



**28th QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG)
MEETING – ITU-T STUDY GROUP 12, QUESTION 12/12**

3rd – 7th October 2011

Kampala, Uganda

Working Programme – Agenda

Day One: Monday 3rd October 2011	
8:00 – 9:00	Registration of Delegates
9:00 – 10:00	Opening Ceremony (Director of Ceremonies – UCC) <ul style="list-style-type: none"> ❖ Mr. Luis Sousa Cardoso, Senior Consultant for Quality, Fraud and Network Security - Portugal Telecom and Chairman of QSDG ❖ Mr. Jacob Munodawafa – SATA Executive Secretary/ CEO ❖ Mr. Abdoukarim Soumaila – ATU Secretary General ❖ Mr. Godfrey Mutabazi - UCC Interim Executive Director ❖ Guest of Honour – Uganda <p style="text-align: center;">(Group Photo)</p>
10:00 – 10:30	Networking Coffee /Tea Break
	Session 1: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions
11:00 – 11:30	Presentations and Discussions
11:30 – 12:00	Presentations and Discussions
12:00 – 12:30	Presentations and Discussions
12:30 – 14:00	Networking Lunch
Day One, Monday 3rd October 2011	
	Session 2: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
14:00 – 14:30	Presentations and Discussions
14:30 – 15:00	Presentations and Discussions
15:00 – 15:30	Presentations and Discussions
15:30 – 16:00	Networking Coffee /Tea Break

	<u>Session 3:</u> Chairman - Mr. Luis Sousa Cardoso, Portugal Telecom
16:00 – 16:30	Presentations and Discussions
16:30 – 17:00	Presentations and Discussions
18:30 PM	Dinner/Cocktail

Day Two: Tuesday 4th October 2011	
	<u>Session 4:</u> Chairman – Mr. Luis Sousa Cardoso, Portugal Telecom
09:00 – 09:30	Presentations and Discussions
09:30 – 10:00	Presentations and Discussions
10:00 – 10:30	Networking Coffee /Tea Break
	<u>Session 5:</u> Chairman – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions
11:00 – 11:30	Presentations and Discussions
11:30 – 12:00	Presentations and Discussions
12:00 – 12:30	Presentations and Discussions
12:30 – 14:00	Networking Lunch

Day Two, Tuesday 4th October 2011	
	<u>Session 6:</u> Chairman – Mr. Luis Sousa Cardoso, Portugal Telecom
14:00 – 14:30	Presentations and Discussions
14:30 – 15:00	Presentations and Discussions
15:00 – 15:30	Presentations and Discussions
15:30 – 16:00	Networking Coffee /Tea Break
	<u>Session 7:</u> Chairman - Mr. Luis Sousa Cardoso, Portugal Telecom
16:00 – 16:30	Presentations and Discussions
16:30 – 17:00	Presentations and Discussions

Day Three: Wednesday 5th October 2011	
	<u>Session 8:</u> <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
09:00 – 09:30	Presentations and Discussions
09:30 – 10:00	Presentations and Discussions
10:00 – 10:30	Networking Coffee /Tea Break
	<u>Session 9:</u> <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions
11:00 – 11:30	Presentations and Discussions
11:30 – 12:00	Presentations and Discussions
12:00 – 12:30	Presentations and Discussions
12:30 – 14:00	Networking Lunch

Day Three, Wednesday 5th October 2011	
	<u>Session 10:</u> <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
14:00 – 14:30	Presentations and Discussions
14:30 – 15:00	Presentations and Discussions
15:00 – 15:30	Presentations and Discussions
15:30 – 16:00	Networking Coffee /Tea Break
	<u>Session 11:</u> <i>Chairman</i> - Mr. Luis Sousa Cardoso, Portugal Telecom
16:00 – 16:30	Presentations and Discussions
16:30 – 17:00	Presentations and Discussions

Day Four: Thursday 6th October 2011	
	<u>Session 12:</u> <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
09:00 – 09:30	Presentations and Discussions
09:30 – 10:00	Presentations and Discussions
10:00 – 10:30	Networking Coffee /Tea Break
	<u>Session 13:</u> <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions

11:00 – 11:30	Presentations and Discussions
11:30 – 12:00	Presentations and Discussions
12:00 – 12:30	Presentations and Discussions
12:30 – 14:00	Networking Lunch

Day Four, Thursday 6th October 2011

	Session 14: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
14:00 – 14:30	Presentations and Discussions
14:30 – 15:00	Presentations and Discussions
15:00 – 15:30	Presentations and Discussions
15:30 – 16:00	Networking Coffee /Tea Break
	Session 15: <i>Chairman</i> - Mr. Luis Sousa Cardoso, Portugal Telecom
16:00 – 16:30	Presentations and Discussions
16:30 – 17:00	Presentations and Discussions

Day Five: Friday 7th October 2011

	Session 16: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
09:00 – 09:30	Presentations and Discussions
09:30 – 10:00	Presentations and Discussions
10:00 – 10:30	Networking Coffee /Tea Break
	Session 17: <i>Chairman</i> – Mr. Luis Sousa Cardoso, Portugal Telecom
10:30 – 11:00	Presentations and Discussions
11:00 – 12:15	Other Issues, Future Work and Any other Business
12:15 – 12:30	Closing of Meeting
12:30 – 14:00	Networking Lunch