

## Telecommunications quality of service management: from legacy to emerging services

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### Abstrak

An understanding of the basic concepts of quality and its management is essential for the professional management of Quality of Service (QoS) in telecommunications. As people increasingly rely on the new services for their lifestyle and work, their expectations for high reliability and quality are bound to rise. QoS is therefore likely to become a major differentiator in a highly competitive telecommunications market. This book is an important contribution to the published material in this field and is essential reading for all those interested in QoS issues.