**Abstract**

**By: Hassan Talib**

**Session 1**

**Title of presentation: *Methods and Tools used for monitoring QoE and QoS of fixed and mobile Internet and important relevant KPIs: Morocco Case Study***

**Abstract:**

This presentation provides methods and tools used for monitoring QoE and QoS of Internet fixed and mobile and are focuses on important relevant KPIs. It’s also focuses on important operational and regulatory aspects in order to ensure the QoS provision of Internet. This presentation deals about the best practice of Morocco case study.