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| Bangladesh |
| Policy and regulatory aspects Quality Of Services (QoS) and Quality Of Experiences (QoE) |
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| **Abstract:** | This contribution supports the 11 Questions proposed by SG3and proposes a new question for ITU-T SG3 for the new study period 2017-2020.  |

Introduction

The objective of quality of service is to ensure sufficient bandwidth with limited data loss. Today's network transports a wide variety of application and data including high quality video, real time voice and other delay sensitive communications. It is also important for networks to provide predictable and sometimes guaranteed service.

Nowadays, the best approach for QoS and QoE is considering as a major topic in different global telecom forums that demands the need of proper guidelines and regulations. For that regulators must need to involve ensuring the quality of services as well as quality of experiences by adopting regulation through monitoring.

In this way regulators can be involved in monitoring QoS with objectives such as:

– Regulators' targets.

– Establishing effective competition.

– Checking claims by operators.

– Understanding the state of the market.

– Making interconnected networks efficiency.

Quality of service (QoS) is particularly important for the transport of traffic with special requirements. In particular, developers have introduced technology to allow computer networks to become as useful as telephone networks for audio conversations, as well as supporting new applications with even stricter service demands.

On the other hand, QoE is a fast emerging multidisciplinary field based on social psychology, cognitive science, economics, and engineering science, focused on understanding overall human quality requirements.

Both QoS and QoE provide telecommunication ICT adoption and assist in ongoing national policy formulation, but a common understanding is requires of QoS and QoE standards and guidelines among regulators.

Rationale

Technical issues of QoS and QoE as distinct from policy and regulatory aspects. SG12 is working on the technical aspects of these issues. So regarding the policy and economic aspects, QoS and QoE need to be addressed in SG3 as it is the home for economic tarrif and policy issues for telecommunications and is the forum for regulators to discuss QoS and QoE guidelines.

 BGD/52/1

Proposal

Bangladesh supports the 11 questions submitted by ITU-T SG3 for the next study period as per WTSA-16 Documents 4. Bangladesh further proposes that a new Question be added as Question 12 (as set out in Annex 1).

Annex 1 -
Text of question for ITU-T SG3

Policy and regulatory aspects Quality Of Services (QoS) and Quality Of Experiences (QoE)

### 1 Motivation

The unprecedented growth in telecommunication technologies and markets has increased the variety of services and providers available to consumers. Competition has brought lower prices for advanced services, opening the market to millions of new consumers, who are becoming more sophisticated and demanding.

The existence and need of a sound telecommunication economic policy is unquestionable in the field of Quality of Service (QoS) amd Quality of Experience (QoE). In the underdeveloped countries of the world, every penny people use for communication is managed after ensuring their livelihood. If proper QoS and QoE are not ensured, it will create a sense of antipathy and mistrust to telecommunication services and will not encourage people to extract the best benefit out of the communication system, which in turn will suspend the march towards the digital revolution.

Nowadays, the best approach for QoS and QoE is considering as a major topic in different global telecom forums that demands the need of proper guidelines and regulations. For that regulators must need to involve to ensure the quality of services as well as quality of experiences by adopting regulation through monitoring.

In this way regulators can be involved in monitoring QoS with the objective such as

– Regulators' targets.

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### 2 Question

Policy and regulatory aspects of Quality Of Services (QoS) and Quality Of Experiences (QoE).

### 3 Tasks

The study in SG3 should cover all quality of services policy and regulatory issues as technical aspects are already covering by SG12.

In studying this Question, special explicit considerations should be given to the needs of developing countries and in particular to the least developed countries.

In this context, the international and/or regional aspects of the following topics should be included:

1) Policy guideline for QoS and QoE.

2) Regulatory target setting for regulators.

3) Regulatory monitoring and measurement.

4) Compliance measure.

5) Consumer protection.

6) Economic impact on QoS and QoE policy.

Other topics may be studied as appropriate, based on contributions.

### 4 Relationships

– ITU-T SG12.