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| **Telecommunication Standardization Bureau** |  |
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Geneva, 11 May 2010

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| Ref:  Tel:  Fax: | **TSB Circular 101**  TSB Workshops/P.R.  +41 22 730 5235 +41 22 730 5853 | - To Administrations of Member States of the Union;  - To ITU-T Sector Members;  - To ITU-T Associates; |
| E-mail: | [tsbworkshops@itu.int](mailto: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 ITU Regional Office, Dakar, Senegal  - To the Permanent Mission of Kenya in Geneva |

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| Subject: | **ITU-T Workshop on “Delivering Good Quality Telecommunication Service in a Safe Environment in Africa” - Nairobi, Kenya, 26-27 July 2010** |

Dear Sir/Madam,

1 At the kind invitation of the Communications Commission of Kenya (CCK), ITU-T is organizing a two-day **Workshop on "Delivering Good Quality Telecommunication Service in a Safe Environment in Africa"** from 26 to 27 July 2010. This workshop will take place at the [Hotel Intercontinental](http://www.ichotelsgroup.com/intercontinental/en/gb/locations/nairobi), Nairobi, Kenya.

The workshop will open at 0930 hours on the first day. Registration will begin at 0800. Detailed information concerning the meeting room will be displayed on screens at the entrances of the venue.

2 Discussions will be held in English and French. Simultaneous interpretation will be provided.

For your information, this workshop will immediately be followed by the following meetings from 28 to 31 July 2010: *Second meeting of the ITU-T Study Group 12 Regional Group for  Africa (SG12 RG-AFR)* (see TSB Collective Letter 3/SG12 RG-AFR), *First meeting of the ITU-T Study Group 5 Regional Group for Africa (SG5 RG-AFR)* (see TSB Collective Letter 2/SG5 RG-AFR) and the *Regional ITU Consultation meeting on Conformance Assessment and Interoperability for the Africa Region* (see TSB Circular 107). These events will also be hosted by the Communications Commission of Kenya at the same venue.

3 Participation is open to ITU Member States, Sector Members and Associates 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 In addition to providing increased awareness to African regulators, operators and users of telecommunications services on the work of ITU in relation to quality of services issues, the workshop will, in particular, provide an opportunity for sharing views and experiences on quality of service provision, regulations, experiences and challenges amongst the participants which will be instrumental in shaping up the future quality of service provision and regulations for the benefit of users and the industry.

The second day of the workshop – in line with WTSA Resolution 72 – intends to give useful information on EMF health effects, on relevant ITU recommendations and other SDO’s and how to assess exposure to EMF due to RF related telecommunication installations.

The main objectives of the workshop are as follows:

* Create awareness of ITU-T activities on QoS/QoE;
* Create awareness of EMF issue related to health and ITU-T work and relevant recommendations;
* Increase participation and involvement of Africa groups in ITU-T activities and its Study Groups;
* Increase participation in and development of ITU-T Recommendations;
* Improve collaboration and participation among telecommunication regulators, operators and users on quality of service/quality of experience assurance and human exposure to EMF;
* Provide some useful and practical information to assess human exposure to EMF;
* Share information and knowledge on quality of services and EMF issues;
* Create awareness of SG5 work, increase participation and call for contribution.

5 A draft programme of the workshop is set out in **Annex 1** hereto. The updated programme, presentations and relevant information will be made available on the ITU-T website at the following address: <http://www.itu.int/ITU-T/worksem/qos/201007/index.html>.

6 Practical information relating to this event is enclosed as **Annex 2**.

7 **Accommodation**: Detailed information on accommodation including list of hotels can be found in **Annex 3** or at the ITU-T website: <http://www.itu.int/ITU-T/worksem/qos/201007/index.html>. To benefit from the special rates negotiated by the organizing committee for this event, it is strongly recommended that participants make their reservations in the designated hotels through the organizing committee by completing and returning the **Hotel and Delegate Information Form** provided in **Annex 4 by 17 July 2010**. Transportation from the airport to the hotels and meeting venue will be provided by the hosting Administration. In order to ensure airport pickup and transfer, delegates are requested to complete and return the Hotel and Delegate Information Form as indicated.

