

**27th QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG)
MEETING – ITU-T STUDY GROUP 12, QUESTION 12/12**

18th – 22nd October 2010
Royal Villas, Ezulwini Valley, Mbabane, Swaziland

Meeting Agenda

1. Opening of the meeting.
2. Agreement of Agenda.
3. Working Arrangements for the 2010 Meeting.
4. Review of Recent Activities.
5. Customer Satisfaction issues.
6. Reliability, Availability of Networks and Services.
7. QoS Issues of access technologies: xDSL, Cable Modem, Fixed Wireless.
8. Mobile Issues.
9. ATM and IP QoS/NP and NGN issues.
10. Impact of Fraud, Security, and Revenue Assurance on QoS and Business Performance
11. Risk Analysis.
12. Call Clarity and Transmission Performance.
13. Impact of ENUM on QoS experienced by users
14. Other Issues.
15. Future Work.
16. Any other Business.
17. Closing of the meeting.