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| INTERNATIONAL TELECOMMUNICATION UNION | | | **SCV** | |
| **TELECOMMUNICATION STANDARDIZATION SECTOR**  Standardization Committee for Vocabulary | | | TD 51 | |
| **English only**  **Original: English** | |
|  |  | | 22 November 2016 | |
| **TD** | | | | |
| **Ref.: COM 12 – LS 107 – E** | | | | |
| **Source:** | ITU-T Study Group 12 | | | |
| **Title:** | LS on revised definition of Quality of Experience (QoE) and new terms in Rec. P.10/G.100 | | | |
| **LIAISON STATEMENT** | | | | | |
| **For action to:** | |  | | | |
| **For comment to:** | | - | | | |
| **For information to:** | | SCV, ITU-T SG ALL, ITU-R SG ALL, ITU-D SG ALL; ETSI STQ; IETF; Qualinet | | | |
| **Approval:** | | **ITU-T SG12 meeting (16 June 2016)** | | | |
| **Deadline:** | |  | | | |
| **Contact:** | Joachim POMY  Opticom GmbH  Germany | | | Tel: +49 177 78 7195  Email: [consultant@joachimpomy.de](mailto:jp@joachimpomy.de) | |
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As the Lead Study Group on Performance, Quality of Service, and Quality of Experience, SG 12 is pleased to inform you that we have replaced the definition of Quality of Experience (QoE) in Recommendation ITU-T P.10/G.100 (developed in 2007), with a new definition.

We have also defined two new terms: QoE Influencing Factors, and QoE Assessment.

In this action, we recognize the continuing active research on the topic of QoE, and that our work program derives benefits from this research now and in the future.

Attachment: TD-1031-GEN 

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