

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

P.10/G.100

Amendment 5

(07/2016)

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OBJECTIVE ASSESSMENT METHODS**

Vocabulary and effects of transmission parameters on
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Recommendation ITU-T P.10/G.100

Vocabulary for performance and quality of service

Amendment 5

New definitions for inclusion in Recommendation ITU-T P.10/G.100

Summary

Amendment 5 to Recommendation ITU-T P.10/G.100 withdraws the definition of Quality of Experience (QoE) (Rec. ITU-T P.10/G.100 (2006)/Amd.2 (07/2008)). It inserts three new terms and definitions, and adds one additional bibliographical reference.

History

Edition	Recommendation	Approval	Study Group	Unique ID*
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2.0	ITU-T P.10	1984-10-19		11.1002/1000/5883
3.0	ITU-T P.10	1988-11-25		11.1002/1000/1715
4.0	ITU-T P.10	1993-03-12	XII	11.1002/1000/1716
5.0	ITU-T P.10	1998-12-03	12	11.1002/1000/4535
5.1	ITU-T P.10 (1998) Amd. 1	2003-11-13	12	11.1002/1000/7039
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6.1	ITU-T P.10/G.100 (2006) Amd. 1	2007-01-25	12	11.1002/1000/9068
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6.3	ITU-T P.10/G.100 (2006) Amd. 3	2011-12-14	12	11.1002/1000/11456
6.4	ITU-T P.10/G.100 (2006) Amd. 4	2015-06-29	12	11.1002/1000/12513
6.5	ITU-T P.10/G.100 (2006) Amd. 5	2016-07-29	12	11.1002/1000/12969

* To access the Recommendation, type the URL <http://handle.itu.int/> in the address field of your web browser, followed by the Recommendation's unique ID. For example, <http://handle.itu.int/11.1002/1000/1830-en>.

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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As of the date of approval of this Recommendation, ITU had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementers are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database at <http://www.itu.int/ITU-T/ipr/>.

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Recommendation ITU-T P.10/G.100

Vocabulary for performance and quality of service

Amendment 5

New definitions for inclusion in Recommendation ITU-T P.10/G.100

Introduction

The definition of quality of experience (QoE) (Rec. ITU-T P.10/G.100 (2006)/Amd.2 (07/2008)) is withdrawn from Recommendation ITU-T P.10/G.100.

The following definitions and bibliographic references are to be included in Recommendation ITU-T P.10/G.100 in correct alphabetical order at the respective correct places.

Quality of experience (QoE) is the degree of delight or annoyance of the user of an application or service. [b-Qualinet2013]

NOTE – Recognizing on-going research on this topic, this is a working definition which is expected to evolve for some time. (This note is not part of the definition.)

QoE influencing factors include the type and characteristics of the application or service, context of use, the user's expectations with respect to the application or service and their fulfilment, the user's cultural background, socio-economic issues, psychological profiles, emotional state of the user, and other factors whose number will likely expand with further research.

QoE assessment is the process of measuring or estimating the QoE for a set of users of an application or a service with a dedicated procedure, and considering the influencing factors (possibly controlled, measured, or simply collected and reported). The output of the process may be a scalar value, multi-dimensional representation of the results, and/or verbal descriptors. All assessments of QoE should be accompanied by the description of the influencing factors that are included. The assessment of QoE can be described as comprehensive when it includes many of the specific factors, for example a majority of the known factors. Therefore, a limited QoE assessment would include only one or a small number of factors.

Bibliography

- [b-Qualinet2013] Qualinet White Paper on Definitions of Quality of Experience (2013), *Output from the fifth Qualinet meeting, Novi Sad, March 12.*

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