ITU Workshop on Telecommunication Service Quality and Inaugural Meeting of the ITU-T Study Group 12 Regional Group for Asia and the Pacific (SG12RG-AP)
(2 – 3 December, 2026)
Hyderabad, India

PARTICIPANT INFORMATION

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Brief Objectives Of The Events

The International Telecommunication Union (ITU-T) Study Group 12 (SG12) is responsible for the development of international standards, in the form of ITU-T Recommendations, relating to performance, Quality of Service (QoS) and Quality of Experience (QoE). Its work encompasses the entire spectrum of telecommunication terminals, networks and services, covering areas ranging from speech transmission over fixed circuit-switched networks to multimedia applications delivered over mobile and packet-based networks.

The International Telecommunication Union (ITU) is organising a workshop on "Telecommunication Service Quality" at Hyderabad, India, on 2nd December 2026. The workshop is being facilitated by the Quality of Service Development Group (QSDG), functioning under ITU-T Study Group 12, which deals with performance, Quality of Service (QoS) and Quality of Experience (QoE). The workshop aims to promote awareness and implementation of ITU-T standards and initiatives relating to telecommunication service quality in the Asia-Pacific region, in furtherance of WTSA Resolution 95 on raising awareness of best practices and policies concerning service quality. The key objectives of the workshop are to familiarise participants with the work of ITU-T Study Group 12 and the guidance available to regulators for establishing effective quality regulatory frameworks; facilitate the exchange of best practices, experiences and lessons learned in relation to QoS/QoE assessment, benchmarking and optimisation; and deliberate upon the implications of emerging trends in the telecommunications sector for service quality.

The International Telecommunication Union (ITU-T) Study Group 12 Regional Group for Asia and the Pacific (SG12RG-AP) will hold its first meeting in Hyderabad, India, on 3rd December 2026, hosted by the Telecom Regulatory Authority of India (TRAI). The meeting aims to facilitate regional cooperation and exchange of views on matters relating to telecommunication service quality, Quality of Service (QoS) and Quality of Experience (QoE). It will bring together regulators, policymakers, industry representatives and technical experts from the Asia-Pacific region to discuss relevant developments, challenges and best practices. The meeting will be organised in conjunction with the aforesaid ITU Workshop on Telecommunication Service Quality and the Quality of Service Development Group (QSDG) meeting. These engagements are expected to strengthen regional collaboration and promote the adoption of international standards and best practices for improving telecommunication service quality.

Logistics:- This workshop will be organized by Telecom Regulatory Authority of India in coordination with International Telecommunication Union.

Event Venue

Aditya Park,
Aditya Trade Center,
Opp Aster Prime Hospital, Satyam Theatre Road,
Ameerpet, Hyderabad
Tel: +91-40-6678 8888
Mail ID: reservations@hoteladityapark.com

Hotel Accommodation

Hotel Aditya Park, Hyderabad, is located in the heart of Hyderabad, the capital city of the Indian state of Telangana. The hotel offers convenient road connectivity to various parts of the city. For details of the hotel, please visit https://www.sarovarhotels.com/aditya-park-hyderabad/ .

The participants are required to book their accommodation directly with the hotels quoting the name of the event as '**ITU-TRAI event'** for their stay. The names of the recommendated hotels along with discounted prices are given below:

S.No.	Name of the Hotel	Category	Single Occupancy	Double Occupancy
1	**Hotel Aditya Park** **Aditya Trade Center,** **Opp Aster Prime Hospital, Satyam Theatre Road,** **Ameerpet, Hyderabad** **Contact Details:** • **Ms. Krush Boini** **Mobile No.: 9246887194** **Email:** Banquets@hoteladityapark.com • **Mr. Kulamani Pradhan** **Mobile No.: 7032900753** **Email:** fnb@hoteladityapark.com • **Mr. Harikant Ragi** **Mobile No.: 7032800339** **Email:**Reservations@hoteladityapark.com	Deluxe Room (With Breakfast only)	INR 6,499 Plus 5% Taxes	INR 7,499 Plus 5% Taxes
		Deluxe Room (With Breakfast and either Lunch OR Dinner)	INR 7,499 Plus 5% taxes	INR 8,499 Plus 5% taxes

Settlement of Hotel Accounts

Before checking out of hotel, the participants are required to settle all dues directly with hotel, including room charges and other expenses such as local and long-distance telephone calls, Internet, business centre, laundry, room and hotel transportation services, mini-bar items, as well as for restaurant and bar services. Participants are also responsible for any charges incurred with respect to rooms remaining vacant owing to their late arrival or rescheduled departure for which inadequate prior notice is given.

