

Guest of Honor Mr. Constantine Delicostopoulos, Vice-President of Hellenic Telecommunications and Post Commission,

Representatives of Anite, Vector and Artemis,

Mr. Martin Adolph, ITU-T/TSB Representative,

QSDG Vice Chairmen of QSDG who attended this event: Mr. Jacob and Ms. Stavroula Bouzouki.

Ladies and Gentlemen;

It is my great pleasure and honor to welcome you to the 32nd Meeting of the ITU-T SG12 Quality of Service Development Group and the ITU workshop on "Performance, Quality of Service and Quality of Experience of Emerging Networks & Services" organized by ITU and kindly hosted by Hellenic Telecommunication & Post Commission jointly with Anite, Vector and Artemis.

By this, I would like to express my deep gratitude to the host, for hosting us today and the people of Greece for their warm welcome.

Ladies and Gentlemen;

In the International Telecommunication Union, ITU-T SG12 is the study group leading on "Performance, QoS and QoE", and the parent group of QSDG (Quality of Service Development Group). Inside SG12, QSDG is mainly in charge of preparing Workshops, Symposia and Forums on QoS of telecommunication services; as well as encouraging wider participation in international quality of service activities.

In line with this, last year QSDG organized a meeting (namely the 31st meeting of QSDG in Dubai) and 3 workshops around the world, while this year QSDG has organized so far two workshops (one in Africa and the other one in Istanbul).

Ladies and Gentlemen;

The main purpose of this workshop is to share knowledge and discuss best practices on Quality of Service in current Telecom market. The targeted areas are QoS of OTTs services, monitoring the QoS and QoE in Converged networks, functions and monitoring the QoE and QoS in 4G networks/LTE; sharing best practices in in the QoS for Multimedia services in mobile and fixed services and so on.

On the side of the 32nd meeting, we will continue to discuss on the QoS technologies in the telecom market; but also discuss on Agenda of upcoming QSDG events and so on.

Ladies and Gentlemen;

Before I finish, I would like to thank the "*Team that was in charge of preparing these events*" for the excellent work done during all preparations.

I would like to thank as well speakers and all delegates who attended this workshop.

Finally, I would like to thank the ITU-T SG12 Chairman Mr. Kwame for his leadership, TSB Staff (Mr. Martin Adolph and Mr. Hiroshi Ota who did not attend but continues to assist us) Vice-Chairmen of QSDG (namely Ms. Stavroula and Mr. Jacob who helped a lot in mobilizing participants).

Thank you all for your attention.