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| ITU logo | **International telecommunication union****Telecommunication Standardization Bureau** |  |
|  | Geneva, 28 June 2018 |
| Ref: | **TSB Circular 98**TSB Events/MA | **To:**- Administrations of Member States of the Union;- ITU-T Sector Members;- ITU-T Associates;- ITU Academia |
| Contact: | **Martin Adolph** |
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| E-mail: | 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;- The Head of the ITU Office for Europe |
| Subject: | **ITU Workshop on Telecommunications Service Quality (Istanbul, Turkey, 3-4 September 2018)** |

Dear Sir/Madam,

1 I would like to inform you that, at the kind invitation of Türk Telekom, an **ITU Workshop on Telecommunications Service Quality** will take place in **Istanbul, Turkey** from **3-4 September 2018**.

The workshop is held 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”.

It will be collocated with the 35th meeting of the **Quality of Service Development Group** (5‑6 September 2018), and a Rapporteur Group Meeting of **Question 12 of ITU-T Study Group 12** on “Operational aspects of telecommunication network service quality” (6‑7 September 2018).

2 This workshop will be held in English only. Remote Participation will be offered for this workshop.

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 in the workshop is free of charge but no fellowships will be granted for the workshop.

4 This workshop will provide a platform to discuss trends in telecommunications service quality, including QoS evaluation, benchmarking and optimisation; QoS and QoE issues and requirements for popular OTT and content subscription services, and strategies for ensuring quality of service and quality of experience, for all stakeholders involved.

5 Information relating to the workshop, including the draft programme, will be available on the event’s website at the following address: <https://itu.int/en/ITU-T/Workshops-and-Seminars/qos/201809/>. This website will be updated regularly as new or modified information becomes available. Participants are requested to check periodically for new updates.

6 Practical information for delegates are available in Annex A.

7 To enable the host and ITU to make the necessary arrangements concerning the organization of the workshop, I should be grateful if you would register via the online form: <http://itu.int/reg/tmisc/3001092> as soon as possible, but **no later than 20 August 2018.** **Please note that pre-registration of participants for workshops is mandatory and carried out exclusively *online*. This workshop is free of charge and open to all.**

8 I would remind you that citizens of some countries are required to obtain a visa in order to enter and spend any time in Turkey. Please refer to the information in Annex A.

Yours faithfully,

*(signed)*

Chaesub Lee
Director of the Telecommunication
Standardization Bureau

**Annex:** 1

# ANNEX APractical information for participants

## 1 Event Venue

Türk Telekom Atakoy Guest House (Ege Conference Room)
Makbule Atadan Cad. 4. Kısım Çarşı Arkası Ataköy No:12
34158 Bakirköy / İstanbul, Turkey

Map: <https://her.is/2MraDII>

## 2 Accommodation

A list of hotels is available below for the benefit of delegates. Participants are requested to book their rooms directly with the hotel of their choice.

The host recommends delegates book at the Sheraton Istanbul Atakoy, which is close to the event venue.

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| **#** | **Name of Hotel** | **Category** | **Webpage** |
| **1** | Sheraton Istanbul Atakoy  | 5 | <https://sheratonistanbulatakoy.com.tr/>  |
| **2** | Ataköy Marina Hotel | 4 | <https://www.booking.com/hotel/tr/atakoy-marina-park-residences.en-gb.html>  |
| **3** | Ibis Istanbul Zeytinburnu | 3 | <https://www.accorhotels.com/en/hotel-5998-ibis-istanbul-zeytinburnu/index.shtml>  |
| **4** | Novotel Istanbul Zeytinburnu | 4 | <https://www.novotelistanbulzeytinburnu.com/>  |

## 3 Transportation

The host will not provide transportation from the airport to hotels, or from the hotels to and from the event. Taxis are available at Istanbul Ataturk Airport.

From the airport to Turk Telekom Atakoy Guest House you should pay around 30 TRY, equivalent to 6.30 USD.

## 4 Airport

Istanbul Ataturk Airport (<http://www.ataturkairport.com/en-EN/>) is served by major international airlines.

## 5 Entry Requirements and Visa Information

We invite you to check the regulations according to your nationality and initiate at the earliest the procedure to get a visa on time.

As of 17 April 2013, an electronic visa (e-Visa) replaces the “sticker visa” that was issued at the border crossings. For guests who need to apply for a visa to travel to Turkey, applicants just need to log on to [www.evisa.gov.tr](https://www.evisa.gov.tr/en/), provide the requested information, and once the application is approved, make an online payment and download their e-Visa. <https://www.evisa.gov.tr/en/>

## 6 General Information

Time Zone: GMT +3

Currency: Turkish Lira (TRY).

The most accepted credit cards are Visa and MasterCard.

## 7 Contact Person

For any further information, please contact:

**Hande Polat**Sponsorship and Events at Türk Telekom
Email: handepolat@turktelekom.com.tr