8 **Fellowships**: ITU-T will provide a limited number of full fellowships to **one participant** **per eligible country within the Africa region only** *and*within the available budget. The participant must be duly authorized by the respective ITU Administrations from Least Developed Countries and from developing countries with per-capita income under US$ 2,000. While the provision of fellowship is limited to only one participant per country, the number of delegates from a country is not limited provided the expenses of additional delegates are borne by the country. Participants requiring a fellowship are requested to complete the **Fellowship Request Form** in **Annex 5** and return it to the ITU by fax to +41 22 730 5778 by **9 July 2010 at the latest.**

9 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/ITU-T/worksem/qos/201007/index.html> as soon as possible, but **not later than 15 July 2010**. **Please note that pre-registration of participants to the event is carried out exclusively *online*.**10 Please note that citizens of some countries are required to obtain a visa from the Kenyan Embassy or Consulate in their countries of residence in order to enter Kenya. Detailed information on visa requirements can be found at: [www.immigration.go.ke](http://www.immigration.go.ke). Upon request, **at least two weeks in advance**, the Communications Commission of Kenya will provide assistance in order to facilitate delivery of visas (see **Annex 2** for further information**)**.

Yours faithfully,

Malcolm Johnson  
Director of the Telecommunication  
Standardization Bureau

**Annexes: 5**

ANNEX 1  
 (to TSB Circular 101)

**Draft Programme**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  | | --- | --- | | **Day 1, 26 July 2010** | | | **08:00 - 09:30** | **Delegate Registration** | | **09:30 - 10:30** | **Session 1 : Opening ceremony and introduction**   * Overview of SG 12 activities * Why SG12 RG-AFR was created * Reliable telecommunication services for economic and social development in Africa | | **10:30 - 11:00** | **Coffee break** | | **11:00 - 12:30** | **Session 2 : Identification of QoS/QoE parameters and their thresholds for different telecommunication services**   * ITU-T Recommendations and international standards relevant to QoS/QoE * Benchmarked examples of applied KPIs | | **12:30 - 14:00** | **Lunch** | | **14:00 - 16:00** | **Session 3 : Inter-operators QoS**   * QoS as an enabler of interworking/interoperability between different systems * Ensuring integrity of interconnected traffic * SLAs to guarantee quality service between providers * Regulatory monitoring and interventions- country experiences * Maintaining good QoS/QoE by roaming partners | | **16:00 - 16:15** | **Coffee Break** | | **16:15 - 17:15** | **Session 4 : Managing resources/technologies/equipment to deliver good quality QoS/QoE**   * Frequency use and re-use * Numbering and Number portability * Leveraging under-sea and terrestrial fibre cables to improve quality of service * Maintaining equipment standards to ensure good QoS | | **17:15 - 17:30** | **Session 5 : Customer Issues**   * QoS/QoE as a function of customer satisfaction and retention | |  |  | |  |  | | **Day 2, 27 July 2010** | | | **08:00 - 09:00** | **Delegate Registration** | | **09:00 - 09:45** | **Session 1 : WHO**   * Who research agenda and scientific knowledge base * Communicating scientific Knowledge * Who approach to EMF legislation and standard setting framework | | **09:45 - 10:30** | **Session 2 : ICNIRP**   * Organisation * Scientific approach * Activities * ICNIRP’s EMF exposure guidelines and their applications | | **10:30 - 11:15** | **Session 3 : ITU**   * Role of ITU-T & ITU-R * ITUT- SG5 activities * Implementation of Resolution 76 | | **11:15 - 11:45** | **Coffee break** | | **11:45 - 12:30** | **Session 4 :Mobile network responding to public concern**   * Typical actual exposure from base station mast and other radio transmitters * Overview of regulatory approach to mast siting * Policy option to respond to public concern | | **12:30 - 14:00** | **Lunch** | | **14:00 - 16:00** | **Session 5 : Practical : assessment of exposure level (ITU expert)**   * By calculation : EMF estimator (K.70) * By measurement (Protocol and field measurement) | | **16:00 - 16:30** | **Coffee Break** | | **16:30 - 17:30** | **Session 6 : Countries experiences (local expert)**   * Operators * regulators | | **17:30 - 17:45** | **Closing session** | |

