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| C:\Users\Amoahgif\Desktop\Workshop\Workshop Docs\ITU logo.png | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 24 January 2019 | |
| Ref: | **TSB Circular 145**  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;  - To the Director of the ITU Regional Office for Africa | |
| Subject: | **ITU Workshop on “Network Performance, Quality of Service and Quality of Experience” (Kigali, Rwanda, 4-5 March 2019)** | | | |

Dear Sir/Madam,

1 I would like to inform you that the **ITU Workshop on “Network Performance, Quality of Service and Quality of Experience”** will be kindly hosted by the **Rwanda Utilities Regulatory Authority** **(RURA**) in Kigali, Rwanda from 4 to 5 March 2019.

The workshop will be succeeded by a **Q12/12 Rapporteur Group Meeting on “Operational aspects of telecommunication network service quality”** on 6 and 7 (AM) March 2019, and a meeting of the **ITU-T Study Group 12 Regional Group for Africa** (SG12RG-AFR) and the associated Bridging the Standardization Gap (BSG) Hands-on Training Session on 7 (PM) and 8 March 2019.

2 The working languages of the workshop will be 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 in the workshop is free of charge, however seats are limited and no fellowships will be granted.

Participants are invited to refer to TSB Collective letter 3/SG12RG-AFR at <https://itu.int/md/T17-SG12RG.AFR-COL/en> for information concerning the meeting of the ITU-T Study Group 12 Regional Group for Africa.

4 The workshop is organized in response to [WTSA-16 Resolution 95](https://www.itu.int/pub/T-RES-T.95-2016/en) on "ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality".

Workshop objectives include, but are not limited to:

* Introduce the work of ITU on performance, quality of service (QoS) and quality of experience (QoE);
* Exchange telecommunication service quality best practices, including on QoS evaluation, benchmarking and optimisation;
* Identify QoS and QoE issues and requirements for popular OTT and content subscription services;
* Assess the impact of trends in the telecommunications sector on 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://itu.int/en/ITU-T/Workshops-and-Seminars/qos/201903/>.

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=3001120> by **25 February 2019. 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 Rwanda 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