**32nd QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING – ITU-T STUDY GROUP 12**

**9th – 11th September, 2015 Athens, Greece**

**Meeting Agenda**

1. Opening of the meeting
2. Agreement of Agenda
3. Working Arrangements for the 2015 Meeting
4. Recent QSDG Activities
5. QoE and QoS of Digital Financial Services
6. QoE and QoS in Multimedia Internet of things
7. QoE and QoS in Machine to Machine
8. **Impact of Wi-Fi Offloading on QoE of data services (VoIP, Video Streaming…) in Urban Environments**
9. QoS and QoE of Voice over LTE (VoLTE) and Video over LTE (ViLTE) services
10. Operational and Regulatory Aspects to ensure the Quality of Service provision in Telecommunication/ICT market
11. QoS Functions in Core Networks and Backbone Networks (e.g: IP, MPLS…)
12. QoE and QoS monitoring and optimization (accurate measurement of QoE and QoS to achieve an optimal strategy in order to provide the best network performance) in Mobile Networks
13. Customer Satisfaction issues (Addressing Consumer Concerns, Role of Consumers in attaining QoS of services)
14. Reliability, Availability of Networks and Services
15. Behavior Analysis of Devices (e.g: Smart Phones ) and their impact on the QoS and QoE
16. Effect of Substandard phones on the QoS and QoE
17. Impact of Fraud, Security, and Revenue Assurance on QoS and Network Performance
18. Round table on the draft Recommendation: “*Monitoring the Quality of Service (QoS) of Broadband/Internet Services*”
19. Round Table on new draft Recommendation: “*Quality of Service in Major Events*”
20. Round Table on Upcoming Events
21. Any other Business
22. Closing of the meeting