

ITU Workshop on Performance, QoS and QoE for Multimedia Services

Dakar, Senegal, 19-20 March 2018

Programme and presentation material available at

<https://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201803/Pages/programme.aspx>



Takeaways and Conclusions

1. ITU sectors and their key role
2. Major achievements
3. ITU SG and their activities
4. Focus on the SG12: objectives, structures, activities, leadership and recent results
5. Study Group 12 is the key international venue to develop standards and discuss technical, operational, policy aspects of performance, QoS and QoE
6. The QSDG : Terms of reference, members, activities
7. Operational Aspects : Question 12/12 and relevant Recommendations of E and Y series
8. The work is undertaken jointly by operators, vendors, service providers, academia, and representatives from ITU's 193 Member States
9. Initiatives are underway to raise awareness on best practices and policies related to service quality

Suggestions to ITU-T SG12RG-AFR

1. Join Study Group 12 at its next meeting in Geneva, 1-10 May 2018!
2. Use the ITU Manual on the QoS topics
3. Consumer protection is necessary
4. Training of people in charge of QoS mission is absolutely necessary
5. Participate in the work of the Study Groups with more contribution



Takeaways and Conclusions

1. This session focused on presentation from ANATEL Brazil: QoS Assessment Strategies: Using Embedded Solutions For National QoS Measurement.
2. Many participants welcomed the presented methodology for measuring the QoS as:
 - Do not need volunteers;
 - No need for Additional Equipment - Probe Reduces Costs – Maintenance
 - Statistical Validity
 - Greater Perception Of User Experience
 - Etc.

Suggestions to ITU-T SG12RG-AFR

- ❑ As way forward, we would like to request the speaker to prepare a contribution on the presented methodology: “Embedded Solution for QoS Measurement” for the next ITU-T SG12 meeting (May 2018).



Takeaways and Conclusions

1. Une bonne QoS suppose un bon design des réseaux
2. Pilotage de la QoS (réseau d'accès, cœur de réseau, optimisation, supervision, maintenance préventive, campagne de mesures)
3. Customer Experience Management « et la voix du client »
4. Evaluation de la performance basée sur des alarmes
5. Relation entre QoS and QoE
6. Campagnes de mesures de la QoS et QoE par la régulateur: gestion des événements et des incidents

Suggestions to ITU-T SG12RG-AFR

- Les opérateurs doivent se doter de moyens appropriés afin de mieux prendre en charge la QoE / QoS
- Certaines difficultés signalées par les opérateurs devraient être prises en charge par les entités de la Commission 12 : gestion des fréquences aux frontières, plan d'urbanisation des pays en développement (propagation dans les canyons et rues des grandes villes qui occasionne parfois des pertes de service et du signal,...)
- Les défauts de QoS ou de QoE doivent faire l'objet de sanction si ces défauts sont justifiés



Takeaways and Conclusions

1. Applicability of ITU-T G.VoLTE REC for effective QoS assessment and compliance
2. Perspectives on QoS Evaluation and Benchmarking
3. Tunisian regulator approach for measuring QoS/QoE mobile networks, especially the “Jawda Internet” app, the portal of results of 2015 – 2017 campaign and info-consommateur website

Suggestions to ITU-T SG12RG-AFR



Takeaways and Conclusions

1. Most talking points were relating to revenue loss & legal issues as opposed to effects on QoS/QoE.
2. Need to quantify the effect on QoS/QoE and focus more on this
3. Different countries have different approaches. In fact, sim-boxing in itself is legal in some jurisdictions
4. Collaborations between regulators and service providers have added to reduction of fraud

Suggestions to ITU-T SG12RG-AFR

- Conduct a study to have quantitative data on the effects of this on QoS
- Discourage talk about revenue in SG12 – there is need to focus effort on ‘SG12’ focus area as opposed to general talk
- Consider liaison statement to relevant entities for revenue, legal and type approval.
- Country cases



Takeaways and Conclusions

1. Two use cases of DFS (Use of feature phones and Use of smart phones) being modelled and tested. No Interoperability tests being carried out.
2. Customer protection critical for OTTs and DFS
3. The testing of OTT QoS and QoE has several impacting factors
4. OTT testing is challenging due to increased complexity and amount of data required for comprehensive tests
5. Need to address both economic and QoS impacts of OTT from a cooperative angle

Suggestions to ITU-T SG12RG-AFR

- Different jurisdictions to decide on specific KPIs and targets that may be adopted for DFS. ITU-T will provide guidelines and measurement methodologies only
- Economic and policy issues on OTT should be addressed with SG3
- Quantitative contributions required on the impact of OTT on QoS and QoE
- Contributions required for testing methodologies of OTT QoS and QoE
- Additional country cases on DFS and OTT are required



Takeaways and Conclusions

1. Today's orchestration of the network performance imposes new requirements on testing
2. A more holistic approach that integrates performance management, active/passive/ crowdsourcing testing and CRM information is required
3. Standardized measurement methodologies should be used by vendors to provide reliable solutions

Suggestions to ITU-T SG12RG-AFR

- Continue to work on the standardization of fixed and mobile broadband networks
- Encourage the countries to require standardized methodologies in the measurement solutions procurement process
- Invite regional vendors to join the international standardization debate in ITU and other SDOs



Takeaways and Conclusions

1. Measurement accuracy of QoS & QoE
2. The variety of approaches to measure QoS & QoE at mobile networks
3. The needs of validated data
4. Where, when, how, why and what...must be answered before any measurement campaign

Suggestions to ITU-T SG12RG-AFR





Union Internationale Télécommunication (UIT) / ART du Sénégal
Atelier de L'UIT "Qualité de Fonctionnement, qualité de service et qualité d'expérience pour les services multimédias"
Réunion du Groupe des Rapporteurs pour la Question 12/12 "Aspects opérationnels de la qualité de service des réseaux de télécommunication"



Groupe régional de la Commission d'études 12 de l'UIT - T sur la qualité de service pour la région Afrique

Dakar, 19 - 23 Mars 2018 à l'hôtel Radisson BLU