



Communications  
Commission  
of Kenya

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10<sup>th</sup> September, 2012

**Mr. Stephen Mutoro**  
**The Secretary General**  
**Consumer Federation of Kenya**  
**Meky Place, Block F, Suite 45**  
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**P. O. Box 2733**  
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Dear *Mr. Mutoro*

**RE: INVITATION TO PARTICIPATE IN THE ITU-T STUDY GROUP 12  
QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG)  
MEETING IN NAIROBI, 8<sup>TH</sup> - 12<sup>TH</sup> OCTOBER 2012**

Communications Commission of Kenya will be hosting the Quality of Service Development Group (QSDG) Meeting from 8<sup>th</sup> – 12<sup>th</sup> October 2012 at the Hotel Intercontinental, Nairobi. QSDG is the technical discussion group constituted as part of Study Group (SG) 12 of the International Telecommunication Union Standardization Bureau (ITU-T).


The QSDG specializes in technical research on Quality of Service (QoS) and Quality of Experience (QoE) of ICT. It conducts workshops/conferences and meetings around the world, particularly in developing countries to tap into the local and international expertise. Recommendations from the QSDG discussions provide critical inputs into the formulation of proposals and recommendations considered during the annual meetings of the ITU-T SG 12. This is undertaken with the objective of improving the delivery of good quality of service to consumers of ICT services.

We would like to extend our invitation to your organization as a key industry player to participate in this meeting. In order to meaningfully share experiences the Commission will be pleased to have the participation of your organization as discussants during the meeting and therefore we would be pleased to have a presentation on consumer perspective and expectations on Quality of Service/Quality of Experience of ICT services.

The Commission would appreciate to receive confirmation of your participation which may be sent to Linet Onyando, at the address [onyando@cck.go.ke](mailto:onyando@cck.go.ke) and copy to [Waturu@cck.go.ke](mailto:Waturu@cck.go.ke) before 24<sup>th</sup> September, 2012 for planning purposes. Kindly include an abstract of your presentations.

We look forward to your response

Yours faithfully,



**John Omo**  
**Commission Secretary**  
**FOR: DIRECTOR GENERAL**



## QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING NAIROBI-8<sup>TH</sup> -12<sup>TH</sup> OCTOBER, 2012

### AGENDA

1. Customer Satisfaction issues( include E.803 Recommendation developed by RG-AFR)
2. Reliability of the Networks & Services
3. Access Technologies- QoS requirements
4. Mobile Services-Impact of 3G, 4G, Smart Phones, on QoS/QoE
5. Effects of fraud, Security, Risk Analysis and Revenue assurance of QoS/QoE
6. Effect of Involuntary Roaming due to signal spill over across borders on QoS and how to deal with it
7. Misuse of SMSs and Security Implications
8. How Subscriber Registration, Counterfeit Phones, affect QoS/QoE
9. How to Monitor QoS/QoE in Fixed Telephony & Data Networks, Internet
10. Effects of Social Media Services on QoS/QoE
11. How does the introduction of undersea cable services affect QoS/QoE
12. Kenya Constitutional Mandate to deliver good ICT QoS/QoE
13. Social Development Effect of PRSP/CSP Services in Kenya and their impact on QoS/QoE
14. How technological convergence and digital migration affects QoS/QoE
15. Effects of efficient use of frequency spectrum on QoS/QoE
16. Telecom Finance. Is this contributing for a better QoE
17. QoS /QoE in geo-localization services? Which factors are important
18. Future Networks