ANNEX 2  
(to TSB Circular 101)

**ITU-T Workshops and SG12 and SG 5 Regional Groups Meetings**

**(Nairobi, Kenya, 26-31 July 2010)**

**INFORMATION FOR PARTICIPANTS**

1. **Meetings venue**

**The ITU-T Workshops and SG 12 and SG 5 Regional Groups Meetings** will take place from **26-31 July 2010** at [**the Intercontinental Hotel**](http://www.ichotelsgroup.com/intercontinental/en/gb/locations/nairobi), located on City Hall Way, P.O. Box 30353,Nairobi 00200, Kenya, Tel: + 254 (0) 20 32 00 000.

**Website:** [**www.ichotelsgroup.com/intercontinental/en/gb/locations/nairobi**](http://www.ichotelsgroup.com/intercontinental/en/gb/locations/nairobi)

1. **Hotel Accommodation**

Participants are responsible for meeting their accommodation costs. However, special rates have been negotiated by the organizing committee as provided in the **attached List of Hotels**. It is strongly recommended that all reservations in the designated hotels are made through the organizing committee using the **Hotel and** **Delegate Information Form** provided in annex. The organizing committee shall not be responsible for hotels that are not designated or provided in the recommended list.

1. **Visa**

Every foreign national travelling to Kenya must be in possession of a valid passport.

For complete details of visa requirements, participants are advised to consult the web site of the Ministry of Immigration of the Republic of Kenya at: [www.immigration.go.ke](http://www.immigration.go.ke). Enquiries can also be addressed to a Kenyan Embassy or Consulate in the countries of residence. If a visa is required, participants are requested to obtain this official document prior to travelling to Kenya.

Nationals of the following countries do not require visas to enter Kenya: Botswana, Gambia, Lesotho, Malawi, Mauritius, Namibia, Sierra Leone, Swaziland, Tanzania, Tonga, Trinidad and Tobago, Papua New Guinea, Uganda, Zimbabwe, Zambia and Ghana.

Nationals of the following countries may be issued with visas on application, and without reference to the Principal Immigration Officer, Nairobi, Angola, Algeria, Guinea, Guinea Bissau, Burkina Faso, Burma, Benin, Burundi, Rwanda (gratis ), Ivory Coast, Central African Rep., Ethiopia, Eritrea, Sudan,  Chad, Liberia, Libya, Comoros, Congo (Brazzaville), Togo,  Tunisia, Madagascar, Djibouti, Mauritania, Democratic Republic of Congo, Egypt , Morocco, Mozambique, Equatorial Guinea and Gabon.

Communications Commission of Kenya will offer assistance by facilitating the necessary visa issuance upon provision of the following documents **AT LEAST TWO WEEKS IN ADVANCE**:

1. Note verbal from your organization confirming your participation in the event;
2. Copies of the relevant pages of valid passport;
3. Passport size photo;
4. USD 10 for visa administration;
5. Participants who require a visa support letter are requested to send their requests, as quickly as possible, and no later than **30th June 2010** to:

**Mutua Muthusi**

**Assistant Director/Communications and PR**

**Communications Commission of Kenya**

**PO Box 14448**

**Nairobi 00800**

**Tel: +254 20 4242284**

**Fax:  +254 20 4451866**

**Email:** [**ituworkshop2010@cck.go.ke**](mailto:ituworkshop2010@cck.go.ke)

1. **Travel and airport transfers**

Participants are responsible for making their travel arrangements. Delegates are requested to provide all travel information, including flight number, arrival and departure dates and times by completing and returning the attached Hotel and Delegate Information Form by **Saturday, 17 July 2010** to:

**Communications and Public Relations Unit Communications Commission of Kenya**

**PO Box 14448, Nairobi 00800, Kenya**

**Fax: +254 20 4451866**

**Email:** [**ituworkshop2010@cck.go.ke**](mailto:ituworkshop2010@cck.go.ke)

Transport will be provided to delegates:

1. On arrival and departure from the Jomo Kenyatta International Airport.
2. From the designated/recommended hotels to the venue.
3. During the various social events organized for the delegates.

