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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  | |
|  | | | Geneva, 23 July 2020 | | |
| **Ref:** | | | **TSB Circular 258** | | **To:**  - Administrations of Member States of the Union;  - ITU-T Sector Members;  - ITU-T Associates;  - ITU Academia  **Copy to:**  - The Chairmen and Vice-Chairmen of Study Groups;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau | | |
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| **Subject:** **Quality of Service Development Group (QSDG) Webinar Series**  **(Fully Virtual Meetings, 20, 27 August, 3 September 2020)** | | | | | |

Dear Sir/Madam,

1 Due to the ongoing global pandemic, the annual face-to-face meeting of the **Quality of Service Development Group (QSDG)** (operating under ITU-T Study Group 12 (Performance, Quality of Service, Quality of Experience), scheduled to take place in early August 2020, has been postponed to a future date.

In the interim, the QSDG will be organizing a **series of weekly thematic webinars** leading up to the e‑meeting of ITU-T Study Group 12, 7-11 September 2020.

The aim of the webinars is to share information to facilitate the continuous improvement of performance, quality of service (QoS) and quality of experience (QoE), to the benefit both subscribers and Administrations.

The first three episodes of the webinar series will be on the topics below (based on a poll conducted with SG12 and QSDG participants):

i) **Network performance, QoS and QoE in the light of a global pandemic**   
on 20 August 2020 at 4:00 – 5:30 pm CEST

ii) **Crowdsourcing for regulators – Case studies and frameworks**   
on 27 August 2020 at 4:00 – 5:30 pm CEST

iii) **5G in action – how does it perform in the wild?**   
on 3 September 2020 at 4:00 – 5:30 pm CEST

2 The first episode on **“Network performance, QoS and QoE in the light of a global pandemic”** will discuss the impact of the global pandemic on telecommunication networks drawing from regulator, operator, and vendor experience.

3 In the second episode on **“Crowdsourcing for regulators – Case studies and frameworks”** panelists will share their insights and experience in applying the crowdsourcing approach to assess quality of service for broadband networks**.**

4 Inthe third episode on **“5G in action – how does it perform in the wild**?” panelists will shed light on initial lessons learned concerning performance, QoS and QoE in 5G networks, given that it has been more than a year into the first large scale deployments of 5G networks.

5 Participation in these webinars are 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.

6 All relevant information pertaining to the webinars (speakers, registration links, remote connection details) will be made available on the [main landing page](https://www.itu.int/en/ITU-T/webinars/Pages/qsdg.aspx) and the respective event websites below.

These websites will be regularly updated as new or modified information becomes available. Participants are requested to check periodically for new updates. **Kindly note that registration is mandatory.**

Episode 1: <https://www.itu.int/en/ITU-T/webinars/20200820/Pages/default.aspx>

Episode 2: <https://www.itu.int/en/ITU-T/webinars/20200827/Pages/default.aspx>

Episode 3: <https://www.itu.int/en/ITU-T/webinars/20200903/Pages/default.aspx>

Yours faithfully,

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau