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| **Telecommunication StandardizationBureau** |  |
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 Geneva, 25 February 2014

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| Ref:Tel:Fax: | **TSB Circular 84**TSB Workshops/A.N.+41 22 730 6356+41 22 730 5853 | - To Administrations of Member States of the Union;- To ITU-T Sector Members;- To ITU-T Associates;- To ITU-T Academia; |
| E-mail: | 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 Regional Director, ITU Regional Office for Africa, Addis Ababa;- To the Head, ITU Area Office, Harare, Zimbabwe- To the Permanent Mission of Mozambique in Switzerland |

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| Subject: | **Workshop on “Monitoring Quality of Service and Quality of Experience of Multimedia Services in Broadband / Internet Networks” - Maputo, Mozambique, 14 to 16 April 2014** |

Dear Sir/Madam,

1 At the kind invitation of the Telecomunicações de Moçambique (TDM) and the Southern Africa Telecommunications Association (SATA), ITU is organizing a workshop on “Monitoring Quality of Service and Quality of Experience of Multimedia Services in Broadband / Internet Networks”. This workshop will take place at the Conference Center of Telecommunications in Maputo, Mozambique from 14 to 16 April 2014.

The workshop will open at 0930 hours. Registration will begin at 0830 hours.

2 Discussions will be held in English.

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. The workshop is free of charge.

4 The key objective of this workshop is to discuss and exchange information on Quality of Service (QoS) and Quality of Experience (QoE) in terms of standardization, best practices, theory of QoS provision, etc. The technology areas to be covered include multimedia services, broadband /internet access networks and core/backbone networks.

The workshop will bring together experts from service providers, vendors and regulators from countries around the world as well as experts from Mozambique.

 5 Detailed information on hotel accommodation, transportation, visa and health requirements can be found at the workshop website: <http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201404/Pages/default.aspx>. A draft programme will be made available on the same website soon.

6 **Fellowships:** Unfortunately, ITU will not be able to provide fellowships due to budget restrictions.

7 **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/201404/Pages/default.aspx> as soon as possible, **but not later than 7 April 2014**. **Please note that pre-registration of participants to workshops is carried out exclusively *online***. Participants will be able to register onsite after
7 April 2014.

8 We would remind you that citizens of some countries are required to obtain a visa in order to enter and spend any time in Maputo. The visa must be requested and obtained from the Embassy of Mozambique in your country, or if there is no such office in your country, from the one that is closest to the country of departure. Additional information on visa requirements is available on the event website: <http://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201404/Pages/default.aspx>.

Yours faithfully,

Malcolm Johnson
Director of the Telecommunication
Standardization Bureau