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| **31st QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING – ITU-T STUDY GROUP 12**4th – 6th November 2014 |

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| Tuesday, 4th November, 2014 |
| 09:00 – 09:30 | Session 1: Agreement of Agenda and Working Arrangements Chairman: Mrs. Yvonne UMUTONI, RURA (QSDG Chairperson)Contributions: |
| 09:30 – 10:00 |  Networking Coffee /Tea Break  |
| 10:00 – 11:00 | Session 2: Recent QSDG Activities.Chairman: Mrs. Yvonne UMUTONI, RURA (QSDG Chairperson)Contributions: |
| 11:00 – 12:30 | Session 3: * Topic 1: Customer Satisfaction Issues
* Topic 2: Reliability, Availability of Networks and Services.

Chairman: Mr. Cardoso Luis Sousa, LSCTeam, Portugal (QSDG Group Advisor)Contributions:  |
| 12:30 – 14:00 | Networking Lunch  |
| 14:00 – 15:30  | Session 4: * Cloud services, QoS/QoE Aspects
* Effects of Social Media Services on QoS/QoE

Chairman: Mr. Macaringue Malaquias Elias, TDM SA, Mozambique (QSDG Group Advisor)Contributions: |
| 15:30 – 16:00 | Networking Coffee /Tea Break  |
| 16:00 – 17:00  | Session 5: Impact of Fraud, Security, and Revenue Assurance on QoS and Business Performance. Chairman: Mr. Jacob Munodawafa, Executive Secretary/SATA (QSDG Vice Chairman) Contributions: |

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| Wednesday, 5th November, 2014 |
| 09:00 –11:30  | Session 6: Discussion (round table) on QoS/QoE Framework for the transition from network oriented to service oriented operations Chairman: Mr. John Kimbe, SATA Contributions:   |
| 10:30 – 11:00 | Networking Coffee /Tea Break  |
| 11:00 – 12:30  | Session 7: Discussion and agreement of topics (programs) for the approved upcoming Events (e.g: workshops) to be organised by QSDG in year 2015. Chairman: Mr. Jacob Munodawafa, Executive Secretary SATA (QSDG Vice Chairman)Contributions: |
| 12:30 –14:00  | Networking Lunch  |
| 14:00 –15:30 | Session 8: Monitoring the QoS and QoE of data services in 4G networks (such as LTE ...)Chairman: ASCOM (TBC)Contributions: |
| 15:30 –15:50 | Networking Coffee /Tea Break |
| 15:50 –17:00  | Session 9: End to end QoS and performance aspects of interworking and QoS Mapping between different networks sections (e.g. cellular, wireless, wireline networks). Chairman: Mrs. Sosu Louisa, MTN Ghana (QSDG Vice Chairperson)Contributions:  |

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| 6th November, 2014 |
| 09:00 –10:30  | Session 10: Discussion (round table) on the proposed draft Recommendation for Monitoring the Quality of Service (QoS) of Broadband/Internet ServicesChairman: Mrs. Wenyan Jin, China Mobile, China and Ms. Yvonne UMUTONI, RURAContributions : |
| 10:30 – 11:00 | Networking Coffee /Tea Break |
| 11:00 – 12:30  | Session 11: Any other Business. |
| 12:30 –14:00  | Networking Lunch |
| 14:00 –15:00 | Closing Session |