

**Title: Benchmarking of Emerging Technologies and Applications, Internet Related Performance Measurements in Bosnia and Herzegovina**

**Abstract:**

The presentation focuses on the quality of service (QoS) monitoring and enforcement for fixed and mobile networks from the Regulatory point of view in Bosnia and Herzegovina (B&H). It covers: QoS Regulations, Enforcement, Parameters, Benchmarking QoS Tools etc. This presentation gives brief introduction into the existing legal and regulatory frameworks for network operators and end-users to implement QoS measurement strategies in B&H. The Communications Regulatory Agency (CRA) B&H is currently creating QoS framework based on European approach to QoS and QoE regulation and planning to impose new QoS requirements on Service Providers. To analyze and conduct a full review of the new QoS regulatory framework, CRA intends to have a better knowledge of best practices across countries that have similar market conditions as in B&H and countries that have a long history of QoS regulation. The new framework will focus on Internet access service, specially to QoS monitoring in the context of net neutrality. CRA is focused on transparency, so publication of annual results for mobile and fixed services and implementation of Quality of experience (QoE) surveys tools are at the top of the list of priorities.