

## **Faculty of Electronic and Computer Engineering**

# CAPACITY ENHANCEMENT OF CELLULAR NETWORK USING WIFI OFFLOADING

Nazdiana binti Ab. Wahab

**Doctor of Philosophy** 

2019

## CAPACITY ENHANCEMENT OF CELLULAR NETWORK USING WIFI OFFLOADING

## NAZDIANA BINTI AB. WAHAB

A thesis submitted in fulfillment of the requirements for the degree of Doctor of Philosophy

**Faculty of Electronic and Computer Engineering** 

## UNIVERSITI TEKNIKAL MALAYSIA MELAKA

2019

#### DECLARATION

I declare that this thesis entitled "Capacity Enhancement of Cellular Network using WiFi Offloading Approach" is the result of my own research except as cited in the references. The thesis has not been accepted for any degree and is not concurrently submitted in candidature of any other degree.

Signature	:
Name	: Nazdiana Binti Ab. Wahab
Date	:

#### APPROVAL

I hereby declare that I have read this thesis and in my opinion this thesis is sufficient in terms of scope and quality for the award of Doctor of Philosophy.

Signature	:
Supervisor Name	: Assoc. Prof. Dr. Azmi Bin Awang Md Isa
Date	:

## DEDICATION

To my beloved husband, daughter, family and friends for the endless support and prayer.

#### ABSTRACT

The growing popularity of bandwidth-intensive applications as well as the proliferation of mobile devices in Malaysia has resulted in the accelerated growth of mobile data traffic or also known as the mobile data explosion phenomena. Hence, cellular network providers are struggling to keep pace in providing the demand of network capacity. Since the deployment of WiFi hotspot apparently is more cost-effective than upgrading the network infrastructure, WiFi offloading approach is an alternative that offers the most feasible solution to support cellular networks. This thesis developed a quantitative study on the performance of mobile data offloading through WiFi networks. 100 Android users from various backgrounds were recruited, and a real-time statistics of user's WiFi utilization were collected for 18 days of measurement study using a customized application development. WiFi offloading performance parameters such as temporal and spatial coverage has been studied in depth by conducting a meticulous demographic analysis using few developed algorithms. Findings reported only about 16% WiFi temporal coverage across all users, which reveals that users approximately utilize an average of 4 hours WiFi daily, and indicates higher utilization for student compared to a public group. The acquired whole-day traces also indicates WiFi coverage distribution through spatial coverage analysis which shows dense coverage distribution at residential area, especially between 1400 to 2300 hour. On the other hand, the study also takes into consideration the user's associated WiFi network performance parameters, that reveals low packet loss and moderately skewed throughput analysis. In addition, an analytical study on a single server using Markovian model has been deployed to observe the impact of WiFi offloading on cellular network capacity. In the case of without WiFi offloading deployment, the queue behaviour demonstrates higher traffic intensities when customer arrival rate is high, and therefore decrease cellular network capacity, and vice versa. To the best of our knowledge, this is the first measurement study that carried out a real data trace of user's daily WiFi offloading in the context of Malaysian cellular network subscriber. It shows that WiFi offloading approach has a positive prospect in augmenting the cellular network as well as providing new insights for network planning, policy or creative price plans.

