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| The International Teleocmmunication Union - Connecting the World. | **International telecommunication union****Telecommunication Standardization Bureau** |  |
|  | Geneva, 22 July 2021 |
| **Ref:** | **TSB Circular 331** | **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 | **Copy to:**- The Chairmen and Vice-Chairmen of Study Groups;- The Director of the Telecommunication Development Bureau;- The Director of the Radiocommunication Bureau |
| **Subject:** | **ITU Workshop on Performance, Quality of Service and Quality of Experience (Fully Virtual Meeting, 8-9 September 2021)** |
| Dear Sir/Madam,1. The International Telecommunication Union (ITU) is organizing a virtual workshop on **“Performance, Quality of Service and Quality of Experience"** from **8 to 9 September 2021, 1400-1630 CEST.** The workshop will be preceded by the meeting of the ITU-T Study Group 12 Regional Group for Africa (SG12RG-AFR) taking place on 7 September 2021. 2. The workshop is organized 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", under the **Quality of Service Development Group (QSDG)**.3. The objectives of the workshop include:* to facilitate the exchange of experience and lessons learned in telecommunication service quality evaluation, benchmarking and optimization;
* to introduce ITU-T Study Group 12 and the standards and guidance available to regulators to establish quality regulatory frameworks and monitor quality of service;
* to discuss the impact of trends in the telecommunication sector on service quality;
* to showcase monitoring systems and methodologies leveraging ITU standards.

4. The target audience includes: * representatives of national regulatory authorities, ministries and other organizations working on matters related to telecommunication service quality.
* representatives of service and solution providers and vendors.
* representatives of consumer rights groups and other interest groups.
* representatives of academia and R&D institutions.

5. Participation in the workshop is free of charge and open to all 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 workshop (draft programme, speakers, registration link, remote connection details) will be made available on the event website here: <https://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/20210908/Pages/default.aspx>.This website 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.** Yours faithfully,Chaesub LeeDirector of the TelecommunicationStandardization Bureau |