



Question(s):

Freetown, 3-4 July 2025

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Source:	Chair, SG12RG-AFR	
Title:	Report on ITU-T Workshop on Telecommunication Service Quality (Freetown, 1-2 July 2025)	
Purpose:	Information	
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1 Introduction

The ITU Workshop on “**Performance, Quality of Service and Quality of Experience**”, as convened by TSB Circular 41, was hosted by the National Communications Authority of Sierra Leone at Mamba Point Hotel, Lagoonda, Freetown from **1st to 2nd July 2025**.

The workshop was held in conjunction with the meeting of the ITU-T SG12 Regional Group on QoS for the Africa Region (SG12RG-AFR) and its Bridging the Standardization Gap training session (3 - 4 July 2025).

The workshop was organized in response to WTSA Resolution 95 on “ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality”, particularly within the Africa region.

The working languages of the workshop and RG-AFR meeting were English and French.

The programme which was free of charge received the active participation of telecommunications national regulatory authorities, ministries, service and solution providers and vendors, academia and consumer rights groups organizations.

2 Objectives

The ITU-T Workshop on QoS/QoE sought to address the following objectives:

- Introduce the work of ITU-T Study Group 12 on performance, quality of service (QoS) and quality of experience (QoE);
- Showcase relevant ITU-T standards and guidance available related to telecommunication service quality;
- Facilitate the exchange of best practices, experiences and lessons learned in telecommunication service quality, including on QoS/QoE evaluation, benchmarking and optimization;
- Assess the impact of emerging trends in the telecommunications sector on service quality.

Detailed information about the workshop programme, as well as presentation material and biographies are available here: [Programme](#).

3 Summary Highlights and Outcomes

3.1 Opening Ceremony

The ITU Workshop was opened with a welcome address by the Deputy Director General of NatCA, following which the SG12 RG-AFR Chair, Mr Samuel K. Agyekum delivered his opening statement. Subsequently goodwill remarks were made by the Director of the Telecommunication Standardization Bureau, Mr Seizo Onoe. On behalf of the ITU, he thanked the host country for the close working relationship and excellent organizational skills demonstrated to make the programme a reality. The keynote message was delivered by the Honourable Minister of Communications, Technology and Innovation, H.E. Salima Monorma Bah, who emphasised that digital connectivity was no longer a luxury but a basic human right and thus the urgent need for meaningful, fast, and reliable communication service delivery to every citizen in Sierra Leone. In ending, she thanked the ITU for their collaboration and expressed her optimism for a productive workshop.

3.2 Session 2: Roundtable on telecommunication service quality – Case of Sierra Leone

Participants noted operational and regulatory challenges that hamper QoS delivery in Sierra Leone.

Key issues mentioned include:

- Power and Infrastructure Instability
- Geographical and Logistical Constraints
- Limited Connectivity Sources
- High Costs and Access Issues

The Session underscored the complex interplay of technical, logistical, financial, and societal factors hindering telecommunications quality in Sierra Leone, emphasizing the need for collaborative solutions and policy improvements.

3.3 Session 3: Best Practices and Policies Related to Service Quality

Participants agreed that stakeholder collaboration among all key actors of the QoS Ecosystem (i.e. NRAs, operators, consumers, vendors) is a requirement for any successful QoS regulations and enforcement regime.

These include but not limited to:

- QoS parameter definitions
- KPI Target setting
- QoS measurement methodology
- QoS compliance reporting and enforcement approaches

It was agreed that when ITU Standards are incorporated into national legislations and Guidelines on QoS, it makes for easier implementation and enforcement of QoS regulations and policies.

3.4 Session 4: Deep dive on quality assessment of Digital Financial Services (DFS) – Regulatory perspective

Given the growing importance and benefits of Digital Financial Services, and the transaction risks posed by poor Quality of Service (QoS) in mobile networks partnering with DFS providers, there is a pressing need to institute a robust Quality Assessment framework for DFS providers.

Though enabling legislations on DFS are important, regulatory collaboration between the Financial and Telecom Regulators should be harnessed in ways that prioritizes the interest of the consumer.

3.5 Session 5: Deep dive on quality assessment for Digital Financial Services (DFS) – Industry perspective

- Customer Experience: Service downtime or delays reduce customer trust and uptake.
- Transaction Integrity: Poor QoS can cause failed transactions, reconciliation issues, or loss of revenue.
- Regulatory Compliance: It is important to ensure high-quality services align with KYC, AML, and digital inclusion regulations.

