

**ITU Regional Initiative for Europe on Broadband  
Regional Workshop for Europe**

***New Issues in Quality of Service Measuring and Monitoring***

**Bologna, Italy  
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Welcome Remarks**



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Mr Federico Flaviano, Counselor for the consumer policies and relations  
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Distinguished guests,  
Ladies and gentlemen

Good morning,

- On behalf of the International Telecommunication Union it is our great honour to welcome you all to this Regional Workshop on "*New Issues in Quality of Service Measuring and Monitoring*".
- It is also our special pleasure to be here, in Villa Grifone, museum and parental house of Guglielmo Marconi, who 120 years ago, just here, set up his first workshop and completed his first experiments in wireless telegraphy (1895).

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Dear Ladies and Gentlemen,

- This conference is co-organized by International Telecommunication Union within the framework of the Regional Initiative for Europe on ***Development of Broadband Access and Adoption of Broadband***, agreed by the World Telecommunication Development Conference 2014.
- On behalf of International Telecommunication Union, please let me thank our distinguished partners, Bordoni Foundation, Italian Communications Regulatory Authority, and Ministry of Economic Development for great cooperation.
- Let me also extend our thanks to the Government of Italy for its continued support and commitment to the cause of advancing global broadband agenda at the national, regional as well as global level.

Ladies and gentlemen,

- ITU is the UN specialized agency in charge of ICTs. Our overarching mission is to Connect the World. As the oldest international organization worldwide, celebrating this year its 150 anniversary, ITU has been accompanying the ICT ecosystem since its beginning.
- We have been working hand in hand with all stakeholders in order to bridge digital divide and strengthen transformative power of broadband worldwide.
- As many of you know during the ITU Plenipotentiary Conference 193 Member States agreed on a global agenda Connect 2020, setting concrete set of goals and targets.
- In order to ensure that we build inclusive information society a global community agreed among the others that by 2020, Worldwide
  - 55% of households should have access to the Internet
  - 60% of individuals should be using the Internet by 2020
  - telecommunication/ICT should be 40% more affordable by 2020
  - Broadband services should cost no more than 5% of average monthly income in developing countries
  - 90% of the rural population should be covered by broadband services

- With more than 3.2 billion people, i.e. 43% of the global population are now connected to the internet and 3.7-5 billion people, unique mobile subscribers, there is still a lot to be done in order to close the digital gap.
- Even though in the international comparison of the penetration rates Europe wins the broadband challenge with 186 Million of fixed broadband and 460 million of mobile broadband subscriptions, a lot remains to be done in order to strengthen transformative power of internet, and ensure that the quality corresponds to new requirements of smart society.
- This is the reason why the Quality of Service is placed very high on the agenda of all ITU sectors, i.e. Development, Standardisation and Radiocommunication and we will learn about diverse ITU work streams focusing on QoS during the day.

Dear Ladies and Gentlemen,

- Broadband was recognized as one of the top **priorities for Europe and at the World Telecommunication Development Conference in 2014**, when 193 member states adopted European regional initiative on Development of broadband access and adoption of broadband.
- Thanks to commitment of diverse stakeholders several concrete actions became part of three year implementation plan for this initiative. They are concrete, result oriented, and avoid any kind of duplication at the regional level.
- It includes and is not limited to
  - **Monitoring of national broadband strategies and policies;**
    - Regulatory Conference on Development of Broadband Access and Adoption of Broadband was held in Montenegro, September 2015
      - Overview of national broadband strategies and policies was presented
      - Case Study of Portugal was released on the occasion of the conference.
    - Assistance was provided to Montenegro in establishing national IXP becoming operational in July 2015. In addition series of capacity building activities were carried out;
  - **Mapping of broadband infrastructure across the region;**

- Broadband infrastructure of more than 40% of European countries has been already reflected on the Global ITU Interactive Transmission Map.
- In follow up, we are planning to hold a joint ITU–EC Conference on Broadband Mapping in April 2016.
- **Monitoring of the quality of services and consumer protection.**
  - Report on National Approaches for Quality of Services and Consumer Protection will be one of results of todays regional experts workshop. It will also serve as a reference material for the QoS training to be provided through ITU Academy.
- **Building human capacity**
  - Online training on Next Generation Broadband Internet Access, FEEIT Macedonia (May – June 2015);
  - Online training on Mobile Broadband, FEEIT Macedonia (November – December 2015);
  - Face-to-face training on End-to-End QoS Network Design, Warsaw, Poland (November 2015)
  - Face-to face training on Strategic Aspects for Internet Governance and Innovatios, Warsaw, Poland (November 2015)

Dear Ladies and Gentlemen,

- All this would not be possible without commitment of diverse stakeholders willing to advance broadband agenda at diverse levels.
- Therefore while thanking you all for engaging in this international action we invite you all to collaboration and partnering with ITU under the Regional Initiative for Europe on Broadband, in particular Quality of Service, as well as to engage in other work streams related to the development of broadband.
- Only together we may advance broadband agenda, implementing concrete and result oriented actions, while making the world a better place to live for all.
- Thank you all.