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| PLENARY MEETING | | Addendum 2 to Document 46-E | |
|  | | 21 September 2016 | |
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| Member States of the Inter-American Telecommunication Commission (CITEL) | | | |
| Proposed new Resolution [IAP-1]: ITU-T initiatives to raise awareness on best practices and policies related to service quality | | | |
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| **Abstract:** | This contribution presents a proposal for a new Resolution on ITU-T initiatives to raise awareness on best practices and policies related to service quality, recognizing the importance of the ongoing work on this field being develop on ITU and proposing, how the studies should be conducted on the next study period. |

ADD IAP/46A2/1

DRAFT NEW RESOLUTION [IAP-1]

Proposed new Resolution: ITU-T 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 by the 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 Strategic plan for the Union for 2016-2019, approved by the Resolution 71 (Rev. Busan, 2014) of the Plenipotentiary Conference, 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 goals and targets, the 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) of the Plenipotentiary Conference 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) of the Plenipotentiary Conference 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 analysis of advancements in the use and adoption of ICTs continue to be a major factor for supporting socio-economic growth;

*b)* that the 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)* the Resolution 101 (Rev. Busan, 2014) - Internet Protocol-based networks - of the Plenipotentiary Conference;

b) the Dubai Declaration under the theme "Broadband for sustainable development", adopted by the World Telecom Development Conference 2014;

*c)* the Resolution 140 (Rev. Busan, 2014) - 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 - of the Plenipotentiary Conference;

noting

*a)* that the Study Group 12 is the lead study group on quality of service and quality of experience, assigned with the task of coordinating QoS and QoE activities within ITU-T and with other SDOs and forums, and developing frameworks to improve collaboration.

*b)* That the Study Group 12 is the parent group for the Quality of Service Development Group (QSDG);

acknowledging

*a)* the relevant work being conduced at the Quality of Service Development Group on quality of service, quality of experience operational and regulatory discussions, and its important role in fostering the collaboration between operators, technical solutions suppliers and regulators in an open debate on new strategies to delivery better quality of services to end users;

resolves

1 that ITU T continues to develop the necessary Recommendations on quality of service and quality of experience of multimedia applications and services;

2 that ITU-T Study Group 12 continues to coordinate the Sector’s activities related to quality of service and quality of experience;

3 that ITU T, in close collaboration with the Development Sector (BDT), develops initiatives to raise awareness on the importance of keeping users and consumers informed about the quality of the services offered by operators;

4 that ITU T, in close collaboration with the Development Sector (BDT) and ITU Regional Offices, assists regulators of developing and least developed countries in establishing a national quality measurement framework suitable to perform quality of service and quality of experience measurement and give transparency on the results of the quality measures to encourage investments to provide better quality services to end users and enable their comparisons;

5 that ITU-T shall 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 the awareness of the importance of quality of service and quality of experience measurement;

instructs the Director of the Telecommunication Standardization Bureau

1 in order to implement the resolves 3 and 5 above, to continue to support the activities of the Quality of Service Development Group as a forum of operational and regulatory open discussions among regulators, operators and suppliers about new strategies to delivery better quality of service and quality of experience to end users;

instructs the Director of the Telecommunication Standardization Bureau, in close collaboration with the Director of the Development of Sector (BDT)

1 to implement an ITU quality of service and quality of experience programme to support the implementation of the resolves 4 above;

2 to assist developing and least developed countries in identifying human and institutional capacity-building and training opportunities in establishing national quality measurement framework;

3 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 good service quality to end users;

4 based on results of the instructs 3 above, to assist developing and least developed countries in elaborating and implementing actions to improve service quality;

instructs the Study Group 12

1 to elaborate recommendations providing guidance to regulators in strategies to monitor and enforce quality of service and quality of experience of telecommunication services;

2 to study quality of service and quality of experience evaluation scenarios, measurement strategies and testing tools to be adopted by regulators and operators;

3 to provide references to regulators about minimal satisfactory key performance and key quality indicators for evaluating the quality of telecommunication services, including broadband internet services;

4 to implement strategies to raise participation of developing and developed countries from all regions in the international debate on service quality delivering and enabling of national and international results comparisons.

invites all Members

1 to collaborate with ITU T in implementing this resolution;

2 to participate in the QSDG and Study Group 12 initiatives by providing contributions, expertise, knowledge and practical experiences on service quality regulatory framework and operational aspects.