- There is need to strengthen Industry–Regulator Collaboration on DFS.

3.6 Session 6 & 7: Enhancing Over-The-Top (OTTs) service quality and connectivity assessment in mobile networks

- There ought to be clarity regarding the demarcation points for OTTs service quality testing – considering the domains of the “carrier network” and the OTT application service provider.
- SG12-RGAFR should consider initiating standardization work on OTTs in the form of Technical Reports and Supplements.
- It is premature for regulatory enforcement to be applied on OTT service quality assessment as test findings should be for informational purposes in the time being.
- There is need for some level of regulation on OTTs to guard against criminal practices.
- MNO – OTT collaboration is a pre-requisite for the growth of the OTTs ecosystem
- Connectivity mapping tools provide for ease of visualizing and analysing network performance metrics and data.

4 Conclusion

The workshop underscored that achieving better Quality of Service (QoS) and Quality of Experience (QoE) is paramount for advancing digital inclusion, bolstering digital financial services, and stimulating economic growth. This ambitious goal, however, can only be realized through a concerted effort involving strong regulatory oversight, robust industry cooperation, and continuous technological innovation.

The ITU Representatives thanked NatCA for the warm reception and excellent organization. The workshop was attended by 89 participants, and the list of participants is available under the Annex.

5 Way Forward

ITU-T Study Group 12 and by extension the RG-AFR are requested to consider the outcomes of the report and take action as follows:

- a. Strengthen capacity-building and knowledge-sharing on best practices and policies related to service quality
- b. Address evolving standardization needs on the quality aspects of new and emerging services such as DFS and OTTs.
- c. Actively support work on Implementers Guides to assist developing countries on the application of ITU-T Recommendations on QoS/QoE.

Annex: List of participants

Full Name	Represented Organization	Represented Country
Mr. AKPAN Canisius Samuel Dodji Mawulolo	Autorité de Régulation des Communications	Benin
Mr. CODJO K. Kolawolé Ange Landry	Autorité de Régulation des Communications	Benin
Mr. ADAMA SOKORO ZERBO	Autorité de Régulation des Communications	Burkina Faso
Mr. SAFARI BAHATI Zoe	Autorité de Régulation de la Poste et des	Dem. Rep. of the Congo
Mr. DLAMINI Khayelihle Eddie	Eswatini Communications Commission	Eswatini
Mr. LAHOUIJ Mohamed	InfoVista SAS	France
Mr. BLANCHARD Christian	Planet Network International	France
Mr. KABA Elias	Planet Network International	France
Mr. NIANG Gorgui	Planet Network International	France
Mr. MVIE NGUEMA Daniel Alain	Autorité de Régulation des Communications	Gabon
Mr. OLERI Didas	Autorité de Régulation des Communications	Gabon
Mr. RENNER Rodine S.	Public Utilities Regulatory Authority (PURA)	Gambia
Mr. ZAFAR Hashim	Rohde & Schwarz GmbH & Co. KG	Germany
Ms. MINAH Maama	Rohde & Schwarz GmbH & Co. KG	Germany
Mr. ABROKWAH George Kwabena	National Communications Authority (NCA)	Ghana
Mr. AGYEKUM Samuel	National Communications Authority (NCA)	Ghana
Mr. OFFEI Michael Asiedu	National Communications Authority (NCA)	Ghana
Mr. MOKETE Moloi	Lesotho Communications Authority (LCA)	Lesotho
Mr. NAH SR. Henry	Liberia Telecommunications Authority (LTA)	Liberia
Ms. BAKARE Oluwakemi T	Liberia Telecommunications Authority (LTA)	Liberia
Ms. ROBERTS Janetta	Liberia Telecommunications Authority (LTA)	Liberia
Mr. CHINGANCHEKE Cossam	Malawi Communications Regulatory Authority (MACRA)	Malawi
Mr. MATOLA William	Malawi Communications Regulatory Authority (MACRA)	Malawi
Ms. NKASALA Mary	Malawi Communications Regulatory Authority (MACRA)	Malawi
Mr. ZAMEL MOHAMED MAHMOUD	Autorité de Régulation	Mauritania
Mr. EL HADDOUJ Ayoub	Axiros	Morocco
Mr. MACOQUERA Salvador Fernando	Mozambique Communications Regulatory Authority - INCM	Mozambique
Mr. MADIVADUA JUNIOR Afonso	Mozambique Communications Regulatory Authority - INCM	Mozambique
Mr. DAIBU Musa	Nigerian Communications Commission (NCC)	Nigeria
Mr. INUWA Bala	Nigerian Communications Commission (NCC)	Nigeria
Mr. SYLLA Malick	Autorité de Régulation des Télécommunications	Senegal
Mr. WONE Mohamed El Ghaly	Autorité de Régulation des Télécommunications	Senegal
Mr. ANSUMANA ALOYSIOUS	National Communications Authority	Sierra Leone
Mr. EL HADDAD Charbel	Africell Sierra Leone Limited	Sierra Leone
Mr. ESSA Shaka Sasha	National Communications Authority	Sierra Leone
Mr. FATOMA Andrew Sao	Africell (SL) Ltd	Sierra Leone
Mr. FRANCIS Emile	Ministry of Communications Technology and Innovation	Sierra Leone

