



Plot 143, Unit 2
Gaborone International Finance Park
P.O. Box AD 135 ADD
Gaborone, Botswana

Tel: +267 3158468
Fax: +267 3181171
E-mail: crasa@it.bw
Website: www.crasa.org

6th April 2017

Dear Sir/Madam,

**INVITATION TO THE QUALITY OF SERVICE/QUALITY OF EXPERIENCE TRAINING
FOR SADC, BOCRA SPECTRUM HOUSE - PHAKALANE, 8 to 10 MAY 2017**

On behalf of the CRASA Chairman, I have the honor to invite you to the Quality of Service (QoS)/Quality of Experience (QoE) training for SADC and the Consumer Affairs Committee meeting. The Training is being convened in partnership with the International Telecommunications Union (ITU) and hosted by Botswana Communications Regulatory Authority (BOCRA) at BOCRA Spectrum House in Gaborone, Botswana from 8th to 10th May 2017.

The Quality of Service (QoS)/Quality of Experience (QoE) training for SADC seeks to provide overview of QoS and QoE from an ITU point of view. Further, the training will focus on the assessment of voice, video, and data quality, including but not limited to telephony, network performance and OAM for performance measurement, hands-free communication and user interfaces in vehicles, traffic management, QoS for mobile services, as well as bitrate measurement of Internet connections. The training will also cover QoS and QoE for multimedia and assessment methods, as well as regulatory aspects of QoS including, parameters, pricing, consumer protections, monitoring tools and enforcement approaches. The training program is attached as **Annex 1**.

Registration

Kindly complete the attached registration form that is attached as **Annex 3A** and return the filled forms to crasa@it.bw by **Friday 28th April 2017**. The training will be conducted in English only.

List Of Hotels

The list of recommended hotels is attached below in **Annex 4**.

Note:

At the kind request of the ITU, please note that this invitation is open to Member States from the Africa region outside the SADC Region.

Sincerely



Marufu Antony Chigaazira
Executive Secretary - CRASA

Attachments..

Annexure I - Quality of Service (QoS)/Quality of Experience (QoE) training for SADC program

Annexure II - CIC meeting Agenda

Annexure III - Registration Forms (A & B)

Annexure IV – List of Hotels

ANNEX 1



INTERNATIONAL TELECOMMUNICATION UNION
Telecommunication Development Bureau
And
COMMUNICATIONS REGULATORS' ASSOCIATION OF
SOUTHERN AFRICA



QoS and QoE Training for SADC Region

SADC Region, Africa

8-10 May, 2017

BOCRA Spectrum House, Gaborone, Botswana

Agenda

Objective

This workshop is targeted at building capacity of regulatory staff within the SADC region in Africa, regarding the Quality of Service (QoS) and Quality of Experience (QoE) for the ICTs and their regulation. In this regard, the workshop will provide an overview of QoS and QoE from an ITU point of view. Further, it will focus on the assessment of voice, video, and data quality, including but not limited to telephony, network performance and OAM for performance measurement, hands-free communication and user interfaces in vehicles, traffic management, QoS for mobile services, as well as bitrate measurement of Internet connections. The training will also cover QoS and QoE for multimedia and assessment methods, as well as regulatory aspects of QoS including, parameters, pricing and consumer protections, monitoring tools and enforcement approaches.

Target Participation

This training workshop is targeted at managers, engineers and employees from regulators, government agencies, telecommunication companies and academia, who are interested in understanding, implementation and regulation of QoS and QoE, including technologies, standardization, and regulation. Other institutions and individuals that are dedicated in building their capacity related to QoS and QoE are also welcome to participate.