Note: Delegates are advised to look out for paging boards or signage with the name of the meeting. Due to the number of delegates expected, the local host may not prepare signage for each individual delegate arriving.

1. **Climate**

Kenya enjoys a pleasant tropical climate and the average temperatures in July vary between 18°C - 22°C during the day and fall to 11°C at night.

1. **Local time**

GMT +3 hours

1. **Currency, banks and credit cards**

The unit of currency is the Kenya Shilling, divided into 100 cents. The indicative exchange rate, as of 5th March 2010, is:

1 Ksh = Ush 26

1 Ksh = Tsh 18

1USD = Ksh. 76

* Major international credit cards are widely accepted for transactions.
* Banks are open from 9:00hrs to 15.00hrs Monday through Friday.
* Forex Bureaux located in different parts of the city are open from 9:00hrs to 16.00hrs Monday through Friday.

1. **Vaccination**

Yellow fever vaccination is usually required by Health authorities on arrival.

**9. Electricity**

240V with frequency of 50 Hertz and the electricity plugs are [13](http://kropla.com/!g.htm) Amp, with the square pin used in most premises.

**HOST COUNTRY CONTACT:**

**Viola Munyoki or Hazel King’ori**

**Communications and Public Relations Unit**

**P.O. Box 14448**

**Nairobi 00800**

**Tel: +254 20 4242000**

**Fax: +254 20 4451866**

**Email:** [**ituworkshop2010@cck.go.ke**](mailto:ituworkshop2010@cck.go.ke)

ANNEX 3  
(to TSB Circular 101)

**LIST OF HOTELS**

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| --- | --- | --- | --- |
| **HOTELS** | **Rates are based on** | **SINGLE ROOM**  **(Rates in US$)**  **B&B** | **DOUBLE ROOM**  **(Rates in US$)**  **B&B** |
| **CONFERENCE VENUE**  Hotel Intercontinental \*\*\*\*\*  P.O. Box 30667  Nairobi  Tel. **254-20-3200000**  [reservations@icnairobi.com](mailto:reservations@icnairobi.com) | **Deluxe** | **326** | **378** |
| Laico Regency Hotel\*\*\*\*\*  P.O Box 57549  Nairobi  Tel : **254-20-2887000**  [reservation@laicoregencyhotel.co.ke](mailto:reservation@laicoregencyhotel.co.ke) | **Deluxe**  **Executive** | **195**  **430** | **220**  **430** |
| The Stanley Hotel \*\*\*\*\*  P.O. Box 30680  Nairobi  Tel. **254-20-2228830**  [reservations@thestanley.sarova.co.ke](mailto:reservations@thestanley.sarova.co.ke) | **Deluxe** | **185** | **225** |
| Fairmont Hotel/The Norfolk \*\*\*\*\*  P.O. Box 40064  Nairobi  Tel : **254-20-2216940** | **Deluxe** | **272** | **272** |
| Nairobi Safari Club \*\*\*\*\*  P.O. Box 43564  Nairobi  Tel : **254-20-2821000**  Email [info@nairobisafariclub.com](mailto:info@nairobisafariclub.com) | **All suites** | **140** | **160** |
| The Hilton\*\*\*\*\*  P.O. Box30624  Nairobi  Tel: **254-20-2790000**  [reservations.nairobi@hilton.com](mailto:reservations.nairobi@hilton.com) | **Standard**  **Deluxe** | **174**  **214** | **204**  **244** |
| Fairview Hotel \*\*\*\*  P.O. Box 40842  Nairobi  Tel : **254-20-2881000**  Email [reserv@fairviewkenya.com](mailto:reserv@fairviewkenya.com) | **Standard** | **120** | **128** |
| Hillpark \*\*\*\*  P.O. Box 46037  Nairobi 00100  Tel: **254-20-2724312**  [reservations@hillparkhotel.com](mailto:reservations@hillparkhotel.com) | **Standard** | **83** | **110** |
| The Panafric Hotel \*\*\*  P.O. Box 30486  Nairobi  Tel.: **254-20-2720822**  Fax:  Email: [reservation@panafric.sarova.co.ke](mailto:reservation@panafric.sarova.co.ke) | **Standard** | **155** | **190** |
| Heron Court Hotel\*\*\*  P.O. Box  Nairobi  Tel. **254-20-2720740/42/72**  Fax **254-20-272169**8  Email : [herco@iconnect.co.ke](mailto:herco@iconnect.co.ke) | **Standard** | **100** | **125** |
| Six Eighty \*\*\*  P.O. BOX 43436  Tel: **254-20-315680**  Fax: **254-20-218314**  Email : [info@680-hotel.co.ke](mailto:info@680-hotel.co.ke) | **Standard** | **60** | **80** |
| Hotel Boulevard \*\*\*  P.O. Box 42831  Nairobi  Tel. **254-20-**227567  Fax **254-20-334071**  Email [hotelboulevard@kenyaweb.com](mailto:hotelboulevard@kenyaweb.com) | **Standard** | **125** | **165** |
| Comfort Inn Hotel (town)\*\*\*  P.O. BOX 30425  Nairobi  Tel: **254-20-2716003/2727991**  Fax : **254-20-2727989/2718838**  Email : [comfort@kenyaweb.com](mailto:comfort@kenyaweb.com) | **Standard** | **55** | **75** |
| Silver Springs Hotel \*\*\*  P.O. Box 61362  Nairobi  Tel. **254-20-2722451-57**  Fax **254-20-2728061**  Email [silversprings@iconnect.co.ke](mailto:silversprings@iconnect.co.ke) | **Standard** | **133** | **169** |

