

# ITU-T

TELECOMMUNICATION  
STANDARDIZATION SECTOR  
OF ITU

## P.10/G.100

**Amendment 5**  
(07/2016)

**SERIES P: TERMINALS AND SUBJECTIVE AND  
OBJECTIVE ASSESSMENT METHODS**

Vocabulary and effects of transmission parameters on  
customer opinion of transmission quality

**SERIES G: TRANSMISSION SYSTEMS AND MEDIA,  
DIGITAL SYSTEMS AND NETWORKS**

International telephone connections and circuits –  
Transmission planning and the E-model

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Vocabulary for performance and quality of service

**Amendment 5: New definitions for inclusion in  
Recommendation ITU-T P.10/G.100**

Recommendation ITU-T P.10/G.100 (2006) –  
Amendment 5

# ITU-T P-SERIES RECOMMENDATIONS

## TERMINALS AND SUBJECTIVE AND OBJECTIVE ASSESSMENT METHODS

<b>Vocabulary and effects of transmission parameters on customer opinion of transmission quality</b>	<b>Series</b>	<b>P.10</b>
Voice terminal characteristics	Series	P.30 P.300
Reference systems	Series	P.40
Objective measuring apparatus	Series	P.50 P.500
Objective electro-acoustical measurements	Series	P.60
Measurements related to speech loudness	Series	P.70
Methods for objective and subjective assessment of speech quality	Series	P.80
Methods for objective and subjective assessment of speech and video quality	Series	P.800
Audiovisual quality in multimedia services	Series	P.900
Transmission performance and QoS aspects of IP end-points	Series	P.1000
Communications involving vehicles	Series	P.1100
Models and tools for quality assessment of streamed media	Series	P.1200
Telemeeting assessment	Series	P.1300
Statistical analysis, evaluation and reporting guidelines of quality measurements	Series	P.1400
Methods for objective and subjective assessment of quality of services other than speech and video	Series	P.1500

*For further details, please refer to the list of ITU-T Recommendations.*

# **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*
1.0	ITU-T P.10	1980-11-21		<a href="http://handle.itu.int/11.1002/1000/7976">11.1002/1000/7976</a>
2.0	ITU-T P.10	1984-10-19		<a href="http://handle.itu.int/11.1002/1000/5883">11.1002/1000/5883</a>
3.0	ITU-T P.10	1988-11-25		<a href="http://handle.itu.int/11.1002/1000/1715">11.1002/1000/1715</a>
4.0	ITU-T P.10	1993-03-12	XII	<a href="http://handle.itu.int/11.1002/1000/1716">11.1002/1000/1716</a>
5.0	ITU-T P.10	1998-12-03	12	<a href="http://handle.itu.int/11.1002/1000/4535">11.1002/1000/4535</a>
5.1	ITU-T P.10 (1998) Amd. 1	2003-11-13	12	<a href="http://handle.itu.int/11.1002/1000/7039">11.1002/1000/7039</a>
6.0	ITU-T P.10/G.100	2006-07-14	12	<a href="http://handle.itu.int/11.1002/1000/8857">11.1002/1000/8857</a>
6.1	ITU-T P.10/G.100 (2006) Amd. 1	2007-01-25	12	<a href="http://handle.itu.int/11.1002/1000/9068">11.1002/1000/9068</a>
6.2	ITU-T P.10/G.100 (2006) Amd. 2	2008-07-14	12	<a href="http://handle.itu.int/11.1002/1000/9542">11.1002/1000/9542</a>
6.3	ITU-T P.10/G.100 (2006) Amd. 3	2011-12-14	12	<a href="http://handle.itu.int/11.1002/1000/11456">11.1002/1000/11456</a>
6.4	ITU-T P.10/G.100 (2006) Amd. 4	2015-06-29	12	<a href="http://handle.itu.int/11.1002/1000/12513">11.1002/1000/12513</a>
6.5	ITU-T P.10/G.100 (2006) Amd. 5	2016-07-29	12	<a href="http://handle.itu.int/11.1002/1000/12969">11.1002/1000/12969</a>

