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| **31st QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING – ITU-T STUDY GROUP 12**04th – 6th November 2014 |

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| Tuesday, 4th November, 2014 |
| 09:00 – 09:30 | Session 1: Agreement of Agenda and Working Arrangements Chairman: Mrs. Yvonne UMUTONI, RURA Rwanda (QSDG Chair)Contributions: |
| 09:30 – 10:30 | Session 2: Recent ActivitiesChairman: Mrs. Yvonne UMUTONI, RURA (QSDG Chairperson)Contributions: |
| 10:30 – 11:00 |  Networking Coffee /Tea Break  |
| 11:00 – 12:30 | Session 3: Reliability, Availability of Networks and Services.Chairman: Mrs. Yvonne UMUTONI, RURA (QSDG Chairperson)Contributions:* John Kimbe, SATA:
* Mrs. Sosu Louisa, MTN Ghana (Vice-Chair of QSDG)
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| 12:30 – 14:30  | Networking Lunch  |
| 14:30 – 16:00 | Session 4: Customer Satisfaction IssuesChairman: Mr. Jacob Munodawafa, Executive Secretary SATA (QSDG Vice Chairman)Contributions:* Isaac (NCA, Ghana): Roadmap of QoS/QoE Regulation in Ghana; Impact on 0perators and Consumers – Regulators’ Perspective.
* Tiago (ANATEL, Brazil): Monitoring Quality of Telecommunication Services: Consumer-Oriented Approach.
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| 16:00 – 16:20 | Networking Coffee /Tea Break  |
| 16:20 – 17:00  | Session 5: QoS Measurement of Data services in Mobile NetworksChairman: Mr. Jacob Munodawafa, Executive Secretary SATA (QSDG Vice Chairman)Contributions:* Mr. Joseph Kwafo Mensah (Vodafone Ghana): QoS Measurement of Data services in Mobile Networks
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| Wednesday, 5th November, 2014 |
| 09:00 –10:30  | Session 6: Monitoring the QoS and QoE of data services in 4G networks (such as LTE ...)Chairman: Mr. John Kimbe, SATAContributions:* ASCOM, UAE
* OPENSIGNAL, UK
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| 10:30 – 11:00 | Networking Coffee /Tea Break  |
| 11:00 – 12:30  | Session 7: Benchmarking and Key Performance Indicators of Multimedia services (VoIP, VoLTE, IPTV…)Chairman: Mr. John Kimbe, SATA* Mr. Joachim Pomy (Opticom, Germany): “Reference, Benchmarking, Background traffic profiles and Key Performance Indicators for VoIP, VoLTE, High-Speed Internet and IPTV”
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| 12:30 –14:30  | Networking Lunch  |
| 14:30 –16:00 | Session 8: Discussion on: * Draft ITU-T Recommendation on “QoS/QoE Framework for the transition from network oriented to service oriented operations”
* Proposed draft Recommendation for Monitoring the Quality of Service (QoS) of Broadband/Internet Services

Chairman: Mr. John Kimbe, SATA Contributions:  |
| 16:00 –16:20 | Networking Coffee /Tea Break |
| 16:20 –17:00  | Session 9: * Discussion on Agenda for the upcoming Events (e.g: workshops and 32nd Meeting of QSDG)
* Discussion on Future of the group

Chairman: Mr. Jacob Munodawafa, Executive Secretary SATA (QSDG Vice Chairman)Contributions:  |

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| 6th November, 2014 |
| 09:00 –10:30  | Session 10: * Agreement on Agenda for the upcoming Events (workshops and 32nd Meeting of QSDG)
* Discussion on Future of the group

Chairman: Mr. Jacob Munodawafa, Executive Secretary SATA (QSDG Vice Chairman)Contributions : |
| 10:30 – 11:00 | Networking Coffee /Tea Break |
| 11:00 – 12:30  | Session 11: Any other Business |
| 12:30 –14:00  | Networking Lunch |
| 14:00 –15:00 | Closing SessionMrs. Yvonne UMUTONI, RURA Rwanda (QSDG Chair) |