**Abstract for the presentation on QoS monitoring and enforcement for telecommunications network to be held in Kampala.**

This presentation is about Uganda’s experience in monitoring and enforcement of QoS in Telecommunications network, the challenges experienced and corrective measures adopted. In spite of the systems put in place by both regulators and operators to ensure the telecom consumer’s requirements are addressed. The consumer complaints of poor service seem to increase with increased efforts by both regulators and operators. Network operators in Ghana and Nigeria have paid hefty fines for reported poor quality services delivery over their networks for several years now and there have been no reported incidents of improved services.

In Uganda the approach is proactive monitoring through detection of cause of failure, review of remedial action plans and empowering consumers through publications and stakeholder workshops. These have led to significant investments in network upgrades and improvements have been noted though still below minimum requirement. It has been noted that improved QoS performance had no impact on user expectations. The number of complaints have in some instances increased. The country is considering introducing penalties for poor quality.

QoS targets are set by regulators who also carry out monitoring and evaluation of performance of the various network operators. Network operators build and plan the network resources to address the set targets. Network Monitoring systems continuously monitor performance of network requirements for the service. While end to end performance monitoring is carried out by the regulator to establish the QoS achieved. It is important to relate the QoS achievement with performance of respective Network requirement to address user expectations/perception of the service. The Service providers that correlate QoS performance to performance of network requirement are reported to have registered less complaints.

This presentation tries to introduce the concept of proactive monitoring of QoS requirements were monitoring is based on identifying cause of failure; relating QoS performance and performance of the respective network requirement helps identify accurate and responsive remedial action.