#### ABSTRAK

Peningkatan populariti aplikasi yang menggunakan kapasiti data yang tinggi, serta pertambahan peranti mudah alih di Malaysia telah menyumbang ke arah peningkatan pesat trafik data mudah alih atau juga dikenali sebagai fenomena ledakan data mudah alih. Ini menambahkan tekanan kepada penyedia rangkaian selular untuk sentiasa menyediakan kapasiti data yang cukup tinggi bagi memenuhi permintaan pengguna. Oleh kerana kos pemasangan hotspot WiFi adalah jauh lebih murah berbanding menaiktaraf infrastruktur rangkaian selular sedia ada, pendekatan pindahan data ke rangkaian WiFi merupakan alternatif yang menawarkan penyelesaian paling sesuai pada masa ini. Tesis ini telah menjalankan sebuah kajian kuantitatif berkenaan dengan prestasi pindahan data mudah alih dari rangkaian selular ke rangkaian WiFi. Seramai 100 pengguna Android daripada pelbagai latar belakang telah di-rekrut, dan masa nyata penggunaan WiFi telah direkodkan selama 18 hari secara automatik melalui Penganalisa WiFi, iaitu aplikasi yang telah khas dibangunkan. Parameter bagi prestasi pindahan data ke WiFi seperti liputan temporal serta liputan kawasan telah dikaji secara mendalam dengan menjalankan analisa demografi menggunakan beberapa algoritma yang juga telah khas dibangunkan. Dapatan melaporkan hanya 16% liputan temporal WiFi yang direkodkan bagi semua pengguna. Secara puratanya setiap pengguna menggunakan WiFi selama 4 jam sehari, dan seterusnya menunjukkan akses yang lebih tinggi di kalangan kumpulan pelajar berbanding orang awam. Hasil dari cerapan data sepanjang hari juga melaporkan analisa liputan kawasan WiFi, di mana taburan liputan padat dikenalpasti cenderung di kawasan kediaman, terutamanya di antara jam 1400 hingga 2300. Dari segi yang lain, kajian ini turut mengambil kira parameter bagi prestasi rangkaian WiFi yang digunakan oleh peserta, yang melaporkan kadar kehilangan paket data yang agak rendah disamping analisa kelajuan pemprosesan data yang mencatatkan variasi bacaan yang sederhana. Sebagai tambahan, analisa analitikal pelayan komputer menggunakan model Markovian telah digunakan untuk mengkaji impak penggunaan pindahan data WiFi terhadap kapasiti rangkaian selular. Dapatan melaporkan sekiranya tanpa menggunakan pendekatan pindahan data WiFi, turutan tingkah laku paket data mencatatkan kepadatan atau keamatan trafik yang lebih tinggi serta berkadar langsung dengan ketibaan pelanggan, seterusnya mengakibatkan kemerosotan kapasiti rangkaian selular, dan sebaliknya. Sepanjang pengetahuan kami, ini adalah kajian kuantitatif pertama di Malaysia dalam konteks kajian pindahan data mudah alih ke rangkaian WiFi di mana cerapan data sebenar diperolehi secara automatik dari pengguna rangkaian selular. Pendekatan ini mempunyai prospek positif dalam menyokong rangkaian selular di Malaysia serta menyumbang maklumat baru yang boleh digunapakai samada dalam perancangan dasar, rangkaian atau bagi tujuan merangka pelan harga yang kreatif.

#### ACKNOWLEDGEMENTS

In the name of Allah, the Most Gracious and the Most Merciful. First and foremost, I would like to take this opportunity to express my sincere acknowledgement to my supervisor Assoc. Prof. Dr. Azmi Bin Awang Md Isa from the Faculty of Electronic and Computer Engineering, Universiti Teknikal Malaysia Melaka (UTeM) for his supervision, support, and encouragement towards the completion of this thesis. I also would like to express my greatest gratitude to Dr. Riduan Bin Ahmad from Faculty of Electronic and Computer Engineering, the co-supervisor for this research for his guidance, encouragement, time and assistance throughout the research. Thank you so much for always believing in me when no one else did. Special thanks also dedicated to "Bahagian Cuti Belajar, UTeM", for the opportunity and financial support partly provided for the duration of the study. To my beloved husband and daughter for being patience throughout this long and lonely journey, words are powerless to express my gratitude. I am forever indebted and thankful to my family and friends for their moral support and endless assistance, thank you for your parts in my journey. Not forgetting my two cats, the most loyal companion and friend during my good and bad times. Lastly, thank you to everyone who had been associated with the crucial parts throughout the realization of this thesis. The completion of this thesis has indeed become a reality with the kind support and assistance from many individuals. Thank you so much.

## TABLE OF CONTENTS

AP DE AB AC TA LIS LIS	PRO DICA STRA STRA STRA CKNO BLE ST OI ST OI ST OI	ATION ACT	i ii iii iv vii ix xiii xiv xvii
СН	[APT]	ER	
1.		RODUCTION	1
	1.1	Research background	1
	1.2	Problem statement	6
		Research questions	9
		Research objectives	10
	1.5	Scope of research	11
		Research significance Research contribution	14 15
	1.7	Organization of thesis	15
_			
2.		ERATURE REVIEW	18
	2.1	Introduction	18
	2.2 2.3	Growth of mobile data networks in Malaysia Demographic trend of internet users in Malaysia	19 22
	2.3	WiFi offloading approach	22
	2.1	2.4.1 Classification of WiFi offloading	25 25
		2.4.2 Improving capacity of WiFi offloading	26
		2.4.3 Related works in improving WiFi offloading capacity	27
		2.4.3.1 Network selection scheme	28
		2.4.3.2 Handover strategy	29
		2.4.3.3 Deployment strategy	34
		2.4.3.4 Optimization	34
		2.4.3.5 Trade off	35
		2.4.3.6 Measurement study	36 37
	2.5	2.4.4 Measurement works in Malaysia and research gap Traffic intensity of cellular network	37 40
	2.3	2.5.1 Single server queuing model	40 41
	2.6	Forecast, strategies and policy of internet services in Malaysia	43
	2.7	Summary	45

