

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

P.10/G.100

Amendment 1
(01/2007)

**SERIES P: TELEPHONE TRANSMISSION QUALITY,
TELEPHONE INSTALLATIONS, LOCAL LINE
NETWORKS**

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 – General
definitions

Vocabulary for performance and quality of service
**Amendment 1: New Appendix I – Definition of
Quality of Experience (QoE)**

ITU-T Recommendation P.10/G.100 (2006) –
Amendment 1

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ITU-T Recommendation P.10/G.100

Vocabulary for performance and quality of service

Amendment 1

New Appendix I – Definition of Quality of Experience (QoE)

Source

Amendment 1 to ITU-T Recommendation P.10/G.100 (2006) was agreed on 25 January 2007 by ITU-T Study Group 12 (2005-2008).

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications. 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.

Compliance with this Recommendation is voluntary. However, the Recommendation may contain certain mandatory provisions (to ensure e.g. interoperability or applicability) and compliance with the Recommendation is achieved when all of these mandatory provisions are met. The words "shall" or some other obligatory language such as "must" and the negative equivalents are used to express requirements. The use of such words does not suggest that compliance with the Recommendation is required of any party.

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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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ITU-T Recommendation P.10/G.100

Vocabulary for performance and quality of service

Amendment 1

New Appendix I – Definition of Quality of Experience (QoE)

I-1 Quality of Experience (QoE)

The overall acceptability of an application or service, as perceived subjectively by the end-user.

NOTE 1 – Quality of Experience includes the complete end-to-end system effects (client, terminal, network, services infrastructure, etc.).

NOTE 2 – Overall acceptability may be influenced by user expectations and context.

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