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| The International Teleocmmunication Union - Connecting the World. | **International telecommunication union****Telecommunication Standardization Bureau** |  |
|  | Geneva, 28 March 2022 |
| **Ref:**  | **TSB Circular 004**TSB Events /MA | **To:**- Administrations of Member States of the Union;- ITU-T Sector Members;- ITU-T Associates;- ITU Academia**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 |
| **Contact:** | **Martin Adolph** |
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| **Subject:** | **ITU Workshop on Quality of Service and Quality of Experience of Digital Financial Services(Fully Virtual, 12 May 2022)** |

Dear Sir/Madam,

1 I am pleased to inform you that the International Telecommunication Union (ITU) is organizing a virtual workshop on “**Quality of Service and Quality of Experience of Digital Financial Services**” on **12 May 2022 from 1400 to 1700 Geneva time (UTC+2)**.

2 Digital financial services (DFS), particularly those which rely on mobile networks, have emerged as an essential service in the developing digital society. Defining appropriate testing methodologies and set of quality metrics to assess user experience and quality of service is necessary to support efforts made towards scaling digital financial services and provide guidance to regulatory authorities on consumer protection.

3 This workshop is organized in the context of WTSA-20 Resolutions 89 on “promoting the use of information and communication technologies to bridge the financial inclusion gap” and 95 on “ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality” with the following objectives:

* to showcase the work of ITU-T Study Group 12 and the standards available on performing DFS quality assessments;
* to provide a forum for stakeholders in the DFS community to share their experiences and perspectives on quality assessment of DFS;
* to identify requirements for and challenges in conducting DFS quality assessments and the role of standards in addressing them.

4 The workshop is targeted to representatives from telecommunications and financial regulatory authorities, policymakers, digital financial services providers, mobile network operators, vendors and other stakeholders with an interest in the quality assessment of digital financial services.

5 All relevant information pertaining to the event (draft programme, speakers, registration link, remote connection details) will be made available on the event webpage here: <https://www.itu.int/en/ITU-T/Workshops-and-Seminars/2022/0512/Pages/default.aspx>.

The event webpage will be updated regularly as more information becomes available. Participants are encouraged to check the webpage periodically for updates.

6 Kindly note that registration is mandatory to the event.

7 Participation is free of charge and open to all interested stakeholders including ITU Member States, Sector Members, Associates and Academic Institutions and to any individual from a country that is a member of ITU and who wishes to contribute to the work.

Yours faithfully,

Chaesub Lee
Director of the Telecommunication
Standardization Bureau