



**Telecommunication
Development Bureau (BDT)**

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Geneva, 18 September 2019

To:

- Administrations of ITU Member States
- Regulators
- ITU-D Sector Members and Academia
Members in Europe

Subject: ITU Centres of Excellence face-to-face training course on QoS Technologies and Regulation for Fixed and Mobile, 24-25 October 2019, Warsaw, Poland

Dear Sir/Madam,

I am pleased to invite your organization to participate in the face-to-face training course on **“QoS Technologies and Regulation for Fixed and Mobile”** to be held in **Warsaw, Poland from 24 to 25 October 2019**. This training is organized jointly by the International Telecommunication Union and the National Institute of Telecommunications (NIT) as part of the Wireless & Fixed Broadband programme under the auspices of the ITU Centres of Excellence for Europe. The training will be delivered in English.

This capacity building course aims to provide an insight on the fundamentals of QoS (Quality of Service) and QoE (Quality of Experience) and will dive into specifics of traffic management, QoS for ultra-broadband, VoIP, IPTV and internet data services. Participants will also be apprised of QoS KPIs as well as the QoS regulatory framework. This course is targeted at managers, engineers and employees from regulators, government organisations, telecommunication companies and academia as well as other institutions and individuals with special interests in this area.

More information on this training course including payment details are available on the ITU Academy portal at the following link <https://academy.itu.int/training-courses/full-catalogue/qos-technologies-and-regulation-fixed-and-mobile> , where online registration is open until **23 October 2019**.

Mr Jaroslaw Ponder, Head of ITU Office for Europe (eurregion@itu.int) is at your full disposal should you require any information.

We look forward to your active participation in this training course.

Yours faithfully,

[Original signed]

Doreen Bodgan-Martin
Director