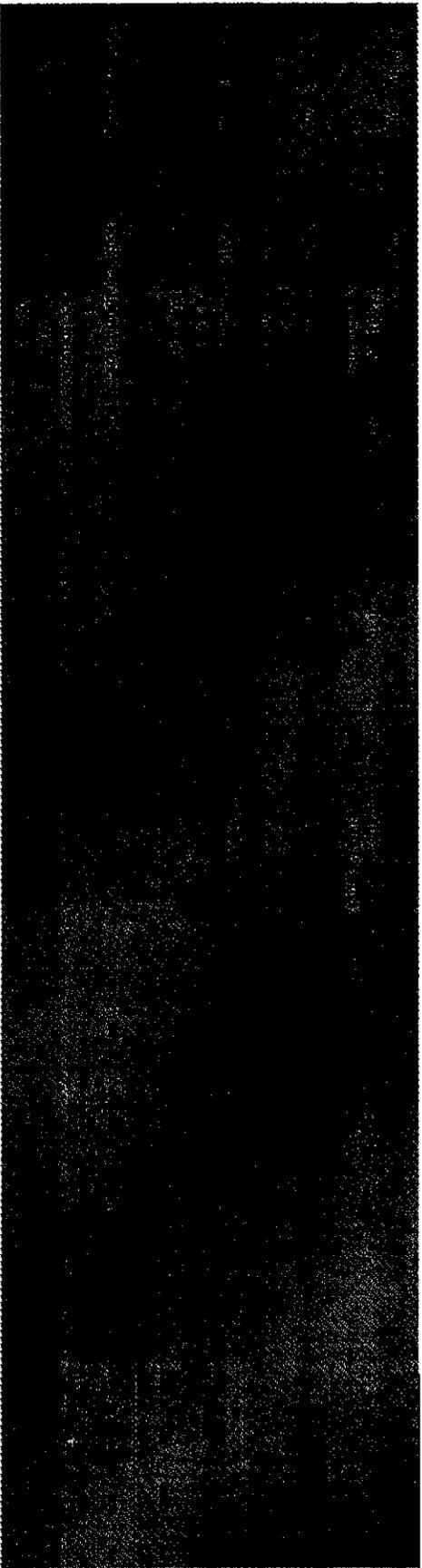
WWW

VoIP

File Sharing

TV

HDTV



Latency Related Tests

		Email	WWW	VoIP	File Sharing	TV	HDTV
UDP Latency and Packet Loss	round trip time of small UDP packets	o	o	+	x	+	+
Jitter Test	(3.8/3.9 in methodology)	o	o	+	x	+	+
ICMP Latency and Packet Loss	round trip time (RTT) of five ICMP echo requests	o	o	+	x	+	+

Speed & Throughput Related Tests

Email

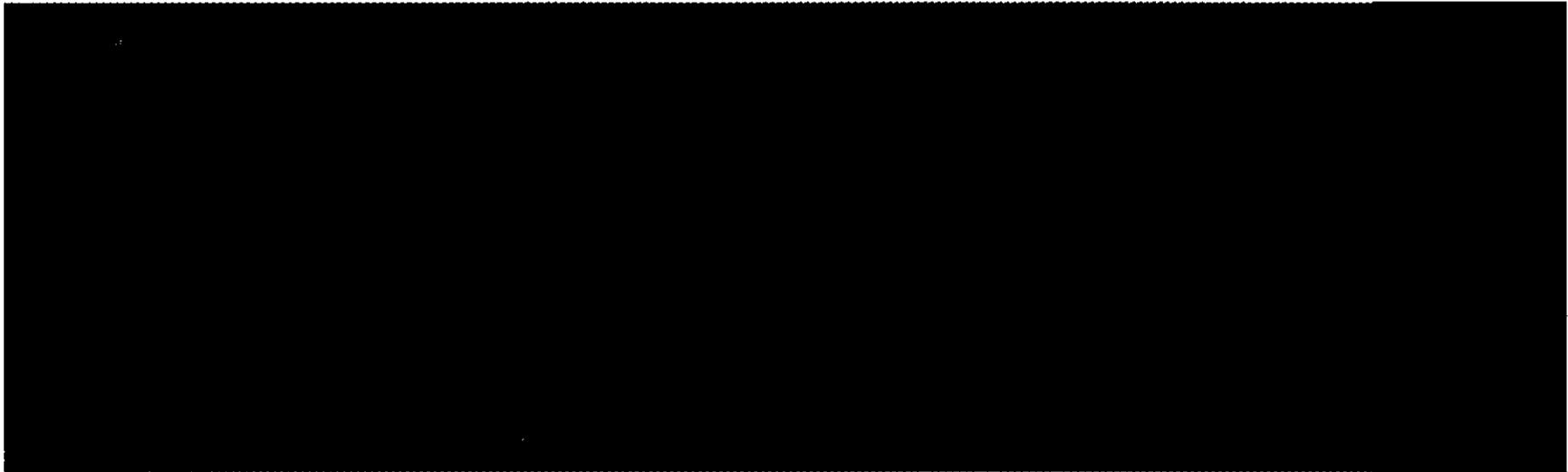
WWW

VoIP

File Sharing

TV

HDTV



Availability Test

reset via TCP RST
or FIN then
client
attempts re-
establish
connection

0

0

0

0

0

0