ANNEX 4(to TSB Circular 101)

**ITU-T Workshops and SG12 and SG 5 Regional Groups Meetings**

**(Nairobi, Kenya, 26 – 31 July 2010)**

HOTEL AND DELEGATE INFORMATION FORM

**MEETING VENUE:   
INTERCONTINENTAL HOTEL, LOCATED ON CITY HALL WAY,   
P.O. BOX 30353, NAIROBI 00200, KENYA, TEL: + 254 (0) 20 32 00 000**

Country …………………………………………………………….…………

Name of delegate ……………………………………………………………..

Title……………………………………………………………………………

Organization…………………………………………………………………..

Email and Tel. contacts:………………………………………………………

Date of Arrival/Flight number………………………………………………...

Date of Departure/Flight number……………………………………………..

Hotel Accommodation:

First Choice……………………………………………………………

Second Choice…………………………………………………………

# Signature………………..……………………………………………………..

**Please return by Saturday, 17 July 2010** **to:**

**Communications Commission of Kenya, CPR Unit**

**Fax: +254 20 4451866 or Email:** [**ituworkshop2010@cck.go.ke**](mailto:ituworkshop2010@cck.go.ke)

ANNEX 5(to TSB Circular 101)

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| ITU globe2 | **ITU-T Workshop on “Delivering Good Quality Telecommunication Service in a Safe Environment in Africa” Nairobi, Kenya, 26-27 July 2010** | | | ITU globe2 |
| **Please return to:** | | **Fellowships Service ITU/BDT Geneva (Switzerland)** | **E-mail :** [**bdtfellowships@itu.int**](mailto:bdtfellowships@itu.int)  **Tel: +41 22 730 5095**  **Fax: +41 22 730 5778** | |
| **Request for a fellowship to be submitted before 9 July 2010** | | | | |
| **Participation of women is encouraged** | | | | |
| Country:  ……………………………………………………………….………..……………………………..  Name of the Administration or Organization: ………...……………….…..………………………………  Mr. / Ms.: ……………….………………………………….………………………………………………….  (family name) (given name)  Title: ………………………………………………..…………………………….……………………………  Address: ……………………………………………………………………………………………………….  ………………………………………………………..…………………………………………………………  Tel: ……………………….……. Fax: …………..…….………...  E-Mail: …...………………………………………………………………………………….  PASSPORT INFORMATION:  Date of birth: ……………………………. Nationality: ……………………………….……………………  Passport Number: ……………….…………… Date of issue: ……………………...….………..………  In (place): ……………………………….…..… Valid until (date): ………….……………………………. | | | | |
| CONDITIONS   1. **One full** fellowship per eligible country within the **Africa region** **only.** 2. It is imperative that fellows be present for the entire duration of their fellowship. | | | | |
| 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: …………………………………………….. | | | | |

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