

Title: "Assessment of fixed and mobile broadband quality using crowdsourcing of embedded solutions"

Abstract: The massive diffusion of telecommunications services has continuously pressured the QoS measurement campaigns to increase the participation of the society and to seek to approximate the tests and the results to the user's perspective. On the other hand, it is important also to have statistical validation of QoS measurement results in order to make them useful for quality control processes performed by operators and regulators. These both important assumptions that have been driven the setup of comprehensive QoS assessment strategies lead operators and regulators to choose cost-effective and scalable measurement tools, which can quickly be distributed among the end users. For fixed and mobile broadband QoS measurement, beyond the well-known solutions of using dedicated probes located inside the operator's networks or drive testing, the use of software-defined measurement tools embedded in the subscriber's own CPE and running in background are currently in use by operators. Measurements on users' devices are a trend towards to better assess end-to-end QoS, being a powerful strategy for timely network diagnosis. The Brazilian case of implementing this measurement solution will be presented and discussed.