**Telecommunication
Development Bureau (BDT)**

Ref	BDT/DKH/RME/DM/147	Geneva, 31 March 2020

Administrations of ITU Member States,
Regulators, ITU-D Sector Members, and
Academia in Asia and the Pacific

Subject: **ITU Asia-Pacific Regional Meeting on "Delivering end user Quality of Service (QoS) and
Quality of Experience (QoE) in the digital economy: The next paradigm",
29-30 October 2020, Bangkok, Thailand**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I would like to invite you to nominate participants for the ITU Asia-Pacific Regional Meeting on "*Delivering end user Quality of Service (QoS) and Quality of Experience (QoE) in the digital economy: The next paradigm*", which will be held on 29-30 October 2020 in Bangkok, Thailand. The event, which is being organized by the Telecommunication Development Bureau of the ITU in collaboration with the Telecommunication Standardization Bureau, is hosted by the National Broadcasting and Telecommunications Commission (NBTC), Thailand and supported by the Department of Infrastructure, Transport, Regional Development and Communications, Australia.

Quality of service (QoS) and Quality of Experience (QoE) of telecommunication/ICT services are becoming critical in the digital economy as countries embrace nationwide digital strategies. In the new paradigm set by emerging technologies (e.g. 5G, AR, VR) and innovative digital services (e.g. OTT, ultra-reliable services, M2M, cross-sectoral), there is a need to revisit the current QoS and QoE frameworks from an end user perspective. The meeting seeks to share experiences on the challenges posed by existing QoS/QoE frameworks and deliberate on the way forward.

The provisional agenda of the meeting (Annex 1) will be updated regularly and made available at http://www.itu.int/en/ITU-D/Regional-Presence/AsiaPacific/Pages/Events.aspx

Details on accommodation and other useful information for participants will also be available at the same link. Interested participants are requested to complete the registration online not later than **31 August 2020**. The meeting will be conducted in English and will be paperless.

ITU is pleased to inform you that one full fellowship per eligible country of the Asia Pacific region may be offered, subject to available budget, to one participant duly authorized by the respective ITU Administration. Member States are encouraged to consider gender balance and the inclusion of delegates with disabilities and with specific needs when proposing candidates for fellowships. The fellowship request form (Annex 2) should be returned to fellowships@itu.int no later than 31 August 2020.

Mr. Ashish Narayan of the ITU Regional Office for Asia and the Pacific (telephone: +66 2 575 0055, email: ashish.narayan@itu.int) and Ms. Wachira Woramanakul (email: wachira.woramanakul@itu.int) are at the disposal of participants who require assistance.

I look forward to your positive reply at your earliest convenience and to welcoming you and your colleagues to Bangkok.

Yours sincerely,

[Original Signed]

Doreen Bogdan-Martin

Director

Annex 1: DRAFT AGENDA
ITU Asia-Pacific Meeting on
"Delivering end user Quality of Service (QoS) and Quality of Experience (QoE) in the digital economy"

29-30 October 2020
Bangkok, Thailand

Supported by

Australian Government
Department of Infrastructure, Transport, Regional Development and Communications

29 October (Day 1)

0800-0900	REGISTRATION
0900-0930	**Opening Session:** Group Photo
0930-1100	**Session 1: Emerging telecommunication/ICT infrastructure and services in the digital economy** Objective: To provide an overview of changing landscape of telecommunication/ICT network architecture in the digital economy including new access technologies (i.e. 5G/IMT, IoT), transport infrastructure, analytical platforms, digital services and over the top services.
1100-1130	**Coffee Break**
1130-1230	**Session 2: Quality of Service and Quality of Experience: Definitions and Standards** Objective: To provide an overview of Quality of Service (QoS) and Quality of Experience (QoE) from a technical point of view including the introduction of relevant definitions, concepts and standards.
1230-1330	**LUNCH**
1330-1430	**Session 3: Delivering end user QoS and QoE – Industry experiences** Objective: To share strategies and approaches taken by industry to meet end user QoS and QoE expectations.
1500-1530	**Coffee Break**
1530-1630	**Session 4: Delivering end user QoS and QoE – Industry experiences (continued)** Objective: To share strategies and approaches taken by industry to meet end user QoS and QoE expectations.
1630-1700	**Summary Day 1**

30 October (Day 2)

0900-1030	**Session 5: Regulatory experiences on QoS and QoE** Objective: To share information and lessons learned about service quality regulatory frameworks adopted to meet end user QoS and QoE expectations.
1030-1100	**Coffee Break**
1130-1230	**Session 6: Regulatory experiences on QoS and QoE (continued)** Objective: To share information and lessons learned about service quality regulatory frameworks adopted to meet end user QoS and QoE expectations.
1230-1330	**LUNCH**
1330-1430	**Session 7: QoS and QoE: The next paradigm** Objective: To discuss what changes are required in the current approaches to provide adequate QoS and QoE for new and emerging services. What to expect from standardization bodies, manufacturers, policy makers, regulators, service providers and end users?
1500-1530	**Coffee Break**
1530-1630	**Session 4: QoS and QoE: The next paradigm (continued)** Objective: To discuss what changes are required in the current approaches to provide adequate QoS and QoE for new and emerging services. What to expect from standardization bodies, manufacturers, policy makers, regulators, service providers and end users?
1630-1700	**Closing**

Annex 2
ITU Fellowship Application Form

ITU Asia-Pacific Regional Meeting on "Delivering end user Quality of Service (QoS) and Quality of Experience (QoE) in the digital economy: The next paradigm", 29-30 October 2020, Bangkok, Thailand

Participation of women is encouraged

Please return to: **Support Services Division** **E-mail : fellowships@itu.int**
ITU/BDT **Tel: +41 22 730 5487/5227**
Geneva (Switzerland) **Fax: +41 22 730 5778**

Copy to: ITU Regional Office for Asia and the Pacific **E-mail : wachira.woramanakul@itu.int**

Request for a fellowship to be submitted before 31 August 2020

Country:

Name of the Administration or Organization:

☐ **Mr.** ☐ **Ms.** **(Given name)** **(Family name)**

Job Title:

Address:

Tel: **Fax:** **Mobile:**

Email:

Passport Information:

Date of Birth: **Nationality:** **Passport No:**

Date of Issue: **In (place):** **Valid until (date):**

Your duty/responsibility as relevant to subject matters of the forum(s):

CONDITIONS:
1. One fellowship per eligible country.
2. One return ECO class airticket by the most direct/economical route.
3. A daily allowance to cover accommodation, meals and incidental expense.
4. Imperative that fellows be present first day/end of the Workshop.

Signature of fellowship candidate:

Date:

TO VALIDATE FELLOWSHIP REQUEST, NAME AND SIGNATURE OF CERTIFYING OFFICIAL DESIGNATING PARTICIPANT MUST BE COMPLETED BELOW WITH OFFICIAL STAMP.

Signature: Date: