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| **Keywords:** | QoS; QoE; driver distraction; car communications; video quality; |
| **Abstract:** | In line with WTSA-16 Resolution 1, this report (1) provides updates about the SG12 lead study group activities; and (2) reports on fostered cooperation and coordination activities with other standardization organizations. |

# 1 Report on SG12 lead study group activities

## Lead study group on quality of service and quality of experience

In the reporting period, SG12 held one study group meeting; one additional meeting of its Working Party 2 on objective models and tools for multimedia quality; one meeting of its Regional Group on QoS for the Africa Region (SG12RG-AFR); one meeting of the Quality of Service Development Group (QSDG); and organized two workshops.

Since the last meeting of TSAG, five organizations have enrolled in ITU-T SG12 as new Associates, a positive trend that can be attributed to proactive outreach, solid outputs, and constructive and cordial working environment.

The executive summary of the September 2017 meeting of SG12 can be found at <https://www.itu.int/en/ITU-T/studygroups/2017-2020/12/Pages/1709-summary.aspx>. A webinar ([announcement](http://news.itu.int/webinar-quality-video-gaming/) | [recording](https://itu.int/en/ITU-T/studygroups/2017-2020/12/Documents/2017-09-28-webinar.mp4) | [slides](https://www.itu.int/md/T17-SG12-170919-TD-GEN-0381/en)) was held following the closing plenary, summarizing key meeting results.

The executive summary of the February 2018 meeting of WP2/12 can be found at <https://www.itu.int/en/ITU-T/studygroups/2017-2020/12/Pages/1802-summary.aspx>.

Among other achievements, SG12 completed major revisions of Recommendation ITU-T P.10 / G.100 (“Vocabulary for performance and quality of service”) and Recommendation ITU-T P.863 (“Perceptual objective listening quality prediction”), sometimes referred to as POLQA (<https://en.wikipedia.org/wiki/POLQA>).

It completed work on test methods for conversational speech quality analysis (new Recommendation ITU-T P.804) and on evaluation of audio and audiovisual multiparty telemeetings (revised Recommendation ITU-T P.1301).

A major focus area of SG12 is multimedia QoE. The meeting completed work on influence factors for QoE of video gaming (new Recommendation ITU-T G.1032), and progressed work items related to quality aspects of virtual reality.

Another SG12 focus area are standards addressing QoS and QoE aspects related to various WTSA‑16 Resolutions: SG12’s operational plan for implementation of [WTSA Resolution 95](https://www.itu.int/pub/T-RES-T.95-2016) (ITU‑T initiatives to raise awareness on best practices and policies related to service quality) was approved, as updated in [SG12-TD380](https://www.itu.int/md/T17-SG12-170919-TD-GEN-0380/en). SG12 requested TSB to disseminate a questionnaire on service quality regulatory frameworks (see [TSB Circular 62](https://www.itu.int/md/T17-TSB-CIR-0062/en)). SG12 approved a liaison to ITU-T Study Groups 2 and 3 on matters related to alternative calling procedures ([WTSA Resolution 29](https://www.itu.int/pub/T-RES-T.29-2016)) and SIM-boxing, and established a work item on QoS and QoE aspects of digital financial services ([WTSA Resolution 89](https://www.itu.int/pub/T-RES-T.89-2016)).

## Lead study group on driver distraction and voice aspects of car communications

Q4/12 on objective methods for speech and audio evaluation in vehicles held two rapporteur group meetings in the reporting period. It is progressing revisions to Recommendations ITU-T P.1100 and P.1110 on hands-free communication in motor vehicles. The work item on transmission characteristics for in car communication (P.ICC) remains a key focus.

## Lead study group on quality assessment of video communications and applications

SG12 adopted a maintenance update of the ITU-T P.1203 suite for “Parametric bitstream-based quality assessment of progressive download and adaptive audiovisual streaming services over reliable transport”. Under the leadership of Q14/12 on models and tools for multimedia quality assessment of packet-based video services, SG12, in collaboration with the Video Quality Experts Group (VQEG), is progressing work to extend P.1203 to provide support for ‘4K’ UHD video (work item P.NATS Phase II).

Other new work items related to quality assessment of video communications and applications include studies on the impact of initial video loading delay on user experience (P.QUIT and P.QUITS).

# 2 Report on cooperation and coordination activities with other standardization organizations

SG12 released the [ITU-T Software Tool Library (Recommendation ITU-T G.191) on GitHub](https://github.com/openitu/STL), enabling the wider community to use, improve and contribute to the code.

SG12 approved working methods enabling it to collaborate with ETSI TC STQ WG MOBILE in selected areas of interest, e.g., update and maintenance of the ETSI TS 102 250 series and Recommendation ITU-T E.804; QoS and QoE aspects of digital financial services.

Through the ITU IRG-AVQA, SG12 collaborates with VQEG on work item P.NATS Phase II.

ITU/BDT colleagues joined SG12 on two occasions to introduce the QoS Regulation Manual and the QoS Training Programme, both developed with the support of SG12 delegates.

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