

Date: 16th March 2015
Our ref: 282/EACO/ES/015

TO: ALL EACO MEMBERS AND STAKEHOLDERS

RE: INVITATION TO THE QUALITY OF SERVICE, MONITORING AND COMPLIANCE TRAINING WORKSHOP TO BE CONDUCTED ON 4TH TO 8TH MAY 2015 IN KIGALI, RWANDA.

This is to inform you that the East African Communications Organisation (**EACO**) and the African Advanced Level Telecommunications Institute (**AFRALTI**) have organized a **Five day (5)** Training Workshop on **Quality of Service, Monitoring and Compliance**.

The workshop will cover the following Topics:

1. Quality of Service Regulation
2. Basics of Telecom Traffic
3. Telecom Networks and Performance Indicators
4. Broadband - KPI of Service delivery and their measurement
5. Interconnected Network – Circuit Interconnection and IP Interconnection
6. Call Centre – Mechanisms and Performance Indicators
7. Network and Service Management


Target Audience:

Managers, Engineers and Officers responsible for Legal, Technical Regulatory, Monitoring, Enforcement, Customer Care and Consumer Affairs.

The purpose of this letter is to invite you or your representatives to the above mentioned training workshop in order to gain knowledge and skills which will help your organizations to address Quality of Service issues faced by ICT players.

Please find herewith attached the course outline and the registration form. Further information about this training workshop is available at the EACO website <http://www.eaco.int> and the African Advanced Level Telecommunications Institute website <http://www.afralti.org>. In the meantime, any request for further information should be sent to the email address: info@eaco.int; hntahomvukiye@eaco.int and jmwakijele@afralti.org

We look forward to your participation.

Yours Sincerely,

Hodge Semakula
Executive Secretary / CEO

