1. Legislative Instrument
   a. Services with QoS Obligations
      i. Voice, Data, SMS, DFS, OTTs
   b. Obligations to Service Providers
      i. Complaint Address System
      ii. Consumer Awareness and Education
      iii. Compensation Plan
      iv. Service Level Agreement
      v. Publish Tariff plan
   c. Definition of KPIs, measurement mechanisms, targets and sanctions
      i. Proposal from Regulator
      ii. Stakeholder consultation
      iii. Mandate on Regulator on final decisions
   d. Complaint Procedure
      i. Operator first, escalated to Regulator
   e. Mandate to Regulator to publish results and sanction
   f. Appeallate process

2. Complaint Address Mechanism
   a. Medium for redress
   b. Resolution Time
   c. Resolution Percentage

3. QoS Measurement Tools
   a. Drive Test
   b. NMS
   c. Crowdsourcing

4. Accountability
   a. Publishing of Results
   b. Compensation to Consumers
   c. Fines to Regulators

5. Skilled Personnel
INDICATORS AND EXPECTED RESULTS FOR QUALITY OF SERVICE

a. Consumer Protection Staff  
b. Engineers  
c. Lawyers  
d. Economists