3.	RES	SEARCH METHODOLOGY	47
	3.1	Introduction	47
	3.2	Research framework	47
	3.3	Research design	49
	3.4	Data collection	50
		3.4.1 Data source	50
		3.4.1.1 Location of measurement study	50
		3.4.1.2 Population and smartphone platform	51
		3.4.1.3 Sample size	53
		3.4.2 Instrumentation	55
		3.4.2.1 WiFi analyzer	55
		3.4.2.2 Amazon web server	57
		3.4.3 Experimental setup	58
		3.4.4 Data understanding	60
		3.4.4.1 Measured parameters	60
		3.4.5 Data preparation	62
		3.4.5.1 Cleaning the data	62
		3.4.5.2 Data extraction using Python script	62
	3.5		64
		3.5.1 Descriptive statistics	64
		3.5.2 Automatic calculation algorithm	65
		3.5.3 Spatial coverage algorithm	67
	_	3.5.4 Inferential statistics	68
	3.6	Validation of WiFi offloading impact on cellular network	1 0
		3.6.1 Numerical model and discrete event simulation	69
	3.7	Summary	72
4.	то	OLS DEVELOPMENT FOR MEASUREMENT STUD	OY 74
	4.1	Introduction	74
			74
		4.2.1 WiFi analyzer flow chart	77
		4.2.2 WiFi analyzer development	78
	4.3		82
		4.3.1 Temporal coverage	84
		4.3.2 End to end throughput	84
		4.3.3 Packet loss	85
	4.4		85
	4.5	1 6 6	87
5.	RES	SULT AND DISCUSSION	88
	5.1	Introduction	88
	5.2		88
	5.2	5.2.1 Temporal coverage in overall	89
		5.2.2 Temporal coverage by demographic groups	91
		5.2.3 User frequency distribution	93
		5.2.4 Tabulation of users (hourly)	96
		5.2.5 Correlation between all-day and active hour	98
	5.3	5	100
	5.4	1 0	105

		5.4.1 Average of packet loss	105
		5.4.2 Histogram and cumulative density function	108
		5.4.3 Correlation between all-day and active hour	110
	5.5	Throughput	110
		5.5.1 Cumulative density function for throughput	113
		5.5.2 Relationship between throughput, packet loss and RTT	114
	5.6	Traffic intensity of cellular network	117
	5.7	Summary	119
6.	CON	ICLUSION AND FUTURE WORKS	121
	6.1	Conclusion	121
	6.2	Future works	124
RE	REFERENCES		128
AP	PENI	DICES	136

## LIST OF TABLES

TABLE	TITLE	PAGE
1.1	Growth of internet subscriptions and smartphone as medium of access	2
1.2	Research questions	9
1.3	Summary and relationship between RQ and RO	11
2.1	Growth of internet subscriptions and smartphone as medium of access	20
2.2	Mobile OS market share in Malaysia	21
2.3	Consideration factors in network selection scheme (He et al., 2016)	29
2.4	Offloading approaches related to network selection scheme	32
3.1	Key parameter related to WiFi offloading	60
3.2	Event names and associated field selected by Python script	64
3.3	Summary table for descriptive statistics	65
3.4	Parameters to determine WiFi offloading utilization performance	66
5.1	Proportion of temporal coverage	93
5.2	Average percentage of user with WiFi access according to time (group	99
	1)	
5.3	Estimation of spatial coverage for group 1 and group 2	104
5.4	Data statistics of packet loss	106
5.5	ITU-TIPHON specification for IT telephony	109
5.6	Correlations between all day and active hour for group 1	110

