



**International Telecommunication Union**  
REGIONAL OFFICE FOR AFRICA

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Addis Ababa, 08 June 2018

ECOWAS MEMBER STATES and Sector  
Members

**Subject: Validation meeting on Quality of Service (QoS) and Quality of Experience (QoE) Framework/  
Guideline for ECOWAS region to be held at Abidjan, Côte d'Ivoire, 16 to 19 July, 2018**

Dear Sir/Madam,

The International Telecommunications Union (ITU) Regional Office for Africa last year initiated a process to support Economic Community for West Africa State ECOWAS under the West Africa Telecommunications Regulatory Authority (WATRA) umbrella to develop a harmonized policy and regulatory framework for Quality of Service (QoS) and Quality of Experience (QoE) for the region. A training, workshop and initial meeting was held at the Cole Supérieure Multinationale des Télécommunications (ESMT), Dakar, Senegal from 5-9 December, 2017.

WATRA at the kind invitation of Autorité de Régulation des Télécommunications de Côte d'Ivoire (ARTCI) is organizing the final validation meeting to be held at PALM CLUB HOTEL from 16- 19 July, 2018. The outcome of the event will be the adoption of a regulatory framework and guideline on QoS and QoE for greater quality prospects for ICTs users in the ECOWAS region.

Please find attached the invitation letter, agenda and related information regarding the event.

Ms Oumou Niang, email [oumou.niang@itu.int](mailto:oumou.niang@itu.int) is at your full disposal should you require any information.

We look forward to your active participation and invaluable contribution.

Yours faithfully,

[Original Signed]

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