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\* 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

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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.*

# ITU-T G-SERIES RECOMMENDATIONS

## TRANSMISSION SYSTEMS AND MEDIA, DIGITAL SYSTEMS AND NETWORKS

INTERNATIONAL TELEPHONE CONNECTIONS AND CIRCUITS	G.100–G.199
<b>Transmission planning and the E-model</b>	<b>G.100–G.109</b>
General Recommendations on the transmission quality for an entire international telephone connection	G.110–G.119
General characteristics of national systems forming part of international connections	G.120–G.129
General characteristics of the 4-wire chain formed by the international circuits and national extension circuits	G.130–G.139
General characteristics of the 4-wire chain of international circuits; international transit	G.140–G.149
General characteristics of international telephone circuits and national extension circuits	G.150–G.159
Apparatus associated with long-distance telephone circuits	G.160–G.169
Transmission plan aspects of special circuits and connections using the international telephone connection network	G.170–G.179
Protection and restoration of transmission systems	G.180–G.189
Software tools for transmission systems	G.190–G.199
GENERAL CHARACTERISTICS COMMON TO ALL ANALOGUE CARRIER-TRANSMISSION SYSTEMS	G.200–G.299
INDIVIDUAL CHARACTERISTICS OF INTERNATIONAL CARRIER TELEPHONE SYSTEMS ON METALLIC LINES	G.300–G.399
GENERAL CHARACTERISTICS OF INTERNATIONAL CARRIER TELEPHONE SYSTEMS ON RADIO-RELAY OR SATELLITE LINKS AND INTERCONNECTION WITH METALLIC LINES	G.400–G.449
COORDINATION OF RADIOTELEPHONY AND LINE TELEPHONY	G.450–G.499
TRANSMISSION MEDIA AND OPTICAL SYSTEMS CHARACTERISTICS	G.600–G.699
DIGITAL TERMINAL EQUIPMENTS	G.700–G.799
DIGITAL NETWORKS	G.800–G.899
DIGITAL SECTIONS AND DIGITAL LINE SYSTEM	G.900–G.999
MULTIMEDIA QUALITY OF SERVICE AND PERFORMANCE – GENERIC AND USER-RELATED ASPECTS	G.1000–G.1999
TRANSMISSION MEDIA CHARACTERISTICS	G.6000–G.6999
DATA OVER TRANSPORT – GENERIC ASPECTS	G.7000–G.7999
PACKET OVER TRANSPORT ASPECTS	G.8000–G.8999
ACCESS NETWORKS	G.9000–G.9999

## SERIES OF ITU-T RECOMMENDATIONS

Series A	Organization of the work of ITU-T
Series D	General tariff principles
Series E	Overall network operation, telephone service, service operation and human factors
Series F	Non-telephone telecommunication services
<b>Series G</b>	<b>Transmission systems and media, digital systems and networks</b>
Series H	Audiovisual and multimedia systems
Series I	Integrated services digital network
Series J	Cable networks and transmission of television, sound programme and other multimedia signals
Series K	Protection against interference
Series L	Environment and ICTs, climate change, e-waste, energy efficiency; construction, installation and protection of cables and other elements of outside plant
Series M	Telecommunication management, including TMN and network maintenance
Series N	Maintenance: international sound programme and television transmission circuits
Series O	Specifications of measuring equipment
<b>Series P</b>	<b>Terminals and subjective and objective assessment methods</b>
Series Q	Switching and signalling
Series R	Telegraph transmission
Series S	Telegraph services terminal equipment
Series T	Terminals for telematic services
Series U	Telegraph switching
Series V	Data communication over the telephone network
Series X	Data networks, open system communications and security
Series Y	Global information infrastructure, Internet protocol aspects and next-generation networks, Internet of Things and smart cities
Series Z	Languages and general software aspects for telecommunication systems