



**Telecommunication  
Development Bureau (BDT)**

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Geneva, 26 October 2015

To:

- Administrations of ITU Member States
- Regulators
- ITU-D Sector Members
- Academia

Subject: **Regional Expert Workshop for Europe on “New Issues in QoS Measuring and Monitoring”, 25-26 November 2015, Bologna, Italy**

Dear Sir/Madam,

I have the pleasure to invite your Administration/Organization to the Regional Workshop for Europe on “New Issues in QoS Measuring and Monitoring”, which will be held from 25 to 26 November 2015 in Bologna, Italy.

This Expert Workshop is organized by the Telecommunication Development Bureau (BDT) of the International Telecommunication Union (ITU) and hosted by the Foundation Ugo Bordoni (FUB).

The Workshop, organized within the framework of the ITU Regional Initiative for Europe on Development of Broadband Access and Adoption of Broadband, agreed by the World Telecommunication Development Conference 2014, should provide an opportunity for expert level dialogue between the stakeholders on strategies and policies that focus on measuring the quality of service and consumer protection in the region.

It will cover in particular the following aspects:

- Recent initiatives and developments in QoS and Consumer Protection
- Technical tools and platforms to measure QoS
- Regulatory perspective to QoS
- ITU Academy Training Programme on QoS
- QoS/QoE frameworks for converged services and applications
- KPIs for end-to-end broadband QoS/QoE

Representatives of European Regulatory Agencies, Ministries, Operators of electronic communications, as well as representatives and experts of international organizations and institutions in charge of the regulation and development policy of electronic communications are invited to take part in the Workshop.

Please note that the meeting will be paperless. Documents related to the event, including Agenda, Registration Form, and Practical Information for Participants are posted at <https://www.itu.int/en/ITU-D/Regional-Presence/Europe/Pages/Events/2015/QoS/Quality-of-Services.aspx>

The Conference will be conducted in English.

Participants requiring an entry visa to Italy should contact their nearest Embassy or Consulate of Italy for assistance well in advance. Information on visa requirements can be found in the Practical information for Participants.

Mr Jaroslaw Ponder, Coordinator for Europe Region, ITU (telephone: +41 22 730 6065; e-mail: [EURregion@itu.int](mailto:EURregion@itu.int)) is at your disposal for any further information you might need.

We look forward to welcoming you in Bologna.

Yours faithfully,

[Original signed]

Brahima Sanou  
Director