



**GHANA CHAMBER OF
TELECOMMUNICATIONS**
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30th QUALITY OF SERVICE DEVELOPMENT GROUP (QSDG) MEETING – ITU-T STUDY GROUP 12, QUESTION 1/12

16th – 20th September 2013, Accra, Ghana

Dear QSDG Members and Participants,

Ref: Invitation to the 30th ITU-T SG 12 QSDG Meeting, 16th - 20th September, 2013

Ghana Chamber of Telecommunications jointly with the Southern Africa Telecommunications Association (SATA) are pleased to host and invite you to the 30th ITU-T SG12 Quality of Service Development Group (QSDG) meeting to be held in Accra, Ghana from 16th – 20th September, 2013 at the La-Palm Royal Beach Hotel.

We are expecting over 100 delegates from service providers and regulators from over 50 countries around the world to attend and contribute in this year's ITU-T SG12 QSDG meeting.

Enhancing QoS in all aspects of the telecommunications sector is the main objective of this meeting. Customer satisfaction, ensuring QoS of interconnected networks, Availability & Reliability of Networks and Services; are among the topics to be focused on during this meeting.

Furthermore, we are happy to inform you that two days of our meeting are reserved to a workshop on reviewing the "*Guidelines on minimum quality of service standards for communication services*". The workshop will be conducted by the African Forum of Utility Regulators (AFUR) in conjunction with the Commonwealth Telecommunications Organisation (CTO).

To confirm your attendance and participation to this annual prestigious QoS meeting please complete the attached Registration Form. The theme of this meeting is: "*Ensure Customer Satisfaction by providing Quality of Service & Quality of Experience of traditional and new converged ICT networks & services*".

The agenda for the meeting is attached and all presentations/contributions must be received by 1st of September, 2013 with an abstract and should be directly addressed to the Chairman via email umutonyvonne@gmail.com/yvonne.umutoni@rura.gov.rw and copied to sata@sata-sec.net & derek@telecomschamber.org

We will be happy to clarify all questions that you may have, and we thank you in advance for your cooperation.

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Yvonne UMUTONI
ITU-T SG12 QSDG Chairman