



**Telecommunication  
Development Bureau (BDT)**

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Geneva, 19 March 2013

To:  
Communications Administrations;  
ITU-D Sector Members and Associates;  
Regional organizations of the CIS and Georgia

**Subject: ITU Regional Workshop for the CIS on Quality of Services Provided by  
Telecommunications/ICT Companies and Consumer Protection, Tashkent, Republic of  
Uzbekistan, 22-24 May 2013**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), I am pleased to invite you to the Regional Workshop for the CIS on Quality of Services Provided by Telecommunications/ICT Companies and Consumer Protection, organized by the Telecommunication Development Bureau and held in Tashkent, Republic of Uzbekistan, from 22-24 May 2013 at the kind invitation of the State Committee for Communication, Informatization and Telecommunication Technologies of the Republic of Uzbekistan.

This Workshop is intended for representatives from ministries, regulators, telecommunication operators, universities and other stakeholders of the ITU Member States, Sector Members and Associates from the CIS and Georgia.

The workshop aims to build skills of understanding the regulatory guidelines for effective technical measures of consumer protection, as well as measures against unsolicited communication of spamming or fraudulent character. Also, the workshop is to identify new challenges faced by consumers as well as policy makers and regulators with the advent of convergence and expansion on Internet broadband networks. The Workshop will cover issues such as: the role of the state in guaranteeing protection of rights of the telecommunications services consumers; legal regulation of quality of the services provided by telecommunications/ICT companies; issues of service quality with the advent of convergence of telecommunications and information technologies; technical and organizational aspects of telecommunications service quality assurance and control; international cooperation in the field of telecommunications service consumer protection.

The workshop language is Russian.

The workshop will be paperless. All materials, including presentations will be available on the ITU site: <http://www.itu.int/en/ITU-D/Regulatory-Market/Pages/ITU-Regional-Workshop-for-the-CIS-on-Quality-of-Services.aspx>.

No registration fee will be required. All expenses of the workshop participants (travel, accommodation, meals) are to be covered by the sending organization.

I am pleased to inform you that one full or two partial fellowships per country will be awarded, subject to

available funding, to facilitate participation of low-income developing countries. An application for a fellowship must be authorized by the relevant Administration of the ITU Member State. In this regard, we kindly ask you to fill out the attached Fellowship Request Form (Annex 4) and send it to the ITU Fellowship Service by fax: +41 22 730 57 78 or email: [bdtfellowships@itu.int](mailto:bdtfellowships@itu.int) no later than **30 April 2013**.

If you wish to participate in the workshop, you are kindly requested to fill out the Registration Form attached (Annex 2) and send it to the contact persons indicated in the form by **30 April 2013**.

For additional information and clarifications please contact Mr Andrei Untila, Programme Officer, ITU Area Office for the CIS, e-mail: [andrei.untila@itu.int](mailto:andrei.untila@itu.int), tel.: +7(495)926-60-70, fax: +7(495)926-60-73; Ms Umida Musaeva, Senior Specialist, International Relations Department, State Committee for Communication, Informatization and Telecommunication Technologies of the Republic of Uzbekistan, e-mail: [musaeva@aci.uz](mailto:musaeva@aci.uz) или [u.musaeva@ccitt.uz](mailto:u.musaeva@ccitt.uz), tel.: + 998 71 238-41-41; fax: +998 71 239-87-82.

Yours faithfully,

[Original signed]

Brahima Sanou  
Director

Annexes:

1. Draft Agenda
2. Registration Form
3. Practical Information
4. Fellowship Request Form
5. Visa Support Form
6. Hotel Reservation Form



**ITU Regional Workshop on  
Quality of Services Provided by  
Telecommunications/ICT Companies and Consumer  
Protection**

