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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 Services  Chairman: Mrs. Wenyan Jin, China Mobile, China and  Ms. Yvonne UMUTONI, RURA  Contributions : |
| 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 |