5.7	Data statistics of average end to end throughput	112
5.8	CDF of throughput for all groups	114
5.9	Relationship between throughput, RTT and packet loss	116
5.10	Significant test between variables	116
5.11	Traffic intensity of cellular network	118

## LIST OF FIGURES

FIGURE	TITLE	PAGE
1.1	Mobile data offloading	3
1.2	Setup of measurement study	5
1.3	Problem statement diagram	8
1.4	Scope of research using K-chart approach	13
1.5	Key player of internet services in Malaysia	15
2.1	Percentage of devices used by internet users to access internet	22
2.2	System description of WiFi offloading (Suh, Ko and Pack 2016)	24
2.3	Classification of WiFi offloading (He et al., 2016)	25
2.4	Sub-categories in improving capacity in WiFi offloading (He et al.,	26
	2016)	
2.5	Related area of works in improving WiFi offloading capacity	28
2.6	ANDSF handover operations	31
3.1	Research framework	48
3.2	Mobile OS market share in Malaysia	52
3.3	Online sample size calculator	54
3.4	WiFi analyzer in brief	56
3.5	Amazon web server (AWS) EC2 management console	58
3.6	Chronology of data collection process	59

3.7	Type of measured parameter	61
3.8	Extraction of defined parameters to excel file	63
3.9	Data analysis procedure	66
3.10	Algorithm to calculate temporal coverage, packet loss and RTT	67
3.11	Spatial coverage plot in MATLAB	68
3.12	Transition table	70
3.13	Discrete-event simulation code	71
3.14	Flow chart of discrete event simulation	72
4.1	Method of data collection	75
4.2	WiFi analyzer flow chart	77
4.3	WiFi analyzer log files and recorded parameters	78
4.4	Development platform using android studio	79
4.5	Task scheduler library for WiFi analyzer	80
4.6	Ping interval to check data rates	80
4.7	Ping command to send 10 packets continuously	80
4.8	Types of information recorded	81
4.9	Functions to retrieve network information	81
4.10	Function to upload log file via FTP	81
4.11	Categorizing WiFi connection time	82
4.12	Measuring duration of WiFi connection time	83
4.13	Calculation for packet loss and RTT	83
4.14	Co-ordinate extraction from log file	86
4.15	Plotting and integrating co-ordinate into google map	86
5.1	Temporal coverage for all users	89

5.2	Temporal coverage for group 1 (student)	91
5.3	Temporal coverage for group 2 (public)	92
5.4	Histogram for group 1 (all day)	94
5.5	Histogram for group 1 (active hour)	95
5.6	Histogram for group 1 and group 2 (all day)	95
5.7	Percentage of users with WiFi access from 0100, Sept. 18 to 2400	97
	Oct. 6 (group 1)	
5.8	Percentage of users with WiFi access from 0100, Sept. 18 to 2400	97
	Oct. 6 (group 2)	
5.9	Normal probability plot for group 1	98
5.10	Overall view of participant's WiFi distribution (group 1)	101
5.11	Location with high density of participant's WiFi distribution (group	101
	1)	
5.12	1) Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1)	102
5.12 5.13		102 102
	Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1)	
5.13	Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1) Spatial coverage at MITC – Taman Tasik Utama (group 1)	102
5.13 5.14	Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1) Spatial coverage at MITC – Taman Tasik Utama (group 1) Spatial coverage at UTeM City Campus, Jalan Hang Tuah (group 1)	102 103
5.13 5.14 5.15	Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1) Spatial coverage at MITC – Taman Tasik Utama (group 1) Spatial coverage at UTeM City Campus, Jalan Hang Tuah (group 1) Spatial coverage at MITC – Taman Tasik Utama (group 2)	102 103 104
<ul><li>5.13</li><li>5.14</li><li>5.15</li><li>5.16</li></ul>	Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1) Spatial coverage at MITC – Taman Tasik Utama (group 1) Spatial coverage at UTeM City Campus, Jalan Hang Tuah (group 1) Spatial coverage at MITC – Taman Tasik Utama (group 2) Spatial coverage at Ayer Molek (group 2)	102 103 104 105
<ul> <li>5.13</li> <li>5.14</li> <li>5.15</li> <li>5.16</li> <li>5.17</li> </ul>	<ul> <li>Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1)</li> <li>Spatial coverage at MITC – Taman Tasik Utama (group 1)</li> <li>Spatial coverage at UTeM City Campus, Jalan Hang Tuah (group 1)</li> <li>Spatial coverage at MITC – Taman Tasik Utama (group 2)</li> <li>Spatial coverage at Ayer Molek (group 2)</li> <li>Percentage of packet loss (group 1)</li> </ul>	102 103 104 105 107
<ul> <li>5.13</li> <li>5.14</li> <li>5.15</li> <li>5.16</li> <li>5.17</li> <li>5.18</li> </ul>	<ul> <li>Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1)</li> <li>Spatial coverage at MITC – Taman Tasik Utama (group 1)</li> <li>Spatial coverage at UTeM City Campus, Jalan Hang Tuah (group 1)</li> <li>Spatial coverage at MITC – Taman Tasik Utama (group 2)</li> <li>Spatial coverage at Ayer Molek (group 2)</li> <li>Percentage of packet loss (group 1)</li> <li>Percentage of packet loss (group 2)</li> </ul>	102 103 104 105 107 107
<ul> <li>5.13</li> <li>5.14</li> <li>5.15</li> <li>5.16</li> <li>5.17</li> <li>5.18</li> <li>5.19</li> </ul>	<ul> <li>Spatial coverage at UTeM Main Campus, Durian Tunggal (group 1)</li> <li>Spatial coverage at MITC – Taman Tasik Utama (group 1)</li> <li>Spatial coverage at UTeM City Campus, Jalan Hang Tuah (group 1)</li> <li>Spatial coverage at MITC – Taman Tasik Utama (group 2)</li> <li>Spatial coverage at Ayer Molek (group 2)</li> <li>Percentage of packet loss (group 1)</li> <li>Percentage of packet loss (group 2)</li> <li>Histogram and CDF of average packet loss (group 1 – all day)</li> </ul>	<ol> <li>102</li> <li>103</li> <li>104</li> <li>105</li> <li>107</li> <li>107</li> <li>108</li> </ol>