Passport and Visa Requirements

Participants are strongly advised to check all entry and visa requirements to travel to India on the websites of Indian Embassies and High Commissions in their respective countries. Visa support letter/Invitation letter can be issued upon request for assisting the delegates to obtain necessary visa from their respective countries and on-arrival visa (if applicable). Delegates who require this assistance and on-arrival visa support, should submit the following information at least 2 (two) weeks prior to the event to Mr. Devendra Sharma, Assistant (IR) at irdivision@trai.gov.in. ***Invitation letter request form for visa is available as Annexure 1***

Guidelines for incoming international passsengers.

Useful information for all the incoming international passengers at Hyderabad International airport is given at the link https://www.hyderabad.aero.

Health Requirements

ITU requests all participants to ensure medical and travel insurance covering the whole period of the event during their stay in Hyderabad, India. Neither ITU nor the host TRAI will be able to meet any expenses relating to injury, accident or medical treatment of the participant.

Other Useful Information

India: A Brief Country Profile

India, one of the world's oldest civilisations, is distinguished by its rich cultural heritage, geographical diversity and growing economic and technological capabilities. Since attaining Independence in 1947, the country has made significant socio-economic progress and emerged as one of the world's largest and fastest-growing telecommunications and digital markets. Covering approximately 3.29 million square kilometres, India is the seventh-largest country in the world, with a diverse landscape extending from the Himalayas in the north to the Indian Ocean in the south. Strategically located in South Asia, it has an extensive land border and a coastline of approximately 11,099 kilometres, including its island territories. India's telecommunications sector has witnessed substantial growth, driven by the rapid expansion of 5G networks, optical fibre infrastructure and digital connectivity. The country is also undergoing significant transformation through the adoption of emerging technologies and digital services. Its broadcasting sector encompasses television, cable, Direct-to-Home (DTH), satellite broadcasting, FM radio and digital broadcasting services. The convergence of telecommunications, broadcasting and digital technologies is creating new opportunities for innovation, investment and inclusive connectivity. In this evolving regulatory landscape, the Telecom Regulatory Authority of India (TRAI) plays a key role in promoting fair competition, safeguarding consumer interests and facilitating the orderly growth of the telecommunications and broadcasting sectors.

Some Useful Information About Hyderabad

Hyderabad, the capital city of the Indian state of Telangana, is one of the country's major metropolitan cities and an important centre for information technology, pharmaceuticals, education and culture. Situated on the banks of the Musi River, the city is known for its rich historical legacy, architectural landmarks and vibrant urban landscape.

Hyderabad is popularly known as the "City of Pearls" owing to its historical association with the pearl and diamond trade. The city is renowned for its magnificent heritage monuments, including the iconic Charminar, the historic Golconda Fort and the Chowmahalla Palace, which reflect its distinctive Indo-Islamic architecture and cultural heritage. The city is also home to several prominent attractions, including the Salar Jung Museum, Hussain Sagar Lake and the Ramoji Film City, which attract visitors from across India and abroad.

Hyderabad offers a diverse culinary experience, with its world-famous Hyderabadi biryani, traditional Telangana cuisine and a wide variety of regional and international dishes. The city has numerous street-food outlets, traditional eateries, cafés and fine-dining restaurants catering to different tastes and budgets.

For further information on Hyderabad's tourist attractions and cultural heritage, visitors may refer to the official Telangana Tourism website: https://tourism.telangana.gov.in/.