Full Name	Represented Organization	Represented Country
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Mr. GREYWOODE Emmanuel	Ministry of Communications Technology and Innovation	Sierra Leone
Mr. GODWIN CHUKWUEMEKA	Ministry of Communications Technology and Innovation	Sierra Leone
Mr. JALLOH Musa	National Communications Authority	Sierra Leone
Mr. TURAY Emmanuel	Ministry of Information and Civic Educat	Sierra Leone
Mr. JOHNSON Pierre	Sierra Leone Cable Limited	Sierra Leone
Mr. BAH ABDUL	National Communications Authority	Sierra Leone
Mr. DUMBUYA Ibrahim	National Communications Authority	Sierra Leone
Mr. JUNISA Kelvin	Ministry of Communications Technology and Innovation	Sierra Leone
Mr. JUNISA Kelvin	National Communications Authority	Sierra Leone
Mr. JUSU Thomas Mohamed	National Communications Authority	Sierra Leone
Mr. KAMARA Ishmael Sonkoi	National Communications Authority	Sierra Leone
Mr. KARIM Christian Benjamin	National Communications Authority	Sierra Leone
Mr. LAMINA JOHN TAMBA	National Communications Authority	Sierra Leone
Mr. KAMARA Mohamed Alie	National Communications Authority	Sierra Leone
Mr. KARGBO Braima Ronnie	National Communications Authority	Sierra Leone
Mr. KING Melvin Emlyn	National Communications Authority	Sierra Leone
Mr. KOKOFELE SMART I.B.	National Communications Authority	Sierra Leone
Mr. MANSARAY Jusufu	National Communications Authority	Sierra Leone
Mr. MOMODU Alimamy Thomas	National Communications Authority	Sierra Leone
Mr. MUSA Josephus	National Communications Authority	Sierra Leone
Mr. NJAI Gibril	Ernest Bai Koroma University of Science	Sierra Leone
Mr. SEWAH Sahr Momodu	National Communications Authority	Sierra Leone
Mr. SQUIRE Paul	National Communications Authority	Sierra Leone
Mr. SQUIRE Samuel	National Communications Authority	Sierra Leone
Mr. THORNTON Leonard	National Communications Authority	Sierra Leone
Mr. TOMMY Harding E.	National Communications Authority	Sierra Leone
Ms. ADAMS Sally	National Communications Authority	Sierra Leone
Ms. BAH Hawa C.	National Communications Authority	Sierra Leone
Ms. BAH KHADIJATU H	National Communications Authority	Sierra Leone
Ms. CONTEH Alice	National Communications Authority	Sierra Leone
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Ms. NGEGBA Magaret	National Communications Authority	Sierra Leone
Ms. SAMBA Josephine	National Communications Authority	Sierra Leone
Ms. SAMBA Madiana	National Communications Authority	Sierra Leone
Ms. SEIWOH-KOROMA Maama	National Communications Authority	Sierra Leone
Ms. SOWA Rose	National Communications Authority	Sierra Leone
Mr. SAWYERR Sylvanus	Orange	Sierra Leone
Mr. WILLIAMS Emmanuel	QCell Sierra Leone Limited	Sierra Leone
Ms. WILLIAMS Magdalene M	National Communications Authority	Sierra Leone

Full Name	Represented Organization	Represented Country
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Ms. JOHNSON Esther	Sierra Leone Cable Limited	Sierra Leone
Ms. WILLIAMS STELLA	National Communications Authority	Sierra Leone
Mr. KALLON Senesie	Teleict Consult	Sierra Leone
Mr. MAR Mamadou	Case On IT	Spain
Ms. GAMO Eden	International Telecommunication Union	
Mr. ADOLPH Martin	International Telecommunication Union	
