



**International Telecommunication Union
Regional Office for Africa**

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Addis Ababa, 25 October 2017

TO: WATRA MEMBER STATES and Sector
Members

Subject: Training workshop and validation meeting on Quality of Service (QoS) and Quality of Experience (QoE) Framework for ECOWAS region to be held at the Ecole Supérieure Multinationale des Télécommunications (ESMT), Dakar, Senegal from 11 - 14 December, 2017

Dear Sir/ Madam,

In line with Objective 2 of the Dubai Action Plan, 2014 and Resolution 95 on "ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service quality" of the World Telecommunication Standardization Assembly (WTSA-16); The International Telecommunications Union (ITU) Regional Office for Africa is partnering with the West African Telecommunications Regulatory Assembly (WATRA), the regional telecommunications regulatory body for the ECOWAS member states plus Mauritania to develop a harmonized policy and regulatory framework for Quality of Service (QoS) and Quality of Experience (QoE).

As part of this process, I hereby invite you to attend training on QoS and QoE for digital services and the validation meeting of the QoS and QoE Framework developed for the ECOWAS region to be held at the Ecole supérieure multinationale des télécommunications (ESMT) in Dakar, Senegal from 11 to 14 December, 2017.

The program is designed for high to middle level policy, regulatory and industry officials in charge of QoS and QoE and consumer rights and protection.

The outcome of the event will be the adoption of a regulatory framework and guideline for greater quality prospects for ICTs users in the ECOWAS region.

Documents related to the event, including the Agenda, registration form, hotel reservation form and practical information for participants will be posted on the ITU website at <http://www.itu.int/en/ITU-D/Regional-Presence/Africa/Pages/default.aspx>

Participants are invited to download and print the documents needed for the event.

The workshop will be held in French and English.

Participants are requested to complete the registration form available on this above event page not later than November 15th 2017.

Please refer to above event page for additional information related to visas. Also note that all expenses concerning travel, accommodation, meals and insurance participants should be defrayed by your Administration / Organization / Company.

Should you require any further information, Ali Drisa Badiel, ITU Area Representative for West Africa Region (E-mail: AliDrissa.Badiel@itu.int, Tél. +221 33859 70 10) and Ms. Oumou Niang, Email: oumou.niang@itu.int or Anna (Email: anna.barboza@itu.int (Tel: +221 33 859 70 10 /21) are at your disposal to assist you.

Kind regards,

[Original Signed]

Andrew Rugege
Regional Director for Africa and
Liaison to ECA and AU

Attachments: Annex 1

cc Mr. Laminou ELHADJI MAMAN, Executive Secretary, WATRA

Mr. Ali Drisa Badiel Area Representative for West Africa