|  |  |  |  |
| --- | --- | --- | --- |
| The International Teleocmmunication Union - Connecting the World. | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | Geneva, 7 December 2022 | |
| **Ref:** | **TSB Circular 059** 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 Director of the ITU Regional Office for Africa, Addis Ababa | |
| **Contact:** | **Martin Adolph** |
| **Tel:** | +41 22 730 6828 |
| **Fax:** | +41 22 730 5853 |
| **E-mail:** | [tsbsg12rgafr@itu.int](mailto:tsbsg12rgafr@itu.int)  tsbevents@itu.int |
| **Subject:** | **ITU Workshop on “Telecommunication Service Quality” (Banjul, Republic of the Gambia, on 13-14 March 2023)** | | |

Dear Sir/Madam,

1 I am pleased to inform you that the International Telecommunication Union (ITU) is organizing a workshop on **“Telecommunication Service Quality”** in Banjul, Republic of the Gambia, on 13‑14 March2023.

The workshop is kindly hosted by the Gambia Public Utilities Regulatory Authority (PURA).

The workshop is held in conjunction with the meeting of the [ITU-T SG12 Regional Group on QoS for the Africa Region (SG12RG-AFR)](https://www.itu.int/en/ITU-T/regionalgroups/sg12-afr/Pages/default.aspx) and its [Bridging the Standardization Gap](https://www.itu.int/en/ITU-T/gap/Pages/default.aspx) hands-on training session (15‑16 March 2023).

2 Facilitated by the [Quality of Service Development Group (QSDG)](https://www.itu.int/en/ITU-T/studygroups/2022-2024/12/Pages/QSDG.aspx) operating under [ITU-T Study Group 12](https://www.itu.int/en/ITU-T/studygroups/2022-2024/12/Pages/default.aspx) (Performance, Quality of Service, Quality of Experience), the aim of this workshop is to extend the reach of ITU activities on telecommunication service quality in the African region, and to advance the implementation of [WTSA Resolution 95](https://www.itu.int/pub/T-RES-T.95-2022) on ITU-T initiatives to raise awareness on best practices and policies related to service quality.

3 The objectives of workshop include but are not limited to;

* introducing the work of ITU-T Study Group 12 on performance, quality of service (QoS) and quality of experience (QoE);
* facilitating the exchange of telecommunication service quality best practices, experiences and lessons learned, including on QoS/QoE evaluation, benchmarking and optimization;
* assessing the impact of trends in the telecommunications sector on service quality; and
* identifying requirements and strategies to map and visualize connectivity and telecommunication service quality.

4 The workshop is targeted at representatives from national regulatory authorities, ministries, service and solution providers and vendors, academia, R&D institutions, consumer rights groups and other organizations working on matters related to telecommunication service quality. 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.

5 All relevant information pertaining to the event (draft programme, speakers, registration link) will be made available on the event webpage here: <https://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/20230313/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 General information for participants, including hotel accommodation, transportation and visa requirements is available on the ITU website mentioned above.

Registration is mandatory for all participants planning to attend the workshop. You are invited to complete the online registration form at: <https://www.itu.int/net4/CRM/xreg/web/Registration.aspx?Event=C-00012123> soon as possible.

**Early registration is encouraged for onsite attendance** and, due to limited capacity at the event’s venue, **registration for on-site attendance** is requested to be completed by **24 February 2023 at the latest**.Please note that pre-registration of participants for our events is carried out exclusively online.

7 I would like to remind you that citizens of some countries are required to obtain a visa in order to enter and spend any time in the Gambia. The visa must be obtained from the office (embassy or consulate) representing the Gambia in your country or, if there is no such office in your country, from the one that is closest to the country of departure. Additional information on visa requirements is available on the event website under the section “[**Practical Information**](https://staging.itu.int/en/ITU-T/regionalgroups/sg12-afr/Documents/2023-Gambia-Practical_information.pdf)**”**.

Yours faithfully,

Chaesub Lee  
Director of the Telecommunication  
Standardization Bureau