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|  | Geneva, 29 November 2017 |
| **Ref:** | **TSB Circular 62** | **To:**- Administrations of Member States of the Union;- ITU-T Sector Members;- ITU-T Associates;- ITU Academia |
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| **E-mail:** | tsbsg12@itu.int | **Copy to:**- The Chairmen and Vice-Chairmen of Study Groups;- The Director of the Telecommunication Development Bureau;- The Director of the Radiocommunication Bureau;- The Directors of the ITU Regional Offices |
| **Subject:** | **Questionnaire on status of national service quality regulatory frameworks** |

Dear Sir/Madam,

WTSA Resolution 95 (Hammamet, 2016)[[1]](#footnote-1) on ***ITU-T initiatives to raise awareness on best practices and policies related to service quality*** recognizes the importance of the ongoing work on performance, quality of service (QoS) and quality of experience (QoE) by ITU-T Study Group 12 (SG12) and its Quality of Service Development Group (QSDG).

The Resolution proposes how studies related to quality regulatory approaches should be conducted in the present study period, indicating some deliverables to be developed by SG12 and other relevant ITU-T Study Groups.

Among other provisions, Resolution 95 lists as important study topics:

* guidelines and best practices for establishment of national quality measurement frameworks suitable to perform QoS and QoE measurement, especially in developing countries, identifying human and institutional capacity-building necessities of these countries;
* strategies to make users informed about the quality of the services offered;
* QoS/QoE evaluation scenarios and testing methodologies;
* sampling methodologies for QoS measurements at a local, national and global level;
* references relating to minimal satisfactory key performance and key quality indicators for evaluating the quality of services;
* promoting participation of regulators, operators and suppliers in wider operational and regulatory discussions about new strategies to deliver better QoS and QoE to users.

Furthermore, the Resolution instructs the Director of TSB, in close collaboration with the Director of BDT:

* to assist developing and least developed countries in identifying human and institutional capacity-building opportunities for establishing national quality measurement frameworks;
* 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;
* to assist developing and least developed countries in elaborating and implementing actions to improve service quality and keep users informed.

SG12 developed an Operational Plan[[2]](#footnote-2) to organize its work towards the implementation of Resolution 95. Action items 3.1 and 3.2 of the Operational Plan call for the development of a **questionnaire on the status of QoS, QoE and user satisfaction regulatory frameworks** inITU Members States.

The questionnaire is available at [**https://www.research.net/r/sg12-servicequality**](https://www.research.net/r/sg12-servicequality).

To obtain a better understanding of the maturity level of service quality regulatory frameworks of ITU Member States, and to identify specific needs concerning quality measurement frameworks, **SG12 solicits input via this questionnaire until 31 March 2018**.

The survey results will be reviewed at the next SG12 meeting, Geneva, 1-10 May 2018.

I thank you in anticipation for your support in bringing this Circular to the attention of the experts responsible for service quality in your organization, and thereby ensuring a high response rate.

Yours faithfully,

Chaesub Lee
Director of the Telecommunication
Standardization Bureau

1. Available at <https://www.itu.int/pub/T-RES-T.95-2016> [↑](#footnote-ref-1)
2. Available in SG12-TD380 at <https://www.itu.int/md/T17-SG12-170919-TD-GEN-0380/en> [↑](#footnote-ref-2)