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| ITU logo | **International telecommunication union****Telecommunication Standardization Bureau**  |  |
|  | Geneva, 19 February 2018 |
| Ref: | **TSB Collective letter 4/12**SG12/MA | - To Administrations of Member States of the Union; - To ITU‑T Sector Members;- To ITU‑T Associates of Study Group 12; - To ITU Academia |
| Tel: | +41 22 730 6828 |
| Fax: | +41 22 730 5853 |
| Email: | tsbsg12@itu.int  |
| Web: | <http://itu.int/go/tsg12>  |
| Subject: | **Meeting of Study Group 12; Geneva, 1-10 May 2018** |

Dear Sir/Madam,

It is my pleasure to invite you to attend the next meeting of Study Group 12 (Performance, QoS and QoE), which will be held at ITU headquarters, Geneva from 1 to 10 May 2018, inclusive.

A new registration will be used for this event, as announced in [TSB Circular 68](https://www.itu.int/md/T17-TSB-CIR-0068), which will introduce focal-point approval for registration requests. Additionally, the new registration system will introduce changes to the processes for Fellowship and Visa requests; please see Annex A for details of the new arrangements.

ITU-T Study Group 12 is a leading venue for the development of international standards on performance, quality of service (QoS) and quality of experience (QoE). This work spans the full spectrum of terminals, networks, services and applications, ranging from speech over fixed circuit-based networks to multimedia applications accessed wirelessly over packet-based networks. The standards developed by Study Group 12 are highly relevant to operators in providing the level of service necessary to attract and retain customers, and regulatory authorities look to Study Group 12 for technical guidance in steering their national markets towards high QoS/QoE.

The meeting will open at 1100 hours on the first day, and participant registration will begin at 0830 hours at the [Montbrillant building entrance](https://www.itu.int/en/about/Documents/itu-plan.pdf). Daily meeting-room allocations will be displayed on screens throughout ITU headquarters, and online [here](http://handle.itu.int/11.1002/apps/meeting-rooms).

A one-day Bridging the Standardization Gap (BSG) Hands-on Training Session for delegates from developing countries is planned for 2 May 2018 (to be confirmed).

**Key deadlines**:

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| 1 March 2018 | - Submit ITU-T Member contributions for which translation is requested ([via Direct Document Posting](https://www.itu.int/net/ITU-T/ddp/Default.aspx?groupid=T17-SG12)) |
| 20 March 2018 | - Submit fellowship requests (via the online registration form on the [study group homepage](http://itu.int/go/tsg12); see details in Annex A)- Submit interpretation requests (via the online registration form on the [study group homepage](http://itu.int/go/tsg12)) |
| 1 April 2018 | - Pre-registration (via the online registration form on the [study group homepage](http://itu.int/go/tsg12))- Submit requests for visa support letters (via the online registration form on the [study group homepage](http://itu.int/go/tsg12); see details in Annex A) |
| 18 April 2018 | - Submit ITU-T Member contributions ([via Direct Document Posting](https://www.itu.int/net/ITU-T/ddp/Default.aspx?groupid=T17-SG12)) |

Practical meeting information is set out in **Annex A**. A draft meeting **agenda and time plan**, prepared by
Mr Kwame Baah-Acheamfuor (Ghana), are set out in **Annexes B and C, respectively**.

Note: I wish to inform you that draft new Recommendation ITU-T E.831 “Customer experience management index for popular services in operators' network to score service quality that customer experience in terms of key network performance parameters”, received two substantial comments during the Last Call period of AAP-21, dated 1 October 2017. Resolution of these comments still requires further discussion and since a planned study group meeting is sufficiently close, the Chairman of Study Group 12, in consultation with TSB, took the decision to consider the above draft Recommendation for approval at the Study Group 12 meeting in Geneva, 1-10 May 2018, in accordance with Recommendation ITU-T A.8, as reflected in TSB AAP-29 dated 16 February 2018.

I wish you a productive and enjoyable meeting.

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| Yours faithfully,*(signed)*Chaesub LeeDirector of the TelecommunicationStandardization Bureau | This QR code redirects to the latest meeeting information at: http://handle.itu.int/11.1002/groups/sg12 ITU-T SG12 |
| Latest meeting information |

**Annexes**: 3

**ANNEX A**

**WORKING METHODS AND FACILITIES**

**DOCUMENT SUBMISSION AND ACCESS:** The meeting will be run paperless. Member Contributions should be submitted using [Direct Document Posting](http://itu.int/net/ITU-T/ddp/); draft TDs should be submitted by e-mail to the study group secretariat using the [appropriate template](https://www.itu.int/en/ITU-T/studygroups/Pages/templates.aspx). Access to meeting documents is provided from the study group homepage, and is restricted to ITU-T Members/[TIES account holders](http://www.itu.int/TIES/).

**INTEPRETATION**: Due to budget restrictions,interpretationwill be available for the closing plenary of the meeting if requested by Member States. Requests should be made by checking the corresponding box on the registration form, or by sending a written request to TSB, **at least six weeks before the first day of the meeting**.

**WIRELESS LAN** facilities are available to delegates in all ITU meeting rooms (SSID: “ITUwifi”, Key: itu@GVA1211). Detailed information is available on‑site and on the ITU‑T website (<http://itu.int/ITU-T/edh/faqs-support.html>).

**E-LOCKERS** are available for the duration of the meeting using delegates’ ITU-T RFID identity badges. The e‑lockers are located immediately after the registration area on the ground floor of the [Montbrillant building](https://www.itu.int/en/about/Documents/itu-plan.pdf).

