

I n t e r n a t i o n a l T e l e c o m m u n i c a t i o n U n i o n

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

WORLD TELECOMMUNICATION STANDARDIZATION
ASSEMBLY

Hammamet, 25 October – 3 November 2016

Resolution 95 – ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

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RESOLUTION 95 (Hammamet, 2016)

ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality

(Hammamet, 2016)

The World Telecommunication Standardization Assembly (Hammamet, 2016),

considering

- a) that, in accordance with No. 13 in Article 1 of the ITU Constitution, the Union shall in particular "facilitate the worldwide standardization of telecommunications, with a satisfactory quality of service";
- b) that the strategic plan for the Union for 2016-2019, approved in Resolution 71 (Rev. Busan, 2014) of the Plenipotentiary Conference, defines, as one of the ITU's strategic objectives, providing for worldwide connectivity and interoperability, improved performance, quality, affordability and timeliness of service and overall system economy in radiocommunications, including through the development of international standards;
- c) that the aforementioned strategic plan further defines, as one of the ITU's values, the commitment to deliver high-quality services and maximize satisfaction of beneficiaries and stakeholders,

recalling

- a) that Resolution 200 (Busan, 2014) of the Plenipotentiary Conference defines, among the Connect 2020 global telecommunication/information and communication technology (ICT) goals and targets, Goal 2: Inclusiveness – Bridge the digital divide and provide broadband for all;
- b) that Resolution 196 (Busan, 2014) of the Plenipotentiary Conference instructs the Director of the Telecommunication Development Bureau to bring to the attention of decision-makers and national regulatory authorities the importance of keeping users and consumers informed about the quality of the different services offered by operators, and of other protection mechanisms promoting consumer and user rights;
- c) that Resolution 196 (Busan, 2014) invites Member States, Sector Members and Associates to make contributions that allow the dissemination of best practices and policies related to service quality;
- d) that Resolution 196 (Busan, 2014) invites the Member States to promote policies that foster the provision of telecommunication services in a manner that delivers suitable quality to the users;
- e) that Resolution 131 (Rev. Busan, 2014) of the Plenipotentiary Conference resolves that ITU should strengthen its coordination with other relevant international organizations involved in the collection of ICT data, and establish a standardized set of indicators through the Partnership for Measuring ICT for Development, improving the availability and quality of ICT data and indicators and fostering the development of strategies and national, regional and international public policy,

recognizing

- a) that the transparent and collaborative collection and dissemination of quality indicators and statistics that measure and provide comparative analyses of advancements in the use and adoption of ICTs continue to be a major factor for supporting socio-economic growth;
- b) that quality indicators and their analysis provide governments and stakeholders with a mechanism to better understand key drivers of telecommunication/ICT adoption and assist in ongoing national policy formulation,

taking into account

- a) Resolution 101 (Rev. Busan, 2014) of the Plenipotentiary Conference, on Internet protocol (IP)-based networks;
- b) the Dubai Declaration under the theme "Broadband for sustainable development", adopted by the World Telecommunication Development Conference in 2014;
- c) Resolution 140 (Rev. Busan, 2014) of the Plenipotentiary Conference, on ITU's role in implementing the outcomes of the World Summit on the Information Society and in the overall review by United Nations General Assembly of their implementation,

noting

- a) that Study Group 12 of the ITU Telecommunication Standardization Sector (ITU-T) is the lead study group on quality of service (QoS) and quality of experience (QoE), assigned with the task of coordinating QoS and QoE activities within ITU-T and with other standards development organizations (SDOs) and forums, and developing frameworks to improve collaboration;
- b) that Study Group 12 is the parent group for the QoS Development Group (QSDG),

acknowledging

the relevant work being conducted by QSDG on operational and regulatory discussions on QoS and QoE, and its important role in fostering collaboration between operators, technical solutions suppliers and regulators in an open debate on new strategies to deliver better quality of services to users,

resolves that the ITU Telecommunication Standardization Sector

- 1 continue to develop the necessary Recommendations on performance, QoS and QoE;
- 2 in close collaboration with the ITU Telecommunication Development Sector (ITU-D), develop initiatives to raise awareness of the importance of keeping users informed about the quality of the services offered by operators;
- 3 in close collaboration with ITU-D and the ITU regional offices, provide references that assist developing¹ and least developed countries in establishing a national quality measurement framework suitable to perform QoS and QoE measurement;
- 4 organize workshops, training programmes and further initiatives to promote wider participation of regulators, operators and suppliers in the international debate on service quality and raise awareness of the importance of QoS and QoE measurement,

instructs the Director of the Telecommunication Standardization Bureau

in order to implement *resolves* 2 and 4 above, to continue to support the activities of QSDG for open operational and regulatory discussions among regulators, operators and suppliers about new strategies to deliver better QoS and QoE to users,

instructs the Director of the Telecommunication Standardization Bureau, in close collaboration with the Director of the Telecommunication Development Bureau

- 1 to assist developing and least developed countries in identifying human and institutional capacity-building opportunities for establishing national quality measurement frameworks;

¹ These include the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition.

2 to conduct activities in each region in order to identify and prioritize the problems faced by developing and least developed countries related to the provision of acceptable service quality to users;

3 based on results of *instructs* 2 above, to assist developing and least developed countries in elaborating and implementing actions to improve service quality and keep users informed,

instructs study groups of the ITU Telecommunication Standardization Sector, according to their mandate

1 to elaborate Recommendations providing guidance to regulators in regard to defining strategies and testing methodologies to monitor and measure QoS and QoE;

2 to study QoS and QoE evaluation scenarios, measurement strategies and testing tools to be adopted by regulators and operators;

3 to study and provide guidance to regulators in regard to sampling methodologies for QoS measurements at a local, national and global level;

4 to provide references relating to minimal satisfactory key performance and key quality indicators for evaluating the quality of services;

5 to implement strategies to raise participation of developing and developed countries from all regions in all their activities,

invites the membership

1 to collaborate with ITU-T in implementing this resolution;

2 to participate in ITU-T Study Group 12 and QSDG initiatives by providing contributions, expertise, knowledge and practical experiences relating to the work of Study Group 12.