

INITIATIVE TO RAISE AWARENESS AND PUBLICIZE ITU ACTIVITIES IN CONNECTION WITH THE QUALITY OF TELECOMMUNICATION SERVICES IN ORDER TO COLLECT INFORMATION FROM MEMBER STATES AND PROMOTE THEIR PARTICIPATION IN THE ITU-T STUDY GROUPS

The 32 Meeting of the Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

DECIDES:

1. To request State Members to send their responses to the questionnaire on the status of national regulatory frameworks that Study Group (SG) 12, in the area of standardization (ITU-T), has drafted as part of the Operational Plan for Resolution 95 (Hammamet, 2016)². This WTSA Plan deals with *ITU Telecommunication Standardization Sector initiatives to raise awareness on best practices and policies related to service*. The questionnaire that refers to quality of service (QoS), quality of experience (QoE) and user satisfaction is available at <https://www.research.net/r/sg12-servicequality>. In order to better understand the maturity level of QoS regulatory frameworks in CITEL Member States and identify specific needs in connection with quality standard frameworks, SG 12 requests input and contributions via the abovementioned questionnaire until September 30, 2018.

2. Invite Member States and Associated States to contribute with their input to the recommendations that ITU-T SG 12 is working on, in order to define reference quality measurement frameworks (E.RQUAL), as well as mobile service QoS and QoE measurement methodologies (E.MTSM). To see the latest versions go to:

E.MTSM: <https://www.itu.int/md/T17-SG12-180501-TD-GEN-0537/en>

E.RQUAL: <https://www.itu.int/md/T17-SG12-180501-TD-GEN-0434/en>

¹ CCP.I-TIC/doc. 4624/18

² Available at <https://www.itu.int/pub/T-RES-T.95-2016>.