**PRINTERS** are available in the delegates’ lounges and near all [major meeting rooms](https://www.itu.int/en/about/Documents/itu-plan.pdf). To avoid the need to install drivers on delegates’ computer, documents may be “e‑printed” by emailing them to the desired printer.
Details at: <http://itu.int/go/e-print>.

**LOAN LAPTOPS** for delegates are available from the ITU Service Desk (servicedesk@itu.int) on a first-come, first‑served basis.

**PRE-REGISTRATION, NEW DELEGATES AND FELLOWSHIPS**

**PRE-REGISTRATION:** Pre-registration is to be done online via the study group home page **at least one month before the start of the meeting**. The membership is invited to include women in their delegations whenever possible.

**NEW DELEGATES** are invited to attend a mentoring programme, including a welcome briefing upon arrival, a guided tour of ITU headquarters, and an orientation session on the work of ITU‑T. If you would like to participate, please check the corresponding box on the registration form. A quick-start guide for newcomers is available [here](https://www.itu.int/en/ITU-T/info/Documents/ITU-T-Newcomer-Guide.pdf). Enquiries should be sent to the ITU-T Membership team (ITU-Tmembership@itu.int).

**FELLOWSHIPS:** Two partial fellowships per administration may be awarded, subject to available funding, to facilitate participation from [Least Developed or Low Income Countries](https://www.itu.int/en/ITU-T/gap/Documents/Fellowships_BSG_EligibleCountries.pdf). As part of the new registration system, fellowship request forms will be sent to delegates who check the corresponding box on the registration form; pre-registration for the meeting is mandatory. **Fellowship requests must be received at least six weeks before the beginning of the meeting, so it is strongly recommended to register for the event and to start the request process at least seven weeks before the meeting**.

**VISITING GENEVA: HOTELS, PUBLIC TRANSPORT AND VISAS**

**VISITORS TO GENEVA**: Practical information for delegates attending ITU meetings in Geneva can be found at: <http://itu.int/en/delegates-corner>.

**HOTEL DISCOUNTS**: A number of Geneva hotels offer preferential rates for delegates attending ITU meetings, and provide a card giving free access to Geneva’s public transport system. A list of participating hotels, and guidance on how to claim discounts, can be found at: <http://itu.int/travel/>.

**VISA SUPPORT**: If required, visas must be requested **at least one month before the date of arrival in Switzerland** from the embassy or consulate representing Switzerland in your country or, if there is no such office in your country, from the one that is closest to the country of departure. If problems are encountered, the Union can, at the official request of the administration or entity you represent, approach the competent Swiss authorities in order to facilitate delivery of the visa. Requests should be made by checking the corresponding box on the registration form **no later than one month before the meeting**. Enquiries should be sent to the ITU Travel Section (travel@itu.int), bearing the words “**visa support**”.

**ANNEX B
Draft agenda**

1. Opening of the meeting
2. Adoption of the agenda
3. Consideration of replacement of SG12 Vice-Chairmen (Argentina, China)
4. Call for any IPR declarations as per ITU-T policy
5. Feedback and status reports on interim activities (since September 2017)

5.1 Approval of the reports of the second SG12 meeting and third WP2/12 meeting

5.2 Status of draft Recommendations consented

5.3 SG12 interim activities and workshops

5.4 Highlights of the last Chairmen/TSAG meetings

1. Review of the status of Rapporteurs, Liaison Rapporteurs and other roles
2. Document review and allocation
3. Timetable for Ad Hoc meetings
4. Discussion on Questions 1/12 and 2/12, including

9.1 Planning for the future

9.2 Bridging the standardization gap

9.3 Review of the status of Handbooks and other publications

1. Working Party meetings, including Ad Hoc meetings
2. Reports of the meetings of Working Parties, including

11.1 Consent/determination/deletion of Recommendations

11.2 Approval of Technical Reports/informative texts

11.3 Outgoing liaison statements/communications

1. Review of the SG12 work programme
2. Future meetings and activities
3. Other business
4. Acknowledgments and closure of the meeting
5. Webinar on outcomes of the meeting

ANNEX C
Draft time plan

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|  | **Morning** | **Afternoon** |
| Tuesday1 May |  | Study Group 12 Opening Plenary | Opening of Working Parties 1, 2 and 3/12 in sequence |
| Wednesday2 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| TBC: BSG Hands-on Training | TBC: BSG Hands-on Training |
| Thursday3 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Friday4 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings of Q1 and 2/12 |
| **WEEKEND** |
| Monday7 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party  |
| Tuesday8 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Wednesday9 May | Closing of Working Parties 3, 2 and 1/12 in sequence |
| Thursday10 May | Management team meeting | Study Group 12 Closing Plenary | Study Group 12 Closing Plenary | Webinar on outcomes of the meeting |

**Notes from TSB:**

1 SG12 management team meetings: 30 April, 14:00-17:00, and 10 May, 9:00-10:30

2 To be confirmed: Bridging the Standardization Gap (BSG) Hands-on Training for delegates from developing countries, 2 May, 09:00-12:30 and 14:00-17:30

3 Welcome of new SG12 participants and tour of ITU premises; 1 May, 10:30-11:00; meeting place: reception desk/Montbrillant building. Please note that the guided tour will conclude by escorting all newcomers to the Opening Plenary. The Opening Plenary starts at 11:00.

4 SG12 Orientation session for newcomers & Newcomers’ discussion with SG12 management, Wednesday,
2 May, 13:00-14:00

5 Closing Plenary sessions are 10:30-12:00 and 13:30-15:30

6 All other sessions are 9:00-12:30 and 14:00-17:30 with 30 minute breaks in the middle

7 Webinar on outcomes of the meeting (consented Recommendations, approved Supplements and Technical Reports, etc.), 10 May, 15:45-16:30

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