5.23	CDF of throughput for both groups during all day and active hour	114
5.24	Throughput and packet loss (group 1)	115
5.25	Throughput derived from packet loss and delay	117
5.26	Number of waiting customer in the queue (without WiFi offloading)	118
5.27	Number of waiting customer in the queue (with WiFi offloading)	119

## LIST OF APPENDICES

APPENDIX	TITLE	PAGE
А	Briefing details on measurement study	136
В	WiFi analyzer installation instruction	137
С	Participants declaration form	141
D	Application letter to Pusat Komputer UTeM	142
Е	Permission to conduct measurement study for research purpose	143
F	Python script for data parameter extraction	144
G	MATLAB algorithm 1	148
Н	MATLAB algorithm 2	155
Ι	Google map code	170
J	WiFi analyzer main function code	188
К	Traffic intensity code	200

xiii

## LIST OF ABBREVIATIONS

3G	-	Third Generation
3GPP	-	Third Generation Partnership Project
4G	-	Fourth Generation
AMI	-	Amazon Machine Image
ANDSF	-	Access Network Discovery and Selection Function
AP	-	Access Point
API	-	Application Programming Interface
AWS	-	Amazon Web Services
CAPEX	-	Capital Expenditure
CDF	-	Cumulative Density Function
CPU	-	Central Processing Unit
CRAN	-	Centralized Radio Access Network
CRM	-	Customer Relationship Management
EC2	-	Elastic Computing Cloud
EDGE	-	Enhanced Data for GSM
EPC	-	Enterprise Private Cloud
FKEKK	-	Fakulti Kejuruteraan Elektronik dan Kejuruteraan Komputer
FPTT	-	Fakulti Pengurusan Teknologi dan Teknousahawanan
FTP	-	File Transfer Protocol

xiv

GPS	-	Global Positioning System
GPU	-	Graphic Processing Unit
HSDPA	-	High Speed Download Packet Access
ΙΟ	-	Input Output
ISP	-	Internet Service Provider
LTE	-	Long Term Evolution
MAP	-	Markovian Arrival Process
MBB	-	Mobile Broadband
MCMC	-	Malaysian Communication and Multimedia Commission
MDC	-	Mobile Data Collection
MN	-	Mobile Node
MOHE	-	Ministry of Higher Education
MSS	-	Maximum Segment Size
NSS	-	Network Selection Scheme
OPEX	-	Operational Expenditure
OS	-	Operating System
QOS	-	Quality of Services
RAM	-	Random Access Memory
RAT	-	Radio Access Technology
RO	-	Research Objective
RQ	-	Research Questions
RSS	-	Received Signal Strength
RTT	-	Return Trip Time
SDK	-	Software Development Kit

