UNIVERISTI TEKNOLOGI MARA

BROADBAND INTERNET PERFORMANCE (QOS MEASUREMENT) VIEW FROM HOME ACCESS GATEWAY IN MALAYSIA

MOHAMAD FAZRINO BIN MOHD IDRIS

Thesis submitted in fulfillment of the requirement for the degree of

Master of Science

Faculty of Electrical Engineering

JULY 2014

ACKNOWLEDGEMENT

First of all, I would like to express my gratitude to my advisor, Prof. Dr Mohd Ikram, for his guidance, encouragement, and contributions in the development of my research. Without his vision, deep insight, and advice, this work would not have been possible. His extensive knowledge, strong analytical skill, and commitment to the excellence of research and teaching are truly treasures to his students. He gives students freedom to explore the uncharted territory while providing the needed assistance at the right time. He is willing to share his knowledge and career experience and give emotional and moral encouragement. He is more than an adviser and a teacher but a role model and a friend. Working with him is proven to be an enjoyable and rewarding experience.

I want to take this opportunity to thank my colleagues and friends at Telekom and Uitm , Mohd Amin, Mohd Safwan, Mohd faizul, Mohd Rizal, Mohd Shahidi and among others. Without their friendship, care, and support, my life in the last two and a half years would have been unendurable. Finally, this thesis is dedicated to my parents and sisters for their love, sacrifice and support.

Abstract – The performance management is specified Quality of services (QoS) parameters is throughput, jitter, packet loss and delay. Network performance (NP) is very challenging to predict and guarantee in QoS performance because many service and applications rapidly increased. From that, Broadband wired assessment was conducted among 5 regions in Malaysia with 25 locations. Assessment is to benchmarking network and it is important to be used in operation and management of Network service providers (NSP) with MCMC requirement. The result of assessment was studied to find the best of benchmarking in a Network performance (NP). In addition from result, Internet Experience Measurement tool (IEMT) was developed also to more detail focusing a quality of experience (QoE) to cater user complaining slow browsing and slow connectivity.

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