



**INTERNATIONAL TELECOMMUNICATION UNION**  
**TELECOMMUNICATION STANDARDIZATION BUREAU**

Geneva, 02 October 2026

**Ref.:** TSB Circular 172  
TSB Events/MA

**Tel:** +41 22 730 5893

**Fax:** +41 22 730 5853

**E-mail:** [tsbevents@itu.int](mailto:tsbevents@itu.int)

**To:**

- Administrations of Member States of the Union;
- The State of Palestine (Res. 99 (Rev. Dubai, 2018));
- ITU-T Sector Members;
- ITU-T Associates;
- ITU Academia

**Copy to:**

- The Chairs and Vice-Chairs of Study Groups;
- The Director of the Telecommunication Development Bureau;
- The Director of the Radiocommunication Bureau;
- The Director of the ITU Regional Office for Asia and the Pacific, Bangkok;
- The ITU Area Office for South Asia and Innovation Centre, New Delhi

**Subject:** ITU Workshop on Telecommunication Service Quality and the inaugural meeting of ITU-T Study Group 12 Regional Group for Asia and the Pacific (Hyderabad, India, 2-3 December 2026)

Dear Sir/Madam,

1 I am pleased to inform you that the International Telecommunication Union (ITU) is organizing a workshop on “**Telecommunication Service Quality**” in Hyderabad, India, on 2 December 2026.

The workshop is kindly hosted by the Telecom Regulatory Authority of India (TRAI) and will be succeeded by the inaugural meeting of the [ITU-T Study Group 12 Regional Group for Asia and the Pacific](#) (SG12RG-AP) taking place at the same venue on 3 December 2026, see [TSB Collective letter 1/SG12RG-AP](#).

2 Facilitated by the [Quality of Service Development Group](#) (QSDG) operating under [ITU-T Study Group 12](#) (Performance, Quality of Service, Quality of Experience), the aim of this workshop is to extend the reach of ITU activities on telecommunication service quality standards in the Asia and Pacific region, and to advance the implementation of [WTSA Resolution 95](#) on ITU-T initiatives to raise awareness on best practices and policies related to service quality.

3 The objectives of this workshop include:

- Introducing the work of ITU-T Study Group 12 on performance, quality of service (QoS) and quality of experience (QoE) and guidance available to regulators to establish quality regulatory frameworks;
- Facilitating the exchange of telecommunication service quality best practices, experiences and lessons learned, including on QoS/QoE evaluation, benchmarking and optimization; and
- Discussing the impact of trends in the telecommunications sector on service quality.

4 The workshop is targeted at representatives from national regulatory authorities, ministries, service and solution providers and vendors, academia, R&D institutions, consumer rights groups, and other organizations working on matters related to telecommunication service quality.

5 Participation is free of charge and open to ITU Member States, Sector Members, Associates and Academic Institutions, as well as to any individual from a country that is a member of ITU who wishes to contribute to the work. The event will be held in English, only.

6 All relevant information including the draft programme will be made available on the event website here: <https://www.itu.int/en/ITU-T/Workshops-and-Seminars/qos/20261202/Pages/default.aspx>. The event webpage will be updated regularly as more information becomes available. Participants are encouraged to check periodically for updates.

7 General information for participants, including hotel accommodation, transportation and visa requirements will be available on the ITU webpage mentioned above.

8 Registration is mandatory for all participants planning to attend. You are invited to complete the online registration form at <https://www.itu.int/net4/CRM/xreg/web/registration.aspx?Event=C-00017216>. **Early registration is strongly encouraged.**

Please note that pre-registration of participants for our events is carried out exclusively online.

9 I would like to remind you that citizens of some countries are required to obtain a visa in order to enter and spend any time in India. The visa must be obtained from the office (embassy or consulate) representing India in your country or, if there is no such office in your country, from the one that is closest to the country of departure. Visa processing and approval may take some time, it is therefore suggested to check directly with the appropriate representation and apply early. Additional information on visa requirements will be available on the event webpage under the section "**Practical Information**".

Yours faithfully,

*(signed)*

Seizo Onoe  
Director of the Telecommunication  
Standardization Bureau