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Geneva, 9 September 2013

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| Ref: Tel:  Fax:  Email: | TSB Workshops/A.N. +41 22 730 6356 +41 22 730 5853 [tsbworkshops@itu.int](mailto:tsbworkshops@itu.int) | - To Administrations of Member States of the Union;  - To ITU-T Sector Members;  - To ITU-T Associates;  - To ITU-T Academia;  - To CITEL Members |
|  |  | **Copy:**  - To the Chairmen and Vice-Chairmen of ITU-T Study Groups;  - To the Director of the Telecommunication Development Bureau;  - To the Director of the Radiocommunication Bureau;  - To the Regional Director, ITU Regional Office for the Americas, Brasilia;  - To the ITU Area Offices in Honduras, Chile and Barbados;  - To the Permanent Mission of Colombia in Switzerland |

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| **Subject:** | **CITEL (PCC.I)/ITU Forum on “Information and Communication Technology Service – Quality, Control and Surveillance”  Cartagena de Indias, Colombia, 23-24 September 2013** |

Dear Sir/Madam,

1 We are pleased to inform you that a two-day Forum on "**Information and Communication Technology Service – Quality, Control and Surveillance**" is being jointly organized by the International Telecommunication Union (ITU) and the Permanent Consultative Committee I: Telecommunications/ICT (PCC.I) of the Inter-American Telecommunication Commission (CITEL) of the Organization of American States (OAS) to take place in Cartagena de Indias, Colombia on 23 and 24 September 2013 at the kind invitation of the Ministry of Information and Communications Technologies of Colombia.

The workshop will open at 08:45 hours. Registration will begin at 08:00 hours.

2 Discussions will be held in English and Spanish.

3 Participation is open to ITU Member States, Sector Members, Associates, Academic Institutions and CITEL Member States, Associate Members of PCC.I and OAS/CITEL Observers, as well as to anyone who wishes to contribute to the work. This includes individuals who are also members of international, regional and national organizations. The workshop is free of charge.

4 The key objective of the Forum is to provide an overview of standards and activities on performance, quality of service (QoS) and quality of experience (QoE) of ICT services.

The Forum will bring together leading specialists in the field, from top policy-makers to engineers, designers, planners, government officials, regulators, standards experts and others.

5 A draft programme of the Forum will be made available at the website: [http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201309](http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201309/).

6 **Practical information:** Detailed information on hotel accommodation, transportation, visa and health requirements can be found on the event website: [http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201309](http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201309/). This website will be updated as new or modified information becomes available.

7 **Fellowships:** Unfortunately, due to budget restrictions, there will be no fellowships offered for this workshop.

8 **Registration**: To enable TSB to make the necessary arrangements concerning the organization of the workshop, I should be grateful if you would register via the on-line form at: [http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201309](http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201309/) as soon as possible, **but not later than 13 September 2013**. **Please note that pre-registration of participants to workshops is carried out exclusively *online***.

9 We would remind you that citizens of some countries are required to obtain a visa in order to enter and spend any time in Colombia. The visa must be requested and obtained from the Colombia Embassy in your country, or if there is no such office in your country, from the one that is closest to the country of departure. Please see ITU-T website: [http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201309](http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201309/) for additional information on visa requirements.

Yours faithfully,

Malcolm Johnson Hector Mario Carril  
Director of the Telecommunication Alternate Chairman of PCCI  
Standardization Bureau CITEL