Webinar on improving customer experience of electronic communication services through Quality of Service and Quality of Experience

Joint collaboration of BEREC and OECD

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OECD & BEREC QoS and QoE Webinar (Part I)

	Tuesday, 23 June 2020, 13--15 CET (1-3 PM)
Focus	Quality of Service (QoS) of communication services is an essential element of the service and has become of growing importance with the digital transformation of economies and societies. BEREC has established a common framework in order to contribute to improve QoS. The QoS issue is also on the OECD agenda, including on how to measure it and render it more transparent to consumers. Some countries like France and Koreas have consistently worked on QoS and published regularly data on the performance of the networks in their respective countries. As a consequence, users obtain more information, but has it any effect? Altogether, the webinar will give an introduction on QoS, its role in communication markets and how it could contribute to an enhanced connectivity experience.
Moderators	Therese Hourigan, ComReg, Ireland and Paolo Lupi, Agcom, Italy
13.00-13.05	The webinar starts by the moderators
13.05 - 13.15	Introduction Dan Sjöblom, Director General PTS, Sweden, BEREC Chair Verena Weber, Head of Unit, OECD
13.15-13.30	BEREC Work accomplished to date, a brief update from the vice chairs of the Working Groups End Users: Paolo Lupi, Agcom, Italy, and Therese Hourigan, ComReg, Ireland Open Internet: Klaus Nieminen, Traficom, Finland
13:30-13:50	QoS within the OECD What role does QoS play in the communication ecosystem? How are communication regulators in the OECD addressing the issue of QoS? What are relevant measures and what is measured already? QoS and coverage. Frederic Bourassa, OECD Alexia Gonzalez Fanfalone, OECD
13.50-14:15	QoS used as a policy tool in France Audrey Goffi, ARCEP, France • Are operators delivering what they promise? • Key insights from ARCEP's conducted measurement of QoS in mobile networks.

	• Does publishing of QoS data empower end users and enhance quality of networks?
14.15 - 14.45	Korea showing the way with QoS Lee Yeongro, Vice President, National Information Society Agency (NIA), Korea • Quality Evaluation of Telecom Services in Korea and future direction
14.45-15.00	Concluding remarks, Dan Sjöblom, Director General PTS, Chair BEREC

OECD & BEREC QoS and QoE Webinar (Part II)

	Tuesday, 30 June 2020, 13--15 CET (1-3 PM)
Focus	QoS and QoE in relation to accessibility, e-health, video communication and how to capture quality of experience through standardisation in order to improve the quality of online collaboration for all
Moderator	Verena Weber, Head of Unit, OECD
13:00-13:05	The webinar starts by the moderator
13:05 -13:15	Introduction Michel Van Bellinghen, Chairman of the BIPT Council (Belgium), incoming BEREC Chair (2021) Audrey Plonk, Head of Division, STI, OECD
13:15-13:35	Accessibility and how to harness communication technologies for people with disabilities with appropriate QoS levels Inmaculada Placencia-Porreor, European Commission
13:35 -13:55	Healthcare domotica and their dependence on QoS Tonko Wedda, WDTM (sector organisation in the Netherlands for healthcare technology and care at home)
13:55-14:15	Improving the Quality and Efficiency of Video Relay Service Debra Patkin, Attorney Advisor, Federal Communications Commission (FCC) Michael Scott, Attorney Advisor, Federal Communications Commission (FCC)
14:15–14:35	Complementing QoS with QoE. What are the key challenges to go from QoS to develop a standard/recommendation on QoE for online collaboration? Gunilla Berndtsson, Ericsson, and rapporteur ITU-T Study Group 12
14:35-15:00	Concluding discussion: Audrey Plonk, Head of Division, STI, OECD