



## **QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING**

**NAIROBI-8<sup>TH</sup> -12<sup>TH</sup> OCTOBER, 2012**

### **AGENDA**

1. Customer Satisfaction issues( include E.803 Recommendation developed by RG-AFR)
2. Reliability of the Networks & Services
3. Access Technologies- QoS requirements
4. Mobile Services-Impact of 3G, 4G, Smart Phones, on QoS/QoE
5. Effects of fraud, Security, Risk Analysis and Revenue assurance of QoS/QoE
6. Effect of Involuntary Roaming due to signal spill over across borders on QoS and how to deal with it
7. Misuse of SMSs and Security Implications
8. How Subscriber Registration, Counterfeit Phones, affect QoS/QoE
9. How to Monitor QoS/QoE in Fixed Telephony & Data Networks, Internet
10. Effects of Social Media Services on QoS/QoE
11. How does the introduction of undersea cable services affect QoS/QoE
12. Kenya Constitutional Mandate to deliver good ICT QoS/QoE
13. Social Development Effect of PRSP/CSP Services in Kenya and their impact on QoS/QoE
14. How technological convergence and digital migration affects QoS/QoE
15. Effects of efficient use of frequency spectrum on QoS/QoE
16. [Telecom Finance](#). Is this contributing for a better QoE
17. QoS /QoE in geo-localization services? Which factors are important
18. Future Networks