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| **Telecommunication Standardization Bureau** |  |
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Geneva, 2 March 2012

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| Ref: | **TSB Collective letter 7/12** |  |
| Tel: Fax:  E-mail: | +41 22 730 5780 +41 22 730 5853 [tsbsg12@itu.int](mailto:tsbsg12@itu.int) | To:   * Administrations of Member States of the Union, * ITU-T Sector Members, * ITU-T Associates participating in the work of Study Group 12 and * ITU-T Academia |

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| Subject: | **Meeting of Study Group 12 Geneva, 29 May – 7 June 2012** |

Dear Sir/Madam,

It is my pleasure to invite you to attend Study Group 12 (Performance QoS and QoE) which is to meet at ITU headquarters, Geneva, from 29 May to 7 June 2012 inclusive (see TSB Circular 230 of 23 September 2011).

I should like to inform you that the meeting will open at 1100 hours on the first day. Participant registration will begin at 0830 hours at the Montbrillant entrance. Detailed information concerning the meeting rooms will be displayed on screens at the entrances to ITU headquarters. Additional information about the meeting is set forth in **Annex A**.

The draft **Agenda** of the meeting, as prepared by the Chairman of SG12, Mr Charles Dvorak, is set out in **Annex B**. The draft **Timetable**, as prepared by the Management Team of SG12, is set out in **Annex C.**

I wish you a productive and enjoyable meeting.

Yours faithfully,

Malcolm Johnson  
Director of the Telecommunication  
Standardization Bureau

Annexes: 3

**ANNEX A**(to TSB Collective letter 7/12)

**MAKING CONTRIBUTIONS**

**DEADLINES FOR CONTRIBUTIONS:** TSAG, at its February 2011 meeting, agreed that the trial of a deadline of 12 (twelve) calendar days for submitting contributions to ITU-T meetings would continue. Such contributions will be published on the Study Group 12 website and must therefore be received by TSB **not later than 16 May 2012.**  Contributions received at least **two** months before the start of the meeting may be translated, if requested.

**DIRECT POSTING/DOCUMENT SUBMISSION:** A direct posting system for contributions is now available on-line. The direct posting system allows ITU-T members to reserve contribution numbers and to upload/revise contributions directly to the ITU-T web server. The direct posting system complements the traditional email submission facilities, which you may continue to use at the following address: [tsbsg12@itu.int](mailto:tsbsg12@itu.int). Further information and guidelines for the new direct posting system are available at the following address: <http://itu.int/net/ITU-T/ddp/>.

**TEMPLATES:** Please use the provided set of templates to prepare your contribution. The templates are accessible from each ITU-T study group web page, under “Delegate resources” (<http://itu.int/ITU-T/studygroups/templates>). The name, fax and telephone numbers and e-mail address of the person to be contacted about the contribution should be indicated on the cover page of all documents.

**WORK METHODS AND FACILITIES**

**INTERPRETATION** will be available upon request for the opening and closing plenary of the meeting. For sessions that are scheduled to be held with interpretation, please note that interpretation only will be provided if a Member State so requests by checking the corresponding box on the registration form, or by sending a written request to TSB, **at least one month before the first day of the meeting**. It is imperative that this deadline be respected in order for TSB to make the necessary arrangements for interpretation.

**PAPERLESS MEETINGS:** In agreement with its Chairman, Mr Charles Dvorak, Study Group 12 will take further steps towards working in a fully electronic environment. The meeting will therefore be run paperless.

**WIRELESS LAN** facilities are available for use by delegates in all ITU meeting rooms and in the CICG (Geneva International Conference Centre) building. Detailed information is available on the ITU-T website (<http://itu.int/ITU-T/edh/faqs-support.html>).

**E-LOCKERS** are available on the ground floor of the Montbrillant building. Your ITU RFID badge opens and closes the e-locker. Your e-locker is available only for the period of the meeting you are attending, so please ensure that you empty the locker before 23:59 on the last day of the meeting.

**LOAN LAPTOPS:** The ITU Service Desk ([servicedesk@itu.int](mailto:servicedesk@itu.int)) has available a limited number of laptops on a first-come, first-serve basis, for those who do not have one.

**PRINTERS:** Printers are available in the cyber café on the second basement level of the Tower building, on the ground floor of the Montbrillant building and near the major meeting rooms, for delegates who wish to print documents.

**E-PRINTING:** In addition to the "traditional" print method using printer queues that need to be installed on the user's computer or device, printing documents via e-mail ("e-print") is now possible. The procedure is simply to attach the documents to be printed to an email that is sent to the desired printer email address (in the form [printername@eprint.itu.int](mailto:printername@eprint.itu.int)). No driver installation is required. For more details, please see <http://itu.int/ITU-T/go/e-print>.