Local Transportation:

Taxi services and app-based cabs are popular modes of transport in Hyderabad. Services such as Uber and Ola are widely available and offer convenient transportation to various parts of the city at reasonable fares. Auto-rickshaws and city buses are also commonly used and economical options for local travel. Taxis arranged through hotels may be comparatively expensive; therefore, participants may consider using app-based cab services or public transport, as convenient.

Weather

The weather in Hyderabad in December is generally pleasant, with temperatures ranging from approximately 15°C to 29°C, making it an ideal time to explore the city and its attractions comfortably. Rainfall is generally minimal during this period, as December falls within Hyderabad's dry winter season.

Language

Hindi, English and Telugu are widely spoken in Hyderabad.

Time Zone

GMT/UTC + 5.30 hours

Banks & Currency

The unit of currency is Indian Rupees which comes in denominations of 10, 20, 50, 100, 200 and 500. Please use only the authorized money changers and banks to convert currency. They will issue a certificate of exchange which is required at the time of re-conversion of any unused currency. The currency may be exchanged at the airport on arrival. Foreign Exchange Rate is approximately Rs. 95/- to US$ 1.

Most bank ATMs honor Visa, Visa Electron, Master & Maestro cards and you may use these ATMs also to withdraw money. Most hotels, shops & other establishments accept all major international credit cards.

ELECTRICITY

230Volts AC 50Hz Electric sockets of Type D. It is advisable to come along with Global adaptors.



Transportation During Arrival and Departure

The Rajiv Gandhi International Airport, Hyderabad, is approximately 01 hour away from **Aditya Park Hotel, Hyderabad**, depending on traffic conditions. Delegates who have made their stay arrangements at Aditya Park Hotel will be provided with pick-up and drop-off facilities by the hotel. Other delegates may avail themselves of the pre-paid taxi services and local taxi operators available at the arrivals terminal of Hyderabad Airport.

Contact Points

For any further information you may require or if you need a personal invitation letter or official document for your travel clearances, please contact:

ITU coordinator:	**TRAI Lead coordinator:**
Mr Martin Adolph Head of the Bridging the Standardization Gap Division and Counsellor of ITU-T Study Group 12 Email: martin.adolph@itu.int	**Mr. Pawan Kumar Agarwal,** Joint Advisor, Quality of Service Division, Telecom Regulatory Authority of India Email: jtadv-qos@trai.gov.in Mob : +91-9868250775 (W/A) Tel : +91-11- 26769537 **(To liaise with the focal point through email/phone and to ensure proper coordination.)** **Mr. Devendra Sharma** Assistant International Relations Telecom Regulatory Authority of India Email: irdivision@trai.gov.in Mob : +91-8385921931 (W/A) Tel : +91-11- 26769664 **(For attendance, participation, visa support letter etc)**

Annex 1 : Invitation letter request form for visa

Before requesting the letter of invitation, delegates should ensure that they are registered for the **1st meeting of ITU-T SG12RG-AP and ITU Workshop**. After completing registration, kindly:

a) Fill in the form below (please fill in electronically)

b) Provide an scanned copy of your passport (full name, date of birth, nationality, passport number, valid date of passport, etc. must be seen clearly

c) Send as email attachments to Mr. Devendra Sharma: irdivision@trai.gov.in **latest by 25th November 2026 for obtaining necessary government clearances.**

Given name (First name)		
Family name (Last name)		
Gender (Male/Female)		
Date of Birth (dd/mm/yy)		
Place of Birth		
Nationality		
Passport number		
Passport Issuing Country		
Issuing Date (dd/mm/yy)		
Expiry Date (dd/mm/yy)		
Visa application office: Please specify whether Embassy of India or Consulate General/Consulate/Office?		
If you choose Embassy, in which country will you apply for a visa?		
If you choose Consulate General/Consulate/Office, in which city will you apply for a visa?		
Occupation and Job title		
Name of Company/Organization		
Company/Organization mailing address	Address	
	Postal Code	
	Country	
Telephone number		

Fax number		
E-mail address		
Your stay in India	Date of arrival (dd/mm/yy)	
	Date of departure (dd/mm/yy)	
	Days of Stay	
Hotel Booking		
Funding		

Please attach a scanned copy of your passport when sending the Form.