*Tashkent, Republic of Uzbekistan, 22-24 May 2013*

**Draft Agenda**

**22 May 2013, Wednesday**

<b>08:30-09:30</b>	<b>Registration of participants</b>
<b>09:30-10:00</b>	<b>Briefing for the Media</b>
<b>10:00—10:30</b>	<b>Opening remarks:</b>  ·The State Committee for Communication, Informatization and Telecommunication Technologies of the Republic of Uzbekistan;  · <i>International Telecommunication Union (ITU).</i>
<b>10:30-11:00</b>	<i>Coffee bread</i>
<b>11:00—12:30</b>	<b>Session 1: The role of the state in guaranteeing protection of rights of the telecommunications services consumers</b>  During the Session, the Workshop participants will be acquainted with the efforts of the CIS countries aimed at guaranteeing protection of rights of the telecommunications services consumers. Representatives of the communications administrations and regulators will share their experience of implementation of state programmes and projects to guarantee a high quality of the provided communications services in their countries.
<b>12:30-14:00</b>	<b>Lunch</b>
<b>14:00-15:30</b>	<b>Session 2: Legal regulation of quality of the services provided by telecommunications/ICT companies</b>  During the Session, the speakers will acquaint the Workshop participants with legal regulation of quality of services provided by telecommunications/ICT companies. The Session will consider experiences of legal implementation of control over service quality and consumer protection at the corporate, state, and regional level.

<b>15:30 – 16:00</b>	<b>Coffee break</b>
<b>16:00-17:30</b>	<b>Session 3: Issues of service quality in the situation of convergence of telecommunications and information technologies; approaches to the service quality evaluation</b>
<b>23 May 2013, Thursday</b>	
<b>09:00—10:30</b>	<p><b>Session 4: Technical aspects of telecommunications service quality assurance and control</b></p> <p>During the Session, the speakers will acquaint the Workshop participants with technical aspects of implementation and operation of the systems of telecommunications service quality assurance and control. The communications providers and producers of hardware/software solutions will share their experience in successful implementation of the systems in the networks of different kinds.</p>
<b>10:30–11:00</b>	<i>Coffee break</i>
<b>11:00–12:30</b>	<p><b>Session 5: Organizations aspects of telecommunications service quality assurance and control</b></p> <p>During the Session, the speakers will acquaint the Workshop participants with organizational aspects of telecommunications service quality assurance and control. In particular, the Session will consider the issues of records of the subscribers regarding unsatisfactory quality of the communications services provided.</p>
<b>12:30-14:00</b>	<b>Lunch</b>
<b>14:00-15:30</b>	<p><b>Session 6: Peculiarities of Implementation of the service quality control systems on the networks of different kinds</b></p> <p>During the Session, the speakers will acquaint the Workshop participants with peculiarities of use of the most popular decisions in the sphere of the service quality control on telecommunications networks.</p>
<b>15:30–16:00</b>	<b>Coffee break</b>
<b>16:00-17:00</b>	<p><b>Session 7: Roundtable on technical and organizational methods of guaranteeing telecommunications service quality</b></p> <p>Participants:</p> <ul style="list-style-type: none"> <li>▪ ITU</li> </ul>

	<ul style="list-style-type: none"><li>▪ The Workshop participants</li></ul>
<b>24 May 2013, Friday</b>	
<b>09:00—10:30</b>	<b>Session 8: Telecommunications service consumer protection; guarantee and improvement of service quality as an instrument of client satisfaction improvement</b>
<b>10:30-11:00</b>	<i>Coffee break</i>
<b>11:00—12:30</b>	<b>Session 9: International cooperation in the field of telecommunications service consumer protection</b>  During the Session, the speakers will acquaint the Workshop participants with successful international projects in the field of telecommunications service consumer protection. In particular, the Session will consider the issues of protection of rights of international telecommunication service consumers.
<b>12:30-14:00</b>	<b>Lunch</b>
<b>14:00-15:30</b>	<b>Session 10: Roundtable on consumer protection and cooperation with consumer protection organizations</b>  Participants: <ul style="list-style-type: none"><li>▪ ITU</li><li>▪ The Workshop participants</li></ul>
<b>15:30-16:00</b>	<b>Summing up</b>