



Telecommunication Development Bureau (BDT)

Ref. BDT/POL/HCB/DM-007

Geneva, 7 February 2011

Contact: Ms Ermelinda Mondlane
Project Coordinator
Instituto de Formação das
Telecomunicações
Maputo, Mozambique

Participating countries of the ITU Centres of
Excellence Network for Portuguese and Spanish
speaking countries in Africa

Telephone: +258 21 497 133

Telefax: +258 21 490 079

E-mail: Ermelinda.mondlane@itu.int

Subject: Workshop on “**Quality of Services**” for Portuguese and Spanish Speaking Countries in Africa,
Maputo, Mozambique, 28 February – 4 March 2011

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I am pleased to invite you to participate in the workshop on “**Quality of Services**” (**QoS**) for Portuguese and Spanish speaking countries in Africa, to be held in Maputo, Mozambique, from 28 February to 4 March 2011. The workshop will be hosted by the Instituto de Formação das Telecomunicações, IFT, and conducted under the auspices of the ITU Centres of Excellence Network for Portuguese and Spanish Speaking Countries in Africa.

The workshop will provide participants with in-depth knowledge of Quality of Services issues and requirements in the telecommunications industry. Participants will investigate the QoS elements necessary to provide acceptable voice quality over the best data network. The workshop will look at parameters beyond bandwidth and delay, to include quality of services perceived by the users. The workshop will also focus on trends and future strategies of quality of services.

In addition, the workshop will include case studies which will help participants to apply the concepts mastered in the individual modules to real-life scenarios.

The following topics will be covered:

- Framing the study of QoS in Internet access
- Service quality perceived by the user
- Test architecture/equipment (fixed & mobile)
- Trends and future strategies
- Management of bandwidth
- Conceptual approach and analysis of results - QoS GSM / UMTS/Internet

This workshop will target network designers and engineers responsible for implementation and management of QoS. It also targets staff within regulatory agencies with oversight responsibilities for QoS issues. Consumer Associations and Advocacy Groups on Quality of Service issues in the sector are also welcome to participate in this workshop.

.../...

In order to benefit from each other's experience, participants are invited to prepare and present case studies during the workshop.

If you wish to participate in this workshop, please complete the attached Registration form (Annex 1) and return to the Project Coordinator (see contact above) by **13 February 2011** at the latest.

A registration fee of USD 50 per participant is required to attend this workshop. Bank account details for payment of the fee is included in annex 4. Please send the proof of payment to Ema Matusse (see contact details in the Registration Form).

A partial fellowship, covering only the daily subsistence in Maputo will be granted to one participant of each eligible country at the request of the administrations. However, countries are free to send more than one participant for this workshop, as long as they meet the cost of travel, accommodation and related expenses in Maputo.

If interested please complete the attached Fellowship application form (Annex 2) and return it to bdtfellowships@itu.int as indicated in the form, **no later than 13 February 2011**.

For your ease of reference, the programme of the workshop (annex 3), useful information (Annex 4) as well as a list of hotels in Maputo (Annex 5) are attached. Please note that hotel reservation should be made directly with the chosen hotel.

Additional information on this workshop can be found on the ITU Academy Portal at <http://academy.itu.int/index.php/events>.

Yours Faithfully,



Brahima Sanou
Director

Annexes: 5

Copy: Robert Shaw, Head HCB Division Geneva
Mike Nxele, HCB Officer, Geneva



ITU Centres of Excellence
Workshop on "Quality of Services"
for Spanish and Portuguese Speaking Countries in Africa
Maputo, Mozambique
28 February-4 March 2011

Registration Form

Please use **CAPITAL** letters.

Family Name:.....		
Given Name:.....		
Title/Function:.....		
Name of Organisation/Company:.....		
.....		
Office Address:.....		
.....		
Town:.....		Country:.....
Telephone Number(s):.....		
Fax Number(s):.....		
E-mail:.....		
Arrival: Date.....	Time	Flight No.
Departure: Date.....	Time	Flight No.

