



**WORKSHOP
QUALITY OF SERVICE
22 February 2012, BEIRUT, Lebanon**

Draft Agenda

WEDNESDAY, 22 FEBRUARY 2012	
0830-0900	Introductions
0900-1030	Session 1: An Insight into the ITU
1030-1100	COFFEE BREAK
1100-1145	Session 2: Introduction to QoS & related QoS
1145-1230	Session 3: IP Telephony Aspects & IP Terminal Issues
1230-1400	LUNCH BREAK
1400-1445	Session 4: Current QoS Policy Challenges
1445-1530	Session 5: Regulatory Approaches & Best Practice
1530-1600	COFFEE BREAK
1600-1645	Session 6: Equipment for Testing Mobile QoS
1645-1730	Session 7: Mobile QoS Framework: Counters, KPI, KQI

Presented by: Joachim Pomy, ITU expert