

**CITEL (PCC.I) /ITU Forum on Information and Communication Technology
Service - Quality, Control and Surveillance
Cartagena de Indias, Colombia, 23-24 September 2013**

Contact: tsbworkshops@itu.int

Day 1 - Monday, 23 September 2013

08:00 – 08:45	Registration
08:45 - 09:45	<p>Opening Ceremony</p> <ul style="list-style-type: none"> • Diego Molano Vega, Minister, Ministry of Information and Communication Technologie (MINTIC), Colombia [Presentation [ESP]] • Malcolm Johnson, Director, Telecommunication Standardization Bureau, International Telecommunication Union (ITU) [Biography Speech] • Clovis Baptista, Executive Secretary, CITEL • Héctor Carril, Alternate Chair of PCC I - CITEL, Argentina [Biography] • Sandra Morelli, Contralora, Contraloria General de la República, Colombia
09:45 - 10:15	<p>Session 1: The importance of models and procedures for planning, monitoring and control in the provision of communications services</p> <p>Presentation on the state of the art of planning, surveillance and control for telecommunications services.</p> <ul style="list-style-type: none"> • Hans Wilhelm Gierlich, Head of Telecom Division, HEAD Acoustics GmbH [Biography Presentation [ENG]]
10:15 - 10:45	<p>Session 2: Culture of compliance: Pillar of Colombian's Monitoring and Control Model</p> <p>Presentation on the state of the art of surveillance and control for telecommunications services.</p> <ul style="list-style-type: none"> • Mayerly Diaz Rojas, Director of Supervision and Control, Ministry of Information and Communication Technologie (MINTIC), Colombia [Biography] Presentation [ESP]
10:45 - 11:15	Coffee Break
11:15 - 12:15	Session 3: Customer protection

	<p>Panel on quality and general obligations to the final consumer.</p> <p>Moderator: Mauricio Jaramillo, Journalist [Presentation [ESP]]</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Carlos Pablo Márquez Escobar, Executive Director, Communications Regulation Commission (CRC), Colombia [Biography Presentation [ESP]] • Jorge Sánchez, Deputy Superintendent For Consumer Protection, SIC, Colombia [Biography Presentation [ESP]] • Rafael López Zorzano, Department of Economic Analysis I (Economic Analysis), Universidad Complutense de Madrid: <i>Consumer Protection in the Telecommunications Sector: Theoretical Foundations and Perspectives</i> [Biography Presentation: [ESP]]
<p>12:15 - 13:00</p>	<p>Session 4: Surveillance and Control of the Radio Spectrum</p> <p>Discussion on the model of Surveillance and Control of radio spectrum in Colombia.</p> <ul style="list-style-type: none"> • Oscar León, Director ANE, Colombia [Biography] Presentation [ESP]]
<p>13:00 - 14:30</p>	<p>Lunch Break - CARTAGENA DE INDIAS CONVENTION CENTER - Claustro Las Animas</p>
<p>14:30 - 16:00</p>	<p>Workshop - Building a shared vision for the Surveillance and Control Model</p> <ul style="list-style-type: none"> • Moderator: Andres Mateus
<p>16:00 - 17:00</p>	<p>Session 5: Best practices - Monitoring and control activities - International Experience</p> <p>Panel on best practices and successful cases in Surveillance and Control Models.</p> <p>Moderator: Mariana Rodríguez Zani, General Director, Convergencia Latina: <i>CALIDAD DE SERVICIO: La evolución de la Reglamentación en la República Argentina</i> [Biography.]</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Virginia Reginato, Analysis and Planning Dept. Head Control Division, Subtel, Chile [Presentation [ESP]] • Sergio Trabuchi, Planning Area, CNC, Argentina [Biography] Presentation: [ESP]] • Hugo Daniel Maldonado, Engineering Management - CNC (Argentina) [Presentation: [ESP]] • Rodrigo Lara Restrepo, President, ASOMOVIL, Colombia [Biography.]

17:00 - 17:30	Coffee Break
17:30 - 18:00	<p>Session 6: QoS assessment for mobile speech services including user interfaces in vehicles and hands-free communication</p> <ul style="list-style-type: none"> • Hans Wilhelm Gierlich, Head of Telecom Division, HEAD Acoustics GmbH [Biography Presentation: [ENG]
18:00 - 18:30	Conclusions
20:00 - 22:00	Social Event - BALUARTE EXPLANADA DEL RELOJ

*To be confirmed

Day 2 - TUESDAY, 24 SEPTEMBER 2013

09:00 – 09:45	<p>Session 7: Service quality – ITU</p> <p>Overview of ITU-T and activities on QoS</p> <ul style="list-style-type: none"> • Joachim Pomy, Owner, Telecommunications & Int'l Standards: <i>Overview of ITU-T and activities on QoS</i> [Biography Presentation [ENG]]
09:45 - 10:15	<p>Session 8: Quality of Service: Issues, measurement and challenges</p> <p>Issues of quality, how Colombia measures quality and challenges facing the consumer</p> <ul style="list-style-type: none"> • Nicolas Silva, Commissioner CRC (Colombia). [Biography Presentation [ESP]]
10:15 - 10:45	Coffee Break
10:45 - 11:30	<p>Session 9: Quality parameters for mobile services</p> <p>Applicable principles for the determination of quality parameters for mobile services</p> <ul style="list-style-type: none"> • Teodosio Pérez Amaral, Head of Department, Universidad Complutense de Madrid [Biography Presentation: [ESP]
11:30 - 12:15	<p>Session 10 A: New ways of approaching the measurement of mobile service quality</p> <ul style="list-style-type: none"> • Ernesto M. Flores-Roux, PhD, Research Associate, Center for Economic Research and Teaching - CIDE, Mexico DF: <i>Ideas sobre el</i>

	<p><i>debate de la regulación de la calidad de servicio de telecomunicaciones móviles</i> [Biography] Presentation [ESP]</p>
12:15 - 12:45	<p>Session 10 B: Quality service App: The Colombian case Moderator: Patricio Muirragui, Technical Applications Engineer, CORTxT [Biography] Presentation [ENG]</p>
12:45 - 14:00	<p>Lunch - CARTAGENA DE INDIAS CONVENTION CENTER- Claustro Las Animas</p>
14:00 - 15:30	<p>WORKSHOP: Radiography of the parameters, problematic, measurement and quality challenges in mobile services</p> <ul style="list-style-type: none"> • Moderator: Andres Mateus
15:30 16:30	<p>Session 11: Quality measurement for mobile services: Vision of the regulator, manufacturers and network operators</p> <p>Panel between Regulators, Operators and Manufacturers about measuring the quality of service and the importance of uniform criteria and quality measurement methodologies for the market.</p> <p>Moderator: Guillermo Santos, Director, ENTER.CO</p> <p>Panelists:</p> <ul style="list-style-type: none"> • João Alexandre Zanon, Regulation management, ANATEL, Brasil: <i>Broadband Quality Measure</i> [Biography] Presentation [ESP] • Raúl Lazcano, Dept. Head, Studies and Special Projects, SUBTEL, Chile [Presentation [ESP]] • Matías Fernández, Regulatory Manager, GSMA Latin America: <i>Visión de la GSMA LA sobre la calidad de servicio</i> [Biography] Presentation [ESP] • Alberto Samuel Yohai, President CCIT, Colombia [Biography] • Rodrigo Lara Restrepo, President, ASOMOVIL, Colombia: [Biography] Presentation [ESP]
16:30 - 17:00	<p>Coffee Break</p>
17:00 - 17:30	<p>Session 12: Conclusions</p>

*To be confirmed