

# ITU Workshop on Network Performance, Quality of Service and Quality of Experience

**Kigali, 4-5 March 2019**

Programme and presentation material available at

<https://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201903/Pages/Programme.aspx>



# Session 2: The role of policy makers, regulators, operators, regional and international organizations in addressing QoS for telecommunication services

## Takeaways and Conclusions

1. For a good implementation of 5G, regulators and operators must work together for efficient frequency planning and definition of KPIs that will be tracked for QoS
2. For QoS and QoE monitoring of mobile financial services, there must be close collaboration between telecom regulators and financial services regulators

## Suggestions

1. Liaise with ITU-D to organize workshops on 5G for the sub-region in collaboration with the sub-regional regulators organizations
2. Advise on best practices for QoS tracking of mobile financial services
3. Assist regional organizations to work together to develop guidelines for 5G and financial mobile services QoS guidance



## Takeaways and Conclusions

1. Mobile money QoS parameters should be set and measured on operators level.
2. Mechanisms of consumer complaints treatment need to be efficient and transparent to the end-users.
3. Tariffs of Mobile money services should be set as affordable as possible
4. The consumer protection organization should establish a periodic report related to Customer satisfaction for the Mobile money services.
5. Mobile money Agents and Consumers sensitization is necessary regarding the use of the Mobile money application/ services
6. QoS on Mobile Money services can be dependent on the services platform also. Not only limited to the network.
7. There are challenges in measuring the QoS of Mobile money services, from the Regulatory perspective. The relevant framework should be put in place on the Telecom Regulator Level.
8. The responsibility of Central Bank and Telecom regulator should be clarified regarding the Mobile Money services regulation and cordial relationship be establish to better regulate the mobile money eco system .
9. Standardization works related to QoS of Mobile Money services are in progress (indicators definition and methodology of measurement).

## Suggestions

1. To put in place the standardization of the Mobile Money services QoS/QoE indicators and the Methodology of measurement.
2. Telecom regulator to establish MoU with Central bank.
3. Contributions are encouraged to enrich the content of the proposal document to be presented in the next SG12 meeting, in May 2019.

## Takeaways and Conclusions

1. The legal tools needs to evolve as new services are introduced frequently. The regulations and laws should be updated frequently.
2. In order to increase the reliability of results , the QoS Monitoring Team of regulatory authority has to have necessary skills in Technology and Monitoring System. Training necessary from time to time in order to be updated.
3. Services and KPIs to be measured need to be clearly defined and agreed between Regulators and operators.
4. It is also confirmed and agreed that for proper QOS/QOE assessment and benchmarking it is good to make use of drive testing, Network Management and customer surveys.

## Suggestions

1. There should be a systematic method of evaluating QoS issues prevalent in the African Sub-Region considering ITU definitions and standards.
2. There should be a synergy and working relationship between the 3 stake holders, i.e., policy makers, regulators and operators



## Takeaways and Conclusions

1. The need to understand customers needs and data usage in order to provide minimum bit rate per second
2. Moving KPIs closer to the user experience, by unifying market, networks and systems in proactive feedback loops, in order to focus attention where it matters the most
3. Revision and amendment of QOS frameworks to reflect the current technologies and networks
4. Combination of network and drive test probes for better results
5. Increase in Unscheduled monitoring exercise

## Suggestions



## Takeaways and Conclusions

1. 5G testing roadmap will be in two phases namely Pre-5G and Post-5G Implementation testing
2. QoS KPI selection in 5G should be adaptive of specific application/use-cases .
3. Network Slicing constitute a key implementation feature for an end-to-end testing of QoS in 5G.
4. Regulators should open up for new advances in technology and create the right enabling environment for 5G investment and adoption within the sub-region.

## Suggestions

1. Liaise with ITU-D on continuous capacity-building workshops on 5G for the sub-region.
2. Encourage participation in the ongoing work of ITU-T SG 12 on “QoS Aspects of IMT-2020 (5G)”

## Takeaways and Conclusions

1. Statistical relevance (sample size) of stationery testing is still a grey area to some participants/workshop attendees
2. Highlighted SG12 based approaches to QoS measurement – drive tests and network monitoring solutions
3. QoS can be measured, QoE only estimated
4. Should regulators wanting to fine underperforming MNOs consider “fine-per-cell” solutions as opposed to global?
5. Workshop session time management to be revisited

## Suggestions

1. Future workshop presenters to consider simplified explanation of E.802 Amd 1, etc (ETSI 202 057-4)
2. Need to sensitize workshop participants on current recommended QoS monitoring solutions
3. The difference between QoS and QoE, and if any is measurable – need to be more explicit and clear
4. Allocate more speaking time to vendors

**Q12/12 Rapporteur Group Meeting on  
Operational aspects: 6-7 March**

**SG12 Regional Group for Africa: 7-8  
March**

**Next meeting of ITU-T Study Group 12:  
Geneva, 7-16 May 2019**

**Web: <https://itu.int/en/ITU-T/studygroups/2017-2020/12/>**





**Thank You! Merci beaucoup! Murakoze!**

