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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 5 September 2018 | |
| Ref: | **TSB Circular 111**  TSB Events/MA | | **To:**  - Administrations of Member States of the Union;  - ITU-T Sector Members;  - ITU-T Associates;  - ITU Academia | |
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| E-mail: | [tsbevents@itu.int](mailto:tsbevents@itu.int) | | **Copy to:**  - The Chairmen and Vice-Chairmen of ITU-T Study Groups;  - The Director of the Telecommunication Development Bureau;  - The Director of the Radiocommunication Bureau | |
| Subject: | **ITU Workshop on Telecommunication Service Quality Regulatory Frameworks and Experience-Driven Networking**  **(Geneva, Switzerland, 26 November 2018)** | | | |

Dear Sir/Madam,

1 I would like to inform you that an **ITU Workshop on Telecommunication Service Quality Regulatory Frameworks and Experience-Driven Networking** will take place at ITU headquarters in Geneva, Switzerland on 26 November 2018.

The workshop precedes the meeting of ITU-T Study Group 12 (Performance, Quality of Service, Quality of Experience), which will take place in Geneva from 27 November to 6 December 2018.

2 The workshop will be held in English only. Remote participation will be offered for this workshop.

3 Participation in the workshop is open to ITU Member States, Sector Members, Associates and Academic Institutions and to any individual from a country that 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. Participation in the workshop is free of charge but no fellowships will be granted for the workshop.

4 The workshop is held in response to WTSA-16 Resolution 95 on “ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality”. Participants will review the key findings of a survey on the status of national quality regulatory frameworks and discuss trends in telecommunication service quality regulatory frameworks.

It will also shed light on the importance of quality of experience (QoE), discuss related network performance indices, and how big data analytics and artificial intelligence may be harnessed to assess QoE and predict anomalies.

A draft agenda is available in **Annex A**.

5 Information relating to the workshop, including the draft programme, will be available on the event’s website at the following address: <https://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/201811/Pages/default.aspx>. This website will be updated regularly as new or modified information becomes available. Participants are requested to check periodically for new updates.

6 Wireless LAN facilities are available for use by delegates in the main ITU conference room areas. Detailed information is available on the ITU-T website (<http://www.itu.int/ITU-T/edh/faqs-support.html>).

7 A number of Geneva hotels offer preferential rates for delegates attending ITU meetings, and provide a card giving free access to Geneva’s public transport system. A list of participating hotels, and guidance on how to claim discounts, can be found at: <http://itu.int/travel/>.

8 To enable TSB to make the necessary arrangements concerning the organization of the workshop, I should be grateful if you would register via the online form: <https://www.itu.int/net4/CRM/xreg/web/registration.aspx?Event=C-00005089>. **Please note that pre-registration of participants for workshops is mandatory and carried out exclusively** [***online***](https://www.itu.int/net4/CRM/xreg/web/registration.aspx?Event=C-00005089)**.**

9 I would remind you that citizens of some countries are required to obtain a visa in order to enter and spend any time in Switzerland. **The visa must be requested at least four (4) weeks before the date of beginning of the workshop** and obtained from the office (embassy or consulate) representing Switzerland in your country or, if there is no such office in your country, from the one that is closest to the country of departure.

If problems are encountered by **ITU Member States, Sector Members, Associates or Academic Institutions**, and at the official request made by them to TSB, the Union can approach the competent Swiss authorities in order to facilitate delivery of the visa, but only within the period mentioned of **four** weeks. Any such request should be made by checking the corresponding box on the registration form no later than four weeks before the event.

Yours faithfully,

*(signed)*

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau

**Annex:** 1

# Annex A

# Draft agenda

**Session 1 (90 min): Status of national quality regulatory frameworks**

The objective of this session is to present the Final Report of the Questionnaire on the status of national quality regulatory frameworks and to discuss its main findings in terms of common approaches and standardization gaps to be addressed by ITU-T Study Group 12 in the near future.

**Session 2 (90 min): The future of service quality regulation**

The objective of this session is to discuss with regulators, operators and suppliers the new trends on telecommunication service quality regulatory frameworks, like responsive regulation, crowdsourced QoS measurement solutions, transparency and ranking approaches, as well as strategies of customer experience assessment.

**Session 3 (60 min): How is quality of experience important to operators?**

Operators/Regulators share views on the importance of QoE from their perspective / or panel discussion with short introductory presentations.

**Session 4 (60 min): Performance indices to guarantee superior broadband quality of experience**

Technical presentations from operators, vendors, regulators, and academia on the state of performance indices developed in SDOs, identifying the gaps in current performance indices necessary for guaranteeing superior broadband QoE.

**Session 5 (60 min): How do big data and artificial intelligence help in QoE assurance?**

Technical presentations from operators, vendors, regulators, or academia on the opportunity for making use of big data and AI to assess QoE and predict anomalies.