**REGISTRATION, NEW DELEGATES and FELLOWSHIPS**

**REGISTRATION** To enable TSB to make the necessary arrangements, please send by letter, fax (+41 22 730 5853) or e-mail ([tsbreg@itu.int](mailto:tsbreg@itu.int)) **not later than 29 April 2012**, the list of people who will be representing your Administration, Sector Member, Associate, Academic Institution, regional and/or international organization or other entity. Administrations are requested also to indicate the name of their head of delegation (and deputy head, if applicable).

**Please note that pre-registration of participants to ITU-T meetings is carried out *online* at the ITU-T website (**[**http://itu.int/ITU-T/studygroups/com12**](http://itu.int/ITU-T/studygroups/com12)**).**

**NEW DELEGATES** are invited to attend a **MENTORING PROGRAMME**, including a welcome briefing upon registration, guided visit of ITU headquarters and orientation session on ITU-T. Please check the corresponding box on the registration form if you would like to participate.

**FELLOWSHIPS:** We are pleased to inform you that one full or two partial fellowships per administration will be awarded, subject to available funding, to facilitate participation from Least Developed or Low Income Developing Countries (<http://itu.int/en/ITU-T/info/Pages/resources.aspx>). An application for a fellowship must be authorized by the relevant Administration of the ITU Member State. Fellowship requests (please use enclosed **Form 1)**, must be returned to ITU not later than **29 April 2012**. (Please note that at WTSA-08, the Heads of Delegation committed that their candidate chairmen and vice-chairmen would be provided with the necessary resources to fulfill the duties of their office for the full four year term and that it was therefore recognized that the chairmen and vice-chairmen will not receive financial assistance from ITU.)

**KEY DEADLINES (before meeting)**

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| Two months | 2012-03-29 | - submit contributions for which translation is requested |
| One month | 2012-04-29 | - fellowship requests  - requests for interpretation at opening and/or closing plenary  - requests for visas |
| 12 Calendar days | 2012-05-16 | - final deadline for contributions |

**VISITING GENEVA: HOTELS AND VISAS**

**HOTELS:** For your convenience, a hotel reservation form is enclosed (Form 2). A list of hotels can be found at <http://itu.int/travel/>

**VISAS:** Please remember that citizens of some countries are required to obtain a visa in order to enter and spend time in Switzerland. **The visa must be requested at least four (4) weeks before the date of beginning of the meeting** and obtained from the office (embassy or consulate) representing Switzerland in your country or, if there is no such office in your country, from the one that is closest to the country of departure. If problems are encountered, the Union can, at the official request of the administration or entity you represent, approach the competent Swiss authorities in order to facilitate delivery of the visa but only within the period mentioned of **four** weeks. Any such request must specify the name and functions, date of birth, number, dates of issue and expiry of passport of the individual(s) for whom the visa(s) is/are requested and be accompanied by a copy of the notification of confirmation of registration approved for the ITU-T meeting in question, and must be sent to TSB by fax (+41 22 730 5853) or e-mail ([tsbreg@itu.int](mailto:tsbreg@itu.int)) bearing the words **“visa request”**.

**FORM 1 - FELLOWSHIP REQUEST**

(to TSB Collective letter 7/12)

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **ITU-T Study Group 12 meeting**  **Geneva, Switzerland, 29 May – 7 June 2012** | | | | | |  |
| **Please return to:** | | | **ITU**  **Geneva (Switzerland)** | | **E-mail :** [**bdtfellowships@itu.int**](mailto:bdtfellowships@itu.int)  **Tel: +41 22 730 5487**  **Fax: +41 22 730 5778** | | | |
| **Request for one full fellowship or two partial fellowships to be submitted before 29 April 2012** | | | | | | | |
|  | | | | Participation of women is encouraged | | |  | |
| Registration Confirmation I.D. No: …………………………………………………………………………… (Note: It is imperative for fellowship holders to pre-register via the on-line registration form at: <http://www.itu.int/ITU-T/studygroups/com12>)  **Country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Name of the Administration or Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Mr. / Ms. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(family name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(given name)**  **Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | | | | |
| **Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Tel.: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ E-Mail:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **PASSPORT INFORMATION :**  **Date of birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Nationality: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Passport number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date of issue: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ In (place) : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Valid until (date): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | | | | |
| **Please select your preference** | | | | | | | | |
| 1. **□** One full fellowship     or **□** two partial fellowships (per eligible country). | | | | | | | | |
| 1. In case of two partial fellowships, chose one of the following: | | | | | | | | |
| **□ Economy class air ticket (duty station / Geneva / duty station).**  **□ Daily subsistence allowance intended to cover accommodation, meals & misc. expenses.** | | | | | | | | |
|  | | | | | | | | |
| **Signature of fellowship candidate:** | | | | | | **Date:** | | |
| **TO VALIDATE FELLOWSHIP REQUEST, NAME, TITLE AND SIGNATURE OF CERTIFYING OFFICIAL DESIGNATING PARTICIPANT MUST BE COMPLETED BELOW WITH OFFICIAL STAMP.**  **N.B. IT IS IMPERATIVE THAT FELLOWS BE PRESENT FROM THE FIRST DAY TO THE END OF THE MEETING.** | | | | | | | | |
| **Signature** | | | | | | **Date** | | |

