

## Seminar Workshop: Regulation of QoS in WATRA Member Countries 11 – 14 December 2017.

### DRAFT AGENDA

Monday, December 11, 2017: QoS framework	
08:30 - 09:00	Welcome and installation of participants
09:00 - 10:30	<ul style="list-style-type: none"> <li>• Official opening of the seminar</li> <li>• Adoption of the Seminar Agenda by the Trainer and the participants.</li> <li>• General introduction to the ICT sector and regulatory trends.</li> </ul>
10:30 – 11:00	Coffee break
11:00 - 13:00	<ul style="list-style-type: none"> <li>• Introduction to QoS, QoE and Network Performance</li> <li>• Definitions of Quality of Service (QoS), Quality of Experience (QoE) and Network Performance (NP: Network Performance)</li> <li>• Relationship between QoS, QoE and Network Performance</li> <li>• ITU QoS framework</li> </ul>
13:00 - 14:00	Lunch
14:00 - 15:30	<ul style="list-style-type: none"> <li>• QoS regulatory framework</li> <li>• Principles for QoS regulation</li> <li>• Service Level Agreement (SLA)</li> <li>• Activities in QoS regulation</li> </ul>
15:30 - 16:00	Coffee break
16:00 - 17:00	<ul style="list-style-type: none"> <li>• Defining QoS parameters</li> <li>• Setting target levels</li> <li>• Audit of QoS</li> <li>• Publishing measurements</li> <li>• Ensuring compliance</li> </ul>
Tuesday, December 12, 2017: Traffic Management, KPIs parameters and QoS Measurements	
08:30 – 10:30	<ul style="list-style-type: none"> <li>• Convergence of telecoms and internet world</li> <li>• Internet technologies : the basics</li> <li>• Traffic Management Aspects</li> </ul>
10:30 – 11:00	Coffee break

<b>11:00 – 13:00</b>	<ul style="list-style-type: none"> <li>• QoS, QoE, and application needs</li> <li>• QoS parameters</li> <li>• Interconnection and QoS regulations</li> </ul>
<b>13:00 – 14:00</b>	<b>Lunch</b>
<b>14:00 – 15:30</b>	<ul style="list-style-type: none"> <li>• Key Performance Indicators (KPIs)</li> <li>• QoS measurement</li> <li>• Broadband QoS measurements</li> </ul>
<b>15:30 – 16:00</b>	<b>Coffee break</b>
<b>16:00 – 17:30</b>	<ul style="list-style-type: none"> <li>• Broadband QoS measurements -Case study</li> <li>• Monitoring QoS and IP network services</li> </ul>

### **Wednesday, December 13, 2017: Economic Principles and techniques for regulating QoS**

<b>08:30 – 10:30</b>	<ul style="list-style-type: none"> <li>• Two-sided market</li> <li>• QoS and pricing</li> <li>• Main regulatory goals of network neutrality</li> </ul>
<b>10:30 – 11:00</b>	<b>Coffee break</b>
<b>11:00 – 13:00</b>	<ul style="list-style-type: none"> <li>• Network neutrality business aspects</li> <li>• Role of NRA in the regulation of network neutrality</li> </ul>
<b>13:00 – 14:00</b>	<b>Lunch</b>
<b>14:00 – 15:30</b>	<ul style="list-style-type: none"> <li>• Case study – Network neutrality regulation in Europe</li> <li>• Case study - Network neutrality regulation in United States (US)</li> <li>• Case study - Network neutrality regulation in India</li> </ul>
<b>15:30 – 16:00</b>	<b>Coffee break</b>
<b>16:00 – 17:30</b>	<ul style="list-style-type: none"> <li>• Challenges regarding QoS and the network neutrality</li> <li>• Network neutrality enforcement</li> </ul>

### **Thursday, December 14, 2017 : Consumer Protection, Privacy and QoS enforcement**

<b>08:30 – 10:30</b>	<ul style="list-style-type: none"> <li>• Consumer protection aspects</li> <li>• Privacy aspects</li> <li>• Kenya: QoS assessment and enforcement</li> <li>• India: Enforcement of QoS for mobile services</li> <li>• Suggested penalties in India for breach QoS</li> </ul>
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<b>10:30 – 11:00</b>		<b>Coffee break</b>	
<b>11:00 – 13:00</b>		<ul style="list-style-type: none"> <li>• Prohibition of discriminatory tariffs for data services</li> <li>• Thailand: Enforcement of broadband QoS</li> <li>• Europe: Internet access service (IAS) regulation</li> <li>• Ghana: QoS regulation and sanctions</li> <li>• Bangladesh: QoS regulation</li> </ul>	
<b>13:00 – 14:00</b>		<b>Lunch</b>	
<b>14:00 – 15:30</b>		<ul style="list-style-type: none"> <li>• QoS regulation and enforcement in the following countries : <ul style="list-style-type: none"> <li>✓ Benin</li> <li>✓ Burkina Faso</li> <li>✓ Green Cape</li> <li>✓ Ivory Coast</li> <li>✓ Gambia</li> <li>✓ Ghana</li> <li>✓ Guinea Bissau</li> <li>✓ Liberia</li> <li>✓ Mali</li> <li>✓ Niger</li> <li>✓ Nigeria</li> <li>✓ Senegal</li> <li>✓ Sierra Leone</li> <li>✓ Togo</li> <li>✓ Mauritania</li> </ul> </li> </ul>	
<b>15:30 – 16:00</b>		<b>Coffee break</b>	
<b>16:00 – 17:30</b>		<ul style="list-style-type: none"> <li>• Guidelines on QoS enforcement</li> <li>• Summary and concluding remarks</li> <li>• Closing ceremony</li> </ul>	