Please fax or email this form duly completed by **13 February 2011** to the following persons:

<p>Mrs. Ema Matusse Instituto de Formação das Telecomunicações (IFT), TDM Training Centre Maputo, Mozambique Tel: +258 21 497131/4 Fax: +258 21 490079 Email: ema@tdm.mz</p>	<p>Ms. Ermelinda Mondlane Project Coordinator Instituto de Formação das Telecomunicações Maputo, Mozambique Tel: +258 21 497 133 Fax: +258 21 490 079 Email : Ermelinda.Mondlane@itu.int</p>
---	---

ITU Centres of Excellence

Workshop on "Quality of Services" for Spanish and Portuguese Speaking Countries in Africa

Maputo, Mozambique, 28 February-4 March 2011

Programme

Mon. 28 Feb.	TIME	Day 1
Morning		Registration of participants
		Official Opening
		<ul style="list-style-type: none"> o Introduction to the Conference: Authorities, Operators
		Coffee Break
		<ul style="list-style-type: none"> • Framing the study of QoS in Internet access • Operators analyzed • Quality of service perceived by the user • Operational methodology
Lunch 12:30 – 14:00		
Afternoon		<ul style="list-style-type: none"> • Test architecture (fixed & mobile) • Test equipment (fixed & mobile)
		Coffee Break
		<ul style="list-style-type: none"> • Parameters measured • Some results • Trends and future strategies
Tues. 1 Mar.	TIME	Day 2
Morning		<ul style="list-style-type: none"> • Concepts of network neutrality - reflection
		Coffee Break
		<ul style="list-style-type: none"> • Parameters (KPI - Key Performance Indicators) futures • Aspects of QoS network (implementation)
Lunch 12:30 – 14:00		
Afternoon		<ul style="list-style-type: none"> • Management of bandwidth
		Coffee Break
		<ul style="list-style-type: none"> • Practical demonstration on the Bandwidth Management

Wed. 2 Mar.	TIME	Day 3
Morning		<ul style="list-style-type: none"> • Motivation and goals - QoS GSM / UMTS
		Coffee Break
		<ul style="list-style-type: none"> • Conceptual approach - QoS GSM / UMTS
Lunch 12:30 – 14:00		
Afternoon		<ul style="list-style-type: none"> • Analysis of results - QoS GSM / UMTS
		Coffee Break
		<ul style="list-style-type: none"> • Analysis of results - QoS GSM / UMTS
Thurs. 3 Mar.	TIME	Day 4
Morning		<ul style="list-style-type: none"> • Analysis of results / Conclusions - QoS GSM / UMTS
		Coffee Break
		<ul style="list-style-type: none"> • Motivation and goals - Internet QoS
Lunch 12:30 – 14:00		
Afternoon		<ul style="list-style-type: none"> • Conceptual approach - Internet QoS
		Coffee Break
		<ul style="list-style-type: none"> • Analysis of results - Internet QoS
Fri. 4 Mar.	TIME	Day 5
Morning		<ul style="list-style-type: none"> • Analysis of results - Internet QoS
		Coffee Break
		<ul style="list-style-type: none"> • Analysis of results / Conclusions - Internet QoS
12:00 – 12:30 Closing		

TELECOMUNICAÇÕES DE MOÇAMBIQUE



USEFUL INFORMATION

1. RECOMMENDED HOTELS IN MAPUTO AND OTHER INFORMATION

Please see the attached diagram. TDM staff will be pleased to assist the Delegates in all hotel booking procedures and arrangements.

2. VISA REQUIREMENTS

Visitors to Mozambique normally require an entry VISA. The visa can be obtained at Mozambique Embassies/High Commissions or Consular Services in their respective countries whenever these exist. Visas can also be obtained on arrival at Maputo International Airport, subject to a US\$ 82.00 fee. Those who need to acquire a visa on arrival are kindly requested to submit to TDM staff, well in advance, the following information:

- Surname
- Other names
- Titles
- Marital status
- Nationality
- Place and date of birth
- Home address
- Profession
- Purpose of visit
- Passport Number
- Validity of passport
- Place of issue of passport.
- Intended day of arrival
- (or fax a photocopy of the main pages of passport)

Note: The passport must be valid for at least three months.

TDM will be pleased to assist those who need either a booking arrangement or their visas to be issued on arrival, provided that this information is sent to the contact persons.

3. TRANSPORTATION

There is a shuttle service provided by hotels from the airport to their respective hotels and vice-versa. TDM will provide transport from hotels to the Training Institute where the workshop takes place.

4. WEATHER

The weather is pleasant for normal working activities and the average temperature by day time is expected to be between 25 and 34 degrees Celsius.

