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| The International Teleocmmunication Union - Connecting the World. | **International telecommunication union****Telecommunication Standardization Bureau**  |  |
|  | Geneva, 7 February 2020 |
| Ref: | **TSB Collective letter 9/12**SG12/MA | - To Administrations of Member States of the Union; - To ITU‑T Sector Members;- To ITU‑T Associates of Study Group 12; - To ITU Academia |
| Tel: | +41 22 730 6828 |
| Fax: | +41 22 730 5853 |
| Email: | tsbsg12@itu.int  |
| Web: | <http://itu.int/go/tsg12>  |
| Subject: | **Meeting of Study Group 12; Geneva, 15-24 April 2020** |

Dear Sir/Madam,

It is my pleasure to invite you to attend the next meeting of Study Group 12 (Performance, QoS and QoE), which will be held at ITU headquarters, Geneva from 15 to 24 April 2020, inclusive.

ITU-T Study Group 12 is a leading venue for the development of international standards on performance, quality of service (QoS) and quality of experience (QoE). This work spans the full spectrum of terminals, networks, services and applications, ranging from speech over fixed circuit-based networks to multimedia applications accessed wirelessly over packet-based networks.

The standards developed by Study Group 12 are highly relevant to operators in providing the level of service necessary to attract and retain customers, and regulatory authorities look to Study Group 12 for technical guidance in steering their national markets towards high QoS and QoE.

The meeting will open at 1100 hours on the first day, and participant registration will begin at 0830 hours at the [Montbrillant building entrance](https://www.itu.int/en/about/Documents/itu-plan.pdf). Daily meeting room allocations will be displayed on screens throughout ITU headquarters, and online [here](http://handle.itu.int/11.1002/apps/meeting-rooms).

**Key deadlines**:

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| 15 February 2020 | - [Submit ITU-T Member contributions](http://itu.int/net/ITU-T/ddp/) for which translation is requested |
| 4 March 2020 | - Submit fellowship requests (via the online registration form, see details in Annex A)- Submit interpretation requests (via the online registration form) |
| 15 March 2020 | - Pre-registration (via the online registration form on the [study group homepage](http://itu.int/go/tsg12))- Submit requests for visa support letters (via the online registration form; see details in Annex A) |
| 2 April 2020 | - Submit ITU-T Member contributions ([via Direct Document Posting](https://www.itu.int/net/ITU-T/ddp/Default.aspx?groupid=T17-SG12)) |

Practical meeting information is set out in **Annex A**. A draft meeting agenda and time plan, prepared by Study Group 12 Chairman Mr Kwame Baah-Acheamfuor (Ghana), are set out in **Annexes B** and **C**, respectively.

I wish you a productive and enjoyable meeting.

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| Yours faithfully,*(signed)*Chaesub LeeDirector of the TelecommunicationStandardization Bureau | This QR code redirects to the latest meeeting information at: http://handle.itu.int/11.1002/groups/sg12 ITU-T SG12 |
| Latest meeting information |

**Annexes**: 3

**ANNEX A**

**WORKING METHODS AND FACILITIES**

**DOCUMENT SUBMISSION AND ACCESS**:The meeting will be run paperless. Member Contributions should be submitted using [Direct Document Posting](http://itu.int/net/ITU-T/ddp/); draft TDs should be submitted by e-mail to the study group secretariat using the [appropriate template](https://www.itu.int/en/ITU-T/studygroups/Pages/templates.aspx). Access to meeting documents is provided from the study group homepage, and is restricted to ITU-T Members who have an [ITU user account](http://www.itu.int/TIES/) with TIES access.

**INTEPRETATION**: Due to budget restrictions,interpretationwill be available for the closing plenary of the meeting if requested by Member States. Requests should be made by checking the corresponding box on the registration form, or by sending a written request to TSB, **at least six weeks before the first day of the meeting**.

**WIRELESS LAN** facilities are available to delegates in all ITU meeting rooms (SSID: “ITUwifi”, Key: itu@GVA1211). Detailed information is available on‑site and on the ITU‑T website (<http://itu.int/ITU-T/edh/faqs-support.html>).

**E-LOCKERS** are available for the duration of the meeting using delegates’ ITU-T RFID identity badges. The e‑lockers are located immediately after the registration area on the ground floor of the [Montbrillant building](https://www.itu.int/en/about/Documents/itu-plan.pdf).

**PRINTERS** are available in the delegates’ lounges and near all [major meeting rooms](https://www.itu.int/en/about/Documents/itu-plan.pdf). To avoid the need to install drivers on delegates’ computer, documents may be “e‑printed” by emailing them to the desired printer.
Details at: <http://itu.int/go/e-print>.

**LOAN LAPTOPS** for delegates are available from the ITU Service Desk (servicedesk@itu.int) on a first-come, first‑served basis.