**FORM 2 - HOTELS**

(to TSB Collective letter 7/12)

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| *This confirmation form* ***should be sent direct*** *to the hotel**of your choice* |

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|  | **INTERNATIONAL TELECOMMUNICATION UNION** |  |

**TELECOMMUNICATION STANDARDIZATION SECTOR**

*SG/WP meeting ------------------------------------- from ------------------------- to ----------------------- in Geneva*

*Confirmation of the reservation made on (date) ------------------------- with (hotel) --------------------------------*

***at the ITU preferential tariff***

*------------ single/double room(s)*

*arriving on (date) --------------------------- at (time) ------------- departing on (date) -------------------------------*

***GENEVA TRANSPORT CARD :*** *Hotels and residences in the canton of Geneva now provide a free "Geneva Transport Card" valid for the duration of the stay. This card will give you free access to Geneva public transport, including buses, trams, boats and trains as far as Versoix and the airport.*

*Family name* -------------------------------------------------------------------------------------------------------------------

*First name*  ------------------------------------------------------------------------------------------------------------------

*Address*  ------------------------------------------------------------------------ *Tel: -------------------------------*

*----------------------------------------------------------------------------------------- Fax: -------------------------------*

*----------------------------------------------------------------------------------------- E-mail:* ------------------------------

*Credit card to guarantee this reservation*: AX/VISA/DINERS/EC (*or* *other) -----------------------------------*

*No.* -------------------------------------------------------- *valid until* -------------------------------------------------

*Date* ------------------------------------------------------ *Signature*  ---------------------------------------------------

**ANNEX B**(to TSB Collective letter 7/12)

**Draft agenda for the meeting of Study Group 12  
(Geneva, 29 May – 7 June 2012)**

1. Opening of the meeting
2. Adoption of the agenda
3. Document review and allocation
4. Timetable for ad-hoc meetings
5. Highlights of the last Chairmen/TSAG meetings
6. Report of the Focus Group CarCOM
7. Report of the Focus Group Distraction and approval of revised Terms of Reference
8. Report of the Regional Group (SG12 RG-AFR) activities
9. Report of QSDG
10. Review of the status of Rapporteurs, Liaison Rapporteurs and other Representatives
11. Discussion on Question 1/12, including

* Planning for the next study period (harmonization of the proposed Questions)
* Review of the status of Handbooks and other publications (QoS/QoE flyer)
* Bridging the standardization gap

1. Working Parties meetings, including Ad Hoc meetings
2. Reports of the meetings of Working Parties, including

* Consent/determination/deletion of Recommendations
* Approval of Handbooks/informative texts
* Outgoing liaison statements/communications

1. Review and Approval of the wording of Questions for the next study period
2. Review of the SG 12 work programme
3. Future meetings and activities
4. Other business
5. Acknowledgments and closure of the meeting

**ANNEX C**(to TSB Collective letter 7/12)

**Draft timetable for the meeting of Study Group 12  
(Geneva, 29 May – 7 June 2012)**

|  |  |  |  |  |  |  |
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|  | **Morning** | | | **Afternoon** | | |
| Tuesday 29 May | Management Team meeting | | Study Group 12 Opening Plenary | Opening of Working Parties 1, 2 and 3/12 in sequence | | |
| Wednesday 30 May | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | | |
| Thursday 31 May | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | | |
| Friday 1 June | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | | |
| **WEEK-END** | | | | | | |
| Monday 4 June | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | | |
| Tuesday 5 June | Reserved for issue resolution | Ad hoc meeting of Q 1/12 | | Ad hoc meeting of Q 1/12 | Reserved for issue resolution | |
| Wednesday 6 June | Closing of Working Parties 1, 2 and 3/12 in sequence | | | | | |
| Thursday 7 June | Management Team meeting | Study Group 12 Closing Plenary | | Study Group 12 Closing Plenary | |  |

**Notes from TSB:**

1 Management meeting, Tuesday 29 May 2012, 9:00 – 10:30

2 Welcome of new SG 12 participants and tour of ITU premises; Tuesday 29 May 2012, (8:45-9:30, Sabrina Camp/TSB; meeting place: reception desk/Montbrillant building)

3 Opening Plenary starts at 11:00

4 SG12 Orientation session for newcomers & Newcomers’ discussion with SG12 management, Wednesday, 30 May 2012, 13:00 – 14:00

5 Closing Plenary sessions are 10:30 -12:00 and 13:30 - 15:30

6 All other sessions are 9:00-12:30 and 14:00-17:30 with 30 min breaks in the middle

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