May you require any further information related to this or any other matter, please do not hesitate to call or e-mail any of the contact persons listed below.

For further information please visit our website on www.mozambique.mz

5. EMERGENCY CONTACTS (MAPUTO)

Airport	+258 21 465829
Fire Department	197/198
Police Ambulance	+258 21 422002/428708
Police	+258 21 422002/428708
Emergency	119
Police Station	+258 21 422002/425031
Criminal Investigation	+258 21 422914/6/8
Taxi Service	+258 21 493255
Central Hospital:	
Casualty	+258 21 420448
General Admissions	+258 21 420448/425002/6
Special Clinic	+258 21 429522
Red Cross Clinic	+258 21 425297
'Cruz Azul' Clinic	+258 21 305146/7/305151/3
Phonix Clinic	+258 21 491639
Medical Consultants MIDÚ	+258 21 416047
Associated Doctors	+258 21 300120/1

6. REGISTRATION FEE

The bank details for the payment of the registration fees are:

Name: Telecomunicações de Moçambique
Bank: Banci Internacional de Moçambique (BIM)
Account Number: 50126303 BIM/USD
Swift Code: BIMMOMZMXXX
NIB: 000100000005012630357

7. HOST CONTACT

Head of Training Division

Marketing Assistant

ISABEL MARIA SEVENE

Tel: +258 1 497053
Cel: + 258 823119800
Fax : +258 1 490079
Email: isabelsv@tdm.mz

EMA MATUSSE

Tel: + 258 21 49733
Cel: + 258 825725517
Fax: + 258 21 490079
Email: ema@tdm.mz

8. RECOMMENDED HOTELS AND RATES

HOTEL	STAR S	Normal Rates		Rates for TDM		REMAR KS	CONTACT
		Singl e	Double/Executi ve	Singl e	Doubl e		
POLANA	**** *	200.0 0	217.50	140.0 0	200.0 0	B&B	(Fax)+258 21 491480 (Phone) +258 21 491001 res@polana-hotel.com
ROVUMA CARLTON	****	95.00	104.00			B&B	(Fax)+258 21305305 (Phone) +258 pestana_resv_moz@hotmail.com
CARDOSO	****	110.0 0	125.00	75.00	90.00	B&B	(Fax)+258 21 491804 (Phone) +258 21 491071 hcardoso@zebra.uem.mz
HOLIDAY INN	****	175.0 0	195.00	160.0 0	180.0 0	B&B	(Fax)+258 21497700 (Phone) +258 21 495900 himaputo@southernsun.com
AVENIDA	****	180.7 5	198.67	156.4 1	180.7 5	B&B Internet	(Fax)+258 21499600 (Phone) +258 21 484400 h.avenida@teledata.mz
TERMINUS	***	60.00	100/120.00			B&B Internet	(Fax) +258 21491284 (Phone)+258 21 491333 termhot@terminus-hotel.com
MONTE CARLO	***	60.38	75.09			B&B Internet	(Fax)+258 21308959 (Phone) +258 21 304048 res@montecarlo-hotel.net
TIVOLI	***	80.00	95.00	48.00	65.00	B&B Internet	(Fax)+25821307609 (Phone) +258 21 307600 tivoli@teledata.mz

MOÇAMBICA NO	***	60.00	54.00			B&B	(Fax) +2581 21323124 (Phone)+258 21 310600 mozhotel@isl.co.mz
KAYA KWANGA		60.00	75.00			B&B	(Fax) +2581 492704 (Phone)
ANDALUCIA		35.00	50.00			B&B	(Fax)+25821422462(Phone) hoteia@isl.co.mz
ÁFRICA		40.00	50.00			B&B	(Fax) +258 21 312441 (Phone) +258 21 403422
VIP		105.0 0	115.00	86.00	97.00	B&B - Internet	(Fax) +258 21351001 (Phone) +258 21 351000
GIRASOL	****	125.0 0	135.00	15%	15%	B&B	(Fax)+258 21 360330 (Phone)
IBIS		49.00	49.00			Bed only	(Fax)+258 21 352220 (Phone)+258 21304048

Please note:

- All rates are in US Dollars.
- Corporate rates are negotiable, based on the number of rooms booked. Discounts can be of as much as 20%.
- All hotels are located not more that 15 minutes drive from TDM Training Centre.