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| The International Teleocmmunication Union - Connecting the World. | **International telecommunication union****Telecommunication Standardization Bureau**  |  |
|  | Geneva, 5 February 2021 |
| Ref: | **TSB Collective letter 12/12**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 |
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| Web: | <http://itu.int/go/tsg12>  |
| **Subject**: | **Virtual meeting of Study Group 12, 4-13 May 2021** |

Dear Sir/Madam,

It is my pleasure to invite you to attend the next meeting of Study Group 12 (Performance, QoS and QoE), which is planned to be run fully virtual from 4 to 13 May 2021, 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 and QoE.

Note that no fellowships will be awarded, and the entire meeting will run in English only with no interpretation.

The meeting will open at 1130 hours, Geneva time, on the first day using the [MyMeetings remote participation tool](https://remote.itu.int/).

Decision making plenaries and a limited number of sessions per Question will be placed in the core hours (1130-1300 and 1330-1500 Geneva time), taking into account the time difference among remote participants to the extent possible. Rapporteurs may schedule additional sessions for technical discussions adjacent to the core hours.

**Key deadlines**:

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| 4 March 2021 | - [Submit ITU-T Member contributions](https://www.itu.int/net/ITU-T/ddp/Default.aspx?groupid=T17-SG12) for which **translation** is requested |
| 4 April 2021 | - Registration (via the online registration form on the study group homepage at: <https://itu.int/go/tsg12>) |
| 22 April 2021 | - [Submit ITU-T Member contributions](https://www.itu.int/net/ITU-T/ddp/Default.aspx?groupid=T17-SG12) (via Direct Document Posting) |

Practical meeting information is set out in **Annex A**. A draft meeting agenda and time plan, prepared by Study Group 12 Chairman Mr Kwame Baah-Acheamfuor (Ghana), are set out in **Annex B**.

I wish you a productive and enjoyable meeting.

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| Yours faithfully, Chaesub LeeDirector of the TelecommunicationStandardization Bureau | This QR code redirects to the latest meeeting information at: http://handle.itu.int/11.1002/groups/sg12ITU-T SG12 |
| Latest meeting information |

**Annexes**: 2

ANNEX A
Practical meeting information

**WORKING METHODS AND FACILITIES**

**DOCUMENT SUBMISSION AND ACCESS**: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 who have an [ITU user account](http://www.itu.int/TIES/) with TIES access.

**WORKING LANGUAGE**: The entire meeting will run in English only.

**INTERACTIVE REMOTE PARTICIPATION**: The [MyMeetings](https://remote.itu.int/) tool will be used to provide remote participation for all sessions, including decisions-making sessions such as working party and study group plenaries. Delegates must register for the meeting and identify themselves and their affiliation when taking the floor. Remote participation is provided on a best-effort basis. Participants should be aware that the meeting will not be delayed or interrupted because of a remote participant’s inability to connect, listen or be heard, as per the chairman's discretion. If the voice quality of a remote participant is considered insufficient, the Chairman may interrupt the remote participant and may refrain from giving the participant the floor until there is indication that the problem is resolved. The meeting chat facility is an integral part of the meeting and its use is encouraged to facilitate efficient time management during the sessions.

**REGISTRATION, NEW DELEGATES, FELLOWSHIPS AND VISA SUPPORT**

**REGISTRATION**: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 ITU-T registration system requires focal-point approval for registration requests; [TSB Circular 118](https://www.itu.int/md/T17-TSB-CIR-0118) describes how to set up automatic approval of these requests. Some options in the registration form apply only to Member States. The membership is invited to include women in their delegations whenever possible.

Registration is mandatory via the online registration form on the [study group homepage](https://www.itu.int/en/ITU-T/studygroups/2017-2020/12/Pages/default.aspx). Without registration, delegates will not be able to access the [MyMeetings remote participation tool](https://remote.itu.int/).

**NEW DELEGATES, FELLOWSHIPS AND VISA SUPPORT**: For virtual meetings, since there is no travel involved, no fellowships are provided and visa support is not applicable. Orientation sessions for new delegates will be provided as considered appropriate by the study group chairman.

ANNEX B
Draft agenda and time plan

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 January 2021)

4.1 Approval of the report of the ninth SG12 meeting

4.2 Status of draft Recommendations consented

4.3 SG12 interim activities

1. Review of TSAG (January 2021) results and status of WTSA-20
2. SG12 structure, rapporteurs, liaison rapporteurs
3. Document review and allocation
4. Timetable for ad hoc meetings
5. Work programme
6. Meeting facilities and electronic working methods
7. Meetings of Questions 1/12 and 2/12
8. Working Party meetings, including ad hoc meetings
9. Reports of the meetings of Working Parties, Questions 1/12 and 2/12, including

13.1 New work items

13.2 Approval/consent/determination/deletion of Recommendations

13.3 Agreement of Technical Reports/informative texts

13.4 Interim activities

13.5 Outgoing liaison statements/communications

13.6 Review of work programme

1. Prioritization of consented Recommendations for translation
2. Future SG12 meetings and activities
3. Any other business
4. Acknowledgments and closure of the meeting

NOTE ‒ Updates to the agenda can be found in SG12-TD1399.

Draft time plan

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|  | **Morning** | **Afternoon** |
| Tuesday 4 May |  | Study Group 12 Opening Plenary | Study Group 12 Opening Plenary followed by Opening of Working Parties 1, 2 and 3/12 in sequence | [Opening of Working Parties 1, 2 and 3/12 in sequence] |
| Wednesday 5 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Thursday 6 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Friday 7 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Weekend |
| Monday10 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Tuesday11 May | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Wednesday12 May | [Ad hoc meetings (parallel) ofQuestions in any Working Party] | Closing of Working Parties 1, 2 and 3/12 in sequence | Closing of Working Parties 1, 2 and 3/12 in sequence | [Closing of Working Parties 1, 2 and 3/12 in sequence] |
| Thursday 13 May |  | Study Group 12 Closing Plenary | Study Group 12 Closing Plenary | [Study Group 12 Closing Plenary] |

NOTE ‒ Details and updates to the timetable can be found in SG12-TD1400.

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