

1 QUALITY OF SERVICE ASSESSMENT

1.1 GOAL

To analyse the quality of the telecommunications services supported on the Portuguese GSM/UMTS mobile networks, from the user's standpoint, by conducting automatic end-to-end tests.

1.2 ANALYSED SERVICES

On an assessment of the QoS, from the user's standpoint, one must consider the services that, for each technology, show a greater relevance for end users, under a national and international market logic, and which are normally provided by all operators in the market.

With this guiding principle, and considering the current reality, the following services were included in this study:

1.2.1 TELEPHONY SERVICES:

- a. Voice Service (GSM);
- b. Video-telephony Service (UMTS);

1.2.2 REGARDLESS OF SERVICES:

- c. Network Radio Coverage (GSM / WCDMA).