
[Introduction to service quality regulation](#)

Location

Global or multi-regional

Training topics

Training topics

Quality of Service

Training type

Training modality

Online self-paced

Languages

Languages

English

Coordinators

- Célia Pellet

Event email contact

Event mail contact

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Price

\$0.00

Event organizer(s)



Supported by



Description

In the telecommunications industry, price is no longer the sole factor in purchasing decisions. Service quality plays a key role to all stakeholders and, particularly, in achieving consumer satisfaction. The measurement of Quality of Service (QoS) and Quality of Experience (QoE) is, however, becoming increasingly complex to obtain as quality can be compromised by various factors along the value chain such as with the network infrastructure, the devices and/or applications a consumer is using and other factors influencing a consumer's experience.

As service quality is also closely linked to consumer protection, national regulatory authorities in many countries have introduced service quality regulation to provide transparency on the level of service quality in the telecommunications industry. There is a need to disseminate firm and solid understanding on service quality to all stakeholders in the ecosystem i.e., operators (service providers), network equipment and terminal device manufacturers, regulatory bodies and consumers. This course will equip all participants with the tools to establish service quality

regulatory frameworks to monitor and measure quality of service (QoS) and quality of experience (QoE).

With generous support from the Global Gateway initiative of the European Union, participation in this training programme is free of charge.

Registration information

[Document on registration information \(English\)](#)

Unless specified otherwise, all ITU Academy training courses are open to all interested professionals, irrespective of their race, ethnicity, age, gender, religion, economic status and other diverse backgrounds. We strongly encourage registrations from female participants, and participants from developing countries. This includes least developed countries, small island developing states and landlocked developing countries.

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