**PRE-REGISTRATION, NEW DELEGATES, FELLOWSHIPS and VISA SUPPORT**

**PRE-REGISTRATION**:Pre-registration is mandatory and is to be done online via the study group home page **at least one month before the start of the meeting**. As outlined in [TSB Circular 68](https://www.itu.int/md/T17-TSB-CIR-0068), the ITU-T registration system requires focal-point approval for registration requests; [TSB Circular 118](https://www.itu.int/md/T17-TSB-CIR-0118) describes how to set up automatic approval of these requests. Some options in the registration form apply only to Member States, including: function, interpretation requests and fellowships requests. The membership is invited to include women in their delegations whenever possible.

**NEW DELEGATES** are invited to attend a mentoring programme, including a welcome briefing upon arrival, a guided tour of ITU headquarters, and an orientation session on the work of ITU‑T. If you would like to participate, please contact ITU-Tmembership@itu.int. A quick-start guide for newcomers is available [here](https://www.itu.int/en/ITU-T/info/Documents/ITU-T-Newcomer-Guide.pdf).

**FELLOWSHIPS**: Up to two partial fellowships per country may be awarded, subject to available funding, to facilitate participation from eligible countries. As part of the new registration system, fellowship request forms will be sent to those delegates who check the corresponding box on the registration form. **Fellowship requests must be received by 4 March 2020 at the latest, and it is strongly recommended to register for the event and to start the request process at least seven weeks before the meeting**. Please note that the decision criteria to grant a fellowship include: available ITU budget; active participation, including the submission of written contributions; equitable distribution among countries and regions; and gender balance.

**VISA SUPPORT**: If required, visas must be requested before the date of arrival in Switzerland from the 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. Deadlines vary, so it is suggested to check directly with the appropriate representation and apply early.

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. Requests should be made by checking the corresponding box on the registration form **no later than one month before the meeting**. Enquiries should be sent to the ITU Travel Section (travel@itu.int), bearing the words “**visa support**”.

**VISITING GENEVA: HOTELS, PUBLIC TRANSPORT AND VISAS**

**VISITORS TO GENEVA**: Practical information for delegates attending ITU meetings in Geneva can be found at: <http://itu.int/en/delegates-corner>.

**HOTEL DISCOUNTS**: A number of Geneva hotels offer preferential rates for delegates attending ITU meetings, and provide a card giving free access to Geneva’s public transport system. A list of participating hotels, and guidance on how to claim discounts, can be found at: <http://itu.int/travel/>.

**ANNEX B
Draft agenda**

1. Opening of the meeting
2. Adoption of the agenda
3. Call for any IPR declarations as per ITU-T policy
4. Feedback and status reports on interim activities (since December 2019)

4.1 Approval of the reports of the sixth SG12 meeting

4.2 Status of draft Recommendations consented

4.3 SG12 interim activities and workshops

4.4 Highlights of the last Chairmen/TSAG meetings

1. Review of SG12 structure, rapporteurs, liaison rapporteurs
2. Document review and allocation
3. Timetable for ad hoc meetings
4. Work programme
5. Meeting facilities and logistics
6. SG12 preparations for WTSA-20
7. Meetings of Questions 1/12 and 2/12
8. Working Party meetings, including ad hoc meetings
9. Reports of the meetings of Working Parties, Questions 1/12 and 2/12, including

13.1 New work items

13.2 Approval/consent/determination/deletion of Recommendations

13.3 Agreement of Technical Reports/informative texts

13.4 Interim activities

13.5 Outgoing liaison statements/communications

13.6 Review of work programme

1. Prioritization of consented Recommendations for translation
2. Future SG12 meetings and activities
3. Any other business
4. Acknowledgments and closure of the meeting
5. Webinar on outcomes of the meeting

ANNEX C
Draft time plan

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|  | **Morning** | **Afternoon** |
| Wednesday 15 April |  | Study Group 12 Opening Plenary | Opening of Working Parties 1, 2 and 3/12 in sequence |
| Thursday 16 April | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Friday 17 April | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings of Questions 1/12 and 2/12 |
| **WEEKEND** |
| Monday 20 April | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Tuesday 21 April | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Wednesday 22 April | Ad hoc meetings (parallel) ofQuestions in any Working Party | Ad hoc meetings (parallel) ofQuestions in any Working Party |
| Thursday 23 April | Closing of Working Parties 3, 2 and 1/12 in sequence |
| Friday 24 April | Management team meeting | Study Group 12 Closing Plenary | Study Group 12 Closing Plenary | Webinar on outcomes of the meeting |

**Notes from TSB:**

1 SG12 management team meetings: 14 April, 14:00-17:30; 24 April, 09:00-10:15

2 Welcome of new SG12 participants and tour of ITU premises: 15 April, 10:30-11:00; meeting place: reception desk/Montbrillant building. Please note that the guided tour will conclude by escorting all newcomers to the Opening Plenary. The Opening Plenary starts at 11:00.

3 SG12 orientation session for newcomers & Newcomers’ discussion with SG12 management: 15 April, 13:00-14:00.

4 SG12 Closing Plenary: 24 April, 10:30-12:00 and 13:30-15:30.

5 All other sessions are 9:00-12:30 and 14:00-17:30 with 30-minute breaks in the middle.

6 Webinar on outcomes of the meeting: 24 April, 15:45-16:30.

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