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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 Activities  Chairman: 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) |
| 12:30 – 14:30 | Networking Lunch |
| 14:30 – 16:00 | Session 4: Customer Satisfaction Issues  Chairman: 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. |
| 16:00 – 16:20 | Networking Coffee /Tea Break |
| 16:20 – 17:00 | Session 5: QoS Measurement of Data services in Mobile Networks  Chairman: 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, SATA  Contributions:   * ASCOM, UAE * OPENSIGNAL, UK |
| 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” |
| 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 Session  Mrs. Yvonne UMUTONI, RURA Rwanda (QSDG Chair) |