SINR	-	Signal to Interference Noise Ratio
SPSS	-	Statistical Package for Social Science
SSID	-	Service Set Identification
ТСР	-	Transport Control Protocol
ТМ	-	Telekom Malaysia
UE	-	User Equipment
UTeM	-	Universiti Teknikal Malaysia Melaka
VHO	-	Vertical Handover
VLAN	-	Virtual LAN
VOIP	-	Voice over Internet Protocol
WiFi	-	Wireless Fidelity
WiMAX	-	Worldwide Interoperability for Microwave Access

#### LIST OF PUBLICATIONS

- Wahab, N. A., Ahmad, M. R., Isa, A. A. M., Malik, R. F., and Esa, M. R. M., 2019.
   "WiFi Temporal Coverage: Analysis of Socio-Economics Influences in Malaysia," *IOP Conference Series: Earth and Environmental Science*, 228, pp. 1-15.
- Wahab, N. A., Isa, A. A. M., and Ahmad, M. R., 2018. "Augmenting Mobile Data Networks using WiFi Offloading: A Measurement Study," *Journal of Telecommunication, Electronic and Computer Engineering*, 10(2), pp. 119–123.
- 3. Wahab, N. A., Isa, A. A. M., and Ismail, M. G., 2014. "Multi-Tier Point to Multi-Point WMNs: A Layer 2 Performance Analysis," *International Conference of Innovation Challenges in Multi-Disciplianary Practice*. (Best Paper Award).

#### **CHAPTER 1**

#### **INTRODUCTION**

#### 1.1 Research background

According to Cisco report (Cisco Visual Networking Index, 2017), the global mobile data traffic is forecasted to increase seven-fold from 2016 to 2021. By 2021, the traffic is expected to grow 122 times more than the total global mobile traffic generated in 2011. The tremendous growth of mobile data traffic is referred to as mobile data explosion. Cisco also reported that in 2016, smartphones represented almost 50 percent from the total 429 million mobile devices and they accounted 89 percent of the total mobile data traffic.

Taking into the context of Malaysian mobile consumer's market, Malaysia has experienced tremendous growth in mobile broadband subscriptions to 30.6 million in the first quarter of 2017, from only 23.35 million in 2007 (MCMC, 2017a). According to Internet Survey 2017 (Malaysian Communications and Multimedia Commission, 2017), it was found that 89.4 percent of internet users in Malaysia used a smartphone as a medium to access the internet. Table 1.1 reveals the data statistics of internet subscription for fixed broadband and mobile cellular network.

The increasing trends in both data traffic and mobile devices indirectly has impact to the cellular network provider in providing network capacity. As the internet rules the world, particularly with the proliferation of bandwidth hungry application, cellular network providers are struggling to keep up with the ever-increasing demand for higher network capacity and wider network coverage.

	2015	2016	2017	
	(million)			
Fixed Broadband	2.8	2.5	2.6	
Mobile Cellular	27.8	28.5	35.3	
	(percentage)			
Broadband Penetration	99.7	99.8	117.3	
Mobile Cellular Penetration Rate	143.8	139.9	131.1	
Smartphone as Medium of Internet Access	87.3	87.9	89.4	

Table 1.1: Growth of internet subscriptions and smartphone as medium of access

There are quite a few numbers of solutions to cater this explosive traffic growth problem. The first is to upgrade network infrastructure by building more cell towers and base stations of smaller cell sizes, or upgrading the network to the next generation networks such as Long-Term Evolution (LTE) and Worldwide Interoperability for Microwave Access (WiMAX).

However, this is not a viable strategy where under the flat price structure, revenue is independent of data usage (Lee et al., 2010), while network upgrade or expansion requires high capital expenditure (CAPEX) and operational expenditure (OPEX). Moreover, upgrading the network capacity may intensify the problem by encouraging more data usages.

The second alternative is to propose price restructuring based on usage, which obviously not an attractive solution to the consumers. Installing more indoor mobile broadband base stations (MBB) is another unattractive solution due to its high cost and inability to provide optimum coverage (Shayea et al., 2017).