

Eslambolchi: 10 Service Provider Pain Points

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Dr. Hossein Eslambolchi, chairman and CEO of [2020 Venture Partners](#), has sent one of his Top Ten lists. This time, for your edification, the Top Ten Service Provider Pain Points:

1) Flat ARPU

Where is the capex to support 50-percent traffic growth year over year for quad-play services?

2) Network Congestion

How do you plan for capacity when mobility induces temporary congestion without any warning?

3) All-You-Can-Eat Connectivity Services

Good for content providers, but bad for service providers.

4) Peer-to-Peer Traffic

It's growing fast, but there is no business model in sight to monetize it.

5) Over-the-Top Video

Service providers feel their networks are being robbed for this kind of VoD delivery.

6) Network Security

We're seeing attacks, attacks and more attacks. Lots of time, cost and resources exhausted fending off network attacks.

7) IPv6

This is a massive "must do" with no incremental revenue attached.

8) Regulations

Net neutrality is probably hampering a packet monetization solution that could make service provider traffic more profitable.

9) The Inability to Monetize Packet Traffic

Service providers are living with low-margin "dumb"-pipe revenues while Google and others are gaining high-margin traffic via over-the-top applications. This isn't sustainable for service providers, especially on wireless networks where spectrum is constrained.

10) Customer Churn

When customers aren't happy, they churn. When they churn, service providers lose money.

Now a question: What do you think service providers should do in 2011 to eliminate some of these pain points?