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| itu_logo | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 7 October 2015 | |
| Ref: | **TSB Circular 176**  TSB Workshops/M.A. | | - To Administrations of Member States of the Union;  - To ITU-T Sector Members;  - To ITU-T Associates;  - To ITU Academia | |
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| E-mail: | [tsbworkshops@itu.int](mailto:tsbworkshops@itu.int) | | **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 Director, ITU Regional Office, Addis Ababa, Ethiopia;  - To the Head, ITU Area Office, Harare, Zimbabwe;  - To the Permanent Mission of Kenya in  Geneva | |
| Subject: | **Stakeholders Forum on Quality of Service and Consumer Experience -  Nairobi, Kenya, 23-25 November 2015** | | | |

Dear Sir/Madam,

1 At the kind invitation of the East African Communications Organisation (EACO) and the Communications Authority of Kenya (CA), the International Telecommunication Union (ITU) is organizing a **Stakeholders Forum on Quality of Service and Consumer Experience** in association with the East African Communications Organisation (EACO) from 23 to 25 November 2015 in Nairobi, Kenya. The exact venue will be indicated in due course on the ITU website: <http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201511/Pages/default.aspx>. The Forum will open at 1000 hours on 23 November 2015. Participant’s registration will begin at 0900 hours. Detailed information concerning the meeting rooms will be indicated at the entrances of the meeting venue.

2 Discussions will be held in English only.

3 Participation is open to ITU Member States, Sector Members, Associates and Academic Institutions and to any individual from a country which 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 Forum is free of charge.

4 The aim of this event is to create a forum for stakeholders in EACO member states to discuss the best practices on issues relating to quality of service and consumer experience. The Forum will furthermore debate and validate policy documents on “QoS and Consumer Issues” that were adopted during the 21st EACO Congress in June, 2015 in Kampala Uganda.

This event will bring together experts from around the world as well as policy makers, regulators, service providers, vendors and academicians in EACO member states.

5 A **draft programme** of the Forum is available on the ITU   
website: <http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201511/Pages/default.aspx>. This website will be regularly updated as new or modified information become available. Participants are requested to check periodically for new updates.

6 General information for participants including hotel accommodation, transportation and visa requirements will be made available at the above-mentioned ITU website.

7 To enable the hosting organizations and ITU to make the necessary arrangements concerning the organization of the Forum, 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/201511/Pages/default.aspx> as soon as possible, but **not later than 9 November 2015.** **Please note that pre-registration of participants to our events is carried out exclusively *online*.**

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 Kenya. The visa must be obtained from the office (embassy or consulate) representing Kenya in your country or, if there is no such office in your country, from the one that is closest to the country of departure. Information on visa requirements will be made available on the ITU website: <http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201511/Pages/default.aspx>. Please be aware that visa approval might take time so kindly make your visa arrangements as soon as possible.

Yours faithfully,

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau