Registration information

Introduction to service quality regulation

Organized by:

Training details

Modality: Online self-paced
Dates: Open
Training fees: $0.00
Language: English
Registration deadline:
Training code: 24OS100303MUL-E
Contact: treg@itu.int

Training 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).

For more information about the training objectives, target population, entry requirements, methodology, evaluation and content, consult the page here.

How to register

In order to register for the training, participants should:

1. Create an ITU Academy account here
2. Register for the course here

The ITU Academy is the International Telecommunication Union leading platform for capacity development initiatives.

International Telecommunication Union
Place des Nations, 1211 Geneva 20
Switzerland