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| [ITU logo](http://www.itu.int/) | | **International telecommunication union**  **Telecommunication Standardization Bureau** | |  |
|  | | | Geneva, 9 July 2018 | |
| Ref: | **TSB Collective letter 5/12**  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](mailto:tsbsg12@itu.int) | |
| Web: | <http://itu.int/go/tsg12> | |
| Subject: | **Meeting of Study Group 12; Geneva, 27 November – 6 December 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 27 November to 6 December 2018, inclusive.

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).

An open ITU Workshop on Telecommunications Service Quality Regulatory Frameworks and Experience Driven Networking will take place at ITU headquarters on 26 November 2018. Please refer to the SG12 homepage for additional information, draft programme and registration.

A one-day Bridging the Standardization Gap (BSG) Hands-on Training Session for delegates from developing countries is planned for 28 November 2018 (to be confirmed).

**Key deadlines**:

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| 27 September 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)) |
| 16 October 2018 | - Submit fellowship requests (via the online registration form, see details in Annex A)  - Submit interpretation requests (via the online registration form) |
| 27 October 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, see details in Annex A) |
| 14 November 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.

Draft meeting agenda and time plan, prepared by Mr Kwame Baah-Acheamfuor (Ghana), are set out in Annexes B and C, respectively.

I wish you a productive and enjoyable meeting.

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| Yours faithfully,  *(signed)*  Chaesub Lee Director of the Telecommunication Standardization 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](mailto:servicedesk@itu.int)) on a first-come, first‑served basis.

**PRE-REGISTRATION, NEW DELEGATES, FELLOWSHIPS and VISA SUPPORT**

**PRE-REGISTRATION**:Pre-registration is mandatory and is to be done online via the study group home page **at least one month before the start of the meeting**. As outlined in [TSB Circular 68](https://www.itu.int/md/T17-TSB-CIR-0068), the new registration system requires focal-point approval for all registration requests. 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 contact [ITU-Tmembership@itu.int](mailto:ITU-Tmembership@itu.int). A quick-start guide for newcomers is available [here](https://www.itu.int/en/ITU-T/info/Documents/ITU-T-Newcomer-Guide.pdf).

**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 those delegates who check the corresponding box on the registration form. **Fellowship requests must be received by 16 October at the latest, it is strongly recommended to register for the event and to start the request process at least seven weeks before the meeting**. Please note that the decision criteria to grant a fellowship include: available ITU budget; active participation, including the submission of written contributions; equitable distribution among countries and regions; and gender balance.  
Preference will be given to applicants also attending the *ITU Workshop on Telecommunication Service Quality Regulatory Frameworks and Experience Driven Networking*, Geneva, 26 November 2018.

**VISA SUPPORT**: If required, visas must be requested 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. Deadlines vary, so it is suggested to check directly with the appropriate representation and apply early.

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](mailto:travel@itu.int)), bearing the words “**visa support**”.

**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/>.

**ANNEX B  
Draft agenda**

1. Opening of the meeting
2. Adoption of the agenda
3. Call for any IPR declarations as per ITU-T policy
4. Feedback and status reports on interim activities (since May 2018)

4.1 Approval of the reports of the third SG12 meeting

4.2 Status of draft Recommendations consented

4.3 SG12 interim activities and workshops

4.4 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

8.1 Planning for the future

8.2 Bridging the standardization gap

8.3 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

10.1 Consent/determination/deletion of Recommendations

10.2 Approval of Technical Reports/informative texts

10.3 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** | |
| Tuesday 27 November |  | | Study Group 12 Opening Plenary | Opening of Working Parties 1, 2 and 3/12 in sequence | |
| Wednesday 28 November | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | |
| TBC: BSG Hands-on Training | | | TBC: BSG Hands-on Training | |
| Thursday 29 November | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | |
| Friday 30 November | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings of Q1 and 2/12 | |
| **WEEKEND** | | | | | |
| Monday 3 December | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | |
| Tuesday 4 December | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | |
| Wednesday 5 December | Closing of Working Parties 3, 2 and 1/12 in sequence | | | | |
| Thursday 6 December | 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 meeting: 6 December, 9:00-10:30

2 To be confirmed: Bridging the Standardization Gap (BSG) Hands-on Training for delegates from developing countries, 28 November, 09:00-12:30 and 14:00-17:30

3 Welcome of new SG12 participants and tour of ITU premises; 27 November, 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,   
28 November, 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.), 6 December, 15:45-16:30

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