Day 1: 8th May 2017

OVERVIEW OF QOS AND QOE

Time	Title and content of the session	Document (ppt)
09:30 – 10:00	REGISTRATION	
10:00 – 11:00	Introduction to QoS and QoE: ITU-T framework and recommendations	
11:00 – 11:30	COFFEE BREAK	
11:30 – 13:00	Overview of Internet QoS	
13:00 – 14:00	LUNCH BREAK	
14:00 – 14:45	Next Generation Networks (NGN) - QoS functions and performance measurements	
14:45 – 15:30	QoS parameters and measurements	
15:30 – 16:00	COFFEE BREAK	
16:00 – 17:00	Network performance and OAM for performance measurement	
End of Day 1		

Day 2: 9 May 2017

QOS AND QOE FOR DIFFERENT SERVICES

Time	Title and content of the session	Document (ppt)
10:00 – 11:00	QoS for mobile services and hands-free communication in vehicles	
11:00 – 11:30	COFFEE BREAK	
11:30 – 13:00	QoS for data	
13:00 – 14:00	LUNCH BREAK	
14:00 – 14:45	QoS and QoE for voice and IPTV	
14:45 – 15:30	QoS and QoE assessment methodologies	
15:30 – 16:00	COFFEE BREAK	
16:00 – 17:00	Traffic management and bitrate measurement of Internet connections	
End of Day 2		

Day 3: 10 May 2017

REGULATORY ASPECTS OF QOS

Time	5.0. Title and content of the session	Document (ppt)
10:00 – 11:00	Regulatory aspects of QoS parameters (KPIs), pricing and consumer protection	
11:00 – 11:30	COFFEE BREAK	
11:30 – 12:15	Network Neutrality	
12:15 – 13:00	ITU guidelines for QoS regulation	
13:00 – 14:00	LUNCH BREAK	
14:00 – 14:30	QoS enforcement	
14:30 – 15:00	Round-table discussion: Current policy and regulatory practices for QoS and QoE in fixed and mobile network in SADC countries. (Inputs for the case studies)	
15:00 - 15:30	Round-table discussion: Issues regarding the legal and regulatory frameworks, criteria and parameters, and enforcement approaches.	
	Propose: develop Model outlines of a QoS/QoE framework based on current practices from SADC countries case studies.	
15:30 – 16:00	COFFEE BREAK	
16:00 – 16:30	Workshop conclusions and closure	
16:30 – 17:00	Test Quiz	
End of Day 3		

ANNEX 3A



QUALITY OF SERVICE (QOS)/QUALITY OF EXPERIENCE (QOE) TRAINING FOR SADC

8TH TO 10TH MAY 2017

BOCRA SPECTRUM HOUSE

GABORONE

BOTSWANA

REGISTRATION FORM

DELEGATE DETAILS

First Name:

Middle Name:

Surname:

Organisation/Company:.....

Designation:.....

Postal Address:....

Country: Email:.....

Contact Telephone: Fax No:

HOTEL BOOKING AND FLIGHT DETAILS

Hotel:

Arrival Date:Flight No:..... Time:.....

Departure Date: Flight No: Time:

Please complete the Registration Form and send to Ms Judith B. Simukanga at crasa@it.bw latest by **FRIDAY 28 APRIL 2017.**

ANNEX 4

LIST OF HOTELS CLOSER TO TRAINING VENUE

	NAME	STANDARD ROOM	DOUBLE ROOM	EXECUTIVE ROOM	CHALETS (3 PERSONS OCCUPANCY)	CONTACT DETAILS
1	Phakalane Golf Estate	1,400		1,700	2,150	enquiries@phakalane.co.bw +267 360 4000
2	North Manor Inn (Gaborone North)	605	705			mosets.gape@gmail.com +267 393 8186 +267 73961333
3	Aquarian Tide Hotel	899 (without Breakfast - 120 pula)	-	-		info@aquariantide.com +267 3187480
4	Town Lodge	1,020 (without breakfast)	1,150 (without breakfast)			tlgabs.reservations@clhg.com +267 3160490
6	Planet Lodge	650	700			admin@planetlodges.com +267 391 0116
5	Travel Lodge	959	1099	1199		reservations@travellodge.co.bw +267 310 5000
2	Avani Gaborone Resort and Casino	1,300	1,550	1,800	-	gaborone@avanihotels.com +267361 6000

Note: The room rates are presented in Botswana Pula and BWP 1.00 is equivalent to USD 0.0921 as well as the hotels have been listed in relations to proximity to the venue