

ABSTRACT

This study compares the QoS of Indihome and Biznet Internet Service Provider (ISP) networks. The purpose of this study is to find a procedure to calculate the average value of service quality parameters and to calculate QoS parameters, namely throughput, packet loss and delay parameters. For this study, we used the Wireshark application to perform network experiments. The results of the data analysis carried out show that on average each QoS parameter runs more than 1500 seconds. Indihome ISP has an average throughput value of 0.3 kbps and Biznet ISP has 1.8625 kbps, both ISPs are considered bad. The packet loss parameter is considered bad with an average value of 99.988% for Biznet ISP and bad with an average value of 99.945% for Indihome ISP. Both ISPs had poor lag times, averaging 123.91 ms for the Indihome ISP and 191.8697 ms for the Biznet ISP. The average overall index obtained is 1 which is included in the bad category with a value between 1 and 1.99 based on the TIPHON standard percentage table.

Keywords: Delay, ISP, Packet loss, QoS, Throughput