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| ITU logo | INTERNATIONAL TELECOMMUNICATION UNION**TELECOMMUNICATIONSTANDARDIZATION SECTOR**STUDY PERIOD 2017-2020 | TSAG-TD802  |
| **TSAG** |
| **Original: English** |
| **Question(s):** | N/A | Geneva, 21-25 September 2020 |
| **TD** |
| **Source:** | Chairman, ITU-T SG12 |
| **Title:** | Report on ITU-T SG12 lead activities (February – September 2020) |
| **Purpose:** | Information |
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| **Keywords:** | QoS; QoE; driver distraction; car communications; video quality; SG12; |
| **Abstract:** | In line with WTSA-16 Resolution 1, this report provides updates about the SG12 lead study group activities. |

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

In the reporting period, SG12 held two virtual study group meetings – the former a meeting with usual duration of 8 working days (decision making concentrated in the core hours), attended by 159 participants from 50 countries, the latter a shorter than usual meeting of 5 working days to address remaining work, attended by 124 participants from 40 countries.

The executive summary of the April 2020 meeting can be found at <https://www.itu.int/en/ITU-T/studygroups/2017-2020/12/Pages/2004-summary.aspx>, the summary of the 7-11 September meeting will be published shortly.

Key achievements of both meetings included the adoption of the following Recommendations and other publications:

– Draft E.805.1 (determined): QoS operational strategy for improved regulatory supervision on providers of mobile telecommunication services

– E.812: Crowdsourcing approach for the assessment of end-to-end QoS in fixed and mobile broadband networks

– E.812 Amd.1: New Appendices on use cases

– G.1035: Influencing factors on quality of experience (QoE) for virtual reality (VR) services

– Draft G.1072 Cor.1 (consented): Opinion Model Predicting Gaming QoE for Cloud Gaming Services - Corrigendum 1

– GSTP-IPTV-QoS: Performance metrics for end-to-end IPTV video quality (technical paper)

– Draft P.381 (consented): Technical requirements and test methods for the universal wired headset or headphone interface of digital mobile terminals

– Draft P.382 (consented): Technical requirements and test methods for multi-microphone wired headset or headphone interfaces of digital wireless terminals

– P.501: Test signals for use in telephony and other speech-based applications

– P.863 Amd.1: Perceptual objective listening quality prediction - Amendment 1: Revised Appendix III – Prediction of acoustically recorded narrowband speech

– Draft P.919 (consented): Subjective test methodologies for 360º video on head-mounted displays

– P Suppl.nn: Considerations for the development of new QoS and QoE related objective models to be embedded in Recommendations prepared by Study Group 12

– P.1203.3 Amd.1: Parametric bitstream-based quality assessment of progressive download and adaptive audiovisual streaming services over reliable transport - Quality integration module - Amendment 1: Adjustment of the audiovisual quality

– Y Suppl.60​: Interpreting Y.1540 Maximum IP-Layer Capacity Measurements

In its role as lead study group on QoS and QoE, SG12 liaised ITU-internally with

– SG2 – on QoE indicators for surveillance services; on alternative calling procedures,

– SG13 – including on QoS requirements of virtual reality applications; on network performance of Network 2030,

– SG16 – on objective metrics for video coding efficiency experiments; on speech quality aspects of vehicle multimedia,

and externally, including with ETSI TC STQ and STQ Mobile, ETSI ENI ISG, and 3GPP SA4.

The above achievements shall also be seen in the context of attaining the objectives of WTSA Resolutions 29, 40, and 95.

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

Q4/12 on objective methods for speech and audio evaluation in vehicles reviewed new Recommendation ITU-T F.749.3 adopted by SG16 based on a deliverable of the Focus Group on Vehicular Multimedia in view to its relation to the work in Q4/12. SG12 informed SG16 about planned work on qualification procedures for speech recognition and text-to-speech applications in cars.

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

SG12 achievements and communications on topics in this domain can be gathered from the above lists.

It addresses quality assessment for video streaming, virtual reality and 360-degree video, video gaming, IPTV.

Some of the work is based on SG12’s successful cooperation with the Video Quality Expert Group (VQEG). It was showcased in a session of the Intersector Rapporteur Group on Audiovisual Quality Assessment (IRG-AVQA), convened alongside VQEG in March 2020.

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