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| ITU logo | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 30 January 2018 | |
| Ref: | **TSB Circular 70**  TSB Events/MA | | **To:**  - Administrations of Member States of the Union;  - ITU-T Sector Members;  - ITU-T Associates;  - ITU Academia | |
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| E-mail: | [tsbevents@itu.int](mailto:tsbevents@itu.int) | | **Copy to:**  - The Chairmen and Vice-Chairmen of ITU-T Study Groups;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau | |
| Subject: | **ITU Workshop on “Performance, QoS and QoE for Multimedia Services” (Dakar, Senegal, 19-20 March 2018)** | | | |

Dear Sir/Madam,

1 I would like to inform you that the **ITU Workshop on “Performance, QoS and QoE for Multimedia Services”** thatwill be kindly hosted by the Autorité de Régulation des Télécommunications et des Postes (ARTP) of Senegal and will take place in Dakar, Senegal, from   
19 to 20 March 2018. The workshop will be succeeded by a Q12/12 Rapporteur Group Meeting on “Operational aspects of telecommunication network service quality” on 21 and 22 March (morning), and a Meeting of ITU-T Study Group 12 Regional Group for Africa (SG12RG-AFR) and the associated Bridging the Standardization Gap (BSG) Hands-on Training Session on 22 March (afternoon) and 23 March 2018 (full day).

2 This workshop will be held in English and French.

3 Participation in the workshop is open to ITU Member States, Sector Members, Associates and Academic Institutions and to any individual from a country that is a member of ITU who wishes to contribute to the work. This includes individuals who are also members of international, regional and national organizations. Participation at the workshop is free of charge, however seats are limited and no fellowships will be granted.

4 The workshop aims to identify and discuss current trends in network performance, quality of service (QoS) and quality of experience (QoE) for multimedia services, including related policy and regulatory frameworks, customer behavior and strategies for ensuring quality of service and quality of experience, for all stakeholders involved.

It is organized by the **Quality of Service Development Group** (QSDG) operating under ITU-T Study Group 12 (Performance, Quality of Service, Quality of Experience) in response to **WTSA‑16 Resolution 95** on “ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality”.

5 Information relating to the workshop, including practical information and the programme of the event, will be available on the event website at: <https://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201803/Pages/default.aspx>. This website will be regularly updated as new or modified information become available. Participants are requested to check periodically for new updates.

6 Wireless LAN facilities will be available at the venue of the event.

7 Registration is mandatory for all participants planning to attend the workshop. You are invited to complete the online registration form available at: <https://www.itu.int/online/edrs/REGISTRATION/edrs.registration.form?_eventid=3001057> by   
14 March 2018. **Please note that pre-registration of participants for this workshop is mandatory and will be carried out exclusively *online*.**

8 If required, visas must be requested as soon as possiblefrom the embassy or consulate representing Senegal in your country or, if there is no such office in your country, from the one that is closest to the country of departure. Additional visa information will be made available on the event website.

Yours faithfully,

*(signed)*

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau