

Issues and challenges

From the internet end user

Cost of Internet

- With ATHKL unlimited data plan with limited upload and download to a total of(1Mbps is equivalent to \$1K AUD)
- For limited data plans, 100 GB for \$1K AUD and as low as 10GB for \$100 AUD
- So, with these issues we have to do packet prioritization (QoS), caching internet proxy and internet censorship.

Reliability of the internet service

- We experienced, unstable and unreliable connection.
- Latency and packet drops (congestion) in our point to point connection through ATHKL IPVPN.
- So, it always comes with the cost. We have to pay more to get a better service.
- We haven't find a way or a tool to use to monitor all our internet connections or Point to Point VPN offered by our ISP.

Within our Network

- Virus and malware that can cause IP Blacklisting
- Nameservers, DNS, Email and Web services

Summary

- We can see that there is an improvement when we compare with TSKL back in 2000, but it always comes with high cost. So we are looking forward to the new service provider to bring down the internet cost. However, we are feeling that without a fibre optic backbone laid on the island. We will not be able to get the most affordable internet or interconnection between our sites/offices that can enable e-government/digital and e-health service.