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| **Purpose:** | Information |
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| **Keywords:** | SG12; service quality; policy; operation; Res.40; Res.95 |
| **Abstract:** | This report informs TSAG about the implementation of Resolution 95 and about operational and technical areas related to QoS and QoE studied in SG12 that might have policy and regulatory nature (WTSA-16 Res.40, resolves 3). |

Implementation of [WTSA Resolution 95](https://www.itu.int/pub/T-RES-T.95-2016) (ITU‑T initiatives to raise awareness on best practices and policies related to service quality) is progressing.

A new web page created by SG12 contains information on a questionnaire released by SG12 on the status of national quality regulatory frameworks, as well as country case studies and SG12 activities to implement the Resolution.

The web page can be found at <https://www.itu.int/en/ITU-T/studygroups/2017-2020/12/Pages/resolution95.aspx>.

In response to WTSA-16 Resolution 95, development of a new Recommendation ITU-T E.RQUAL – Strategies to establish quality regulatory frameworks – is progressing in SG12 according to plan. The work item was established during the first SG12 meeting of the current study period (January 2017), and based on the contributions and comments received from many ITU members, in particular from national regulatory authorities, stable text in [SG12-TD712](https://www.itu.int/md/meetingdoc.asp?lang=en&parent=T17-SG12-181127-TD-GEN-0712) was prepared during the last SG12 meeting in Geneva, 27 November to 6 December 2018.

Interested members are invited to provide comments to SG12, in advance to the Q12/12 Rapporteur Group Meeting taking place in Kigali, 6-8 March 2019.

Following further review at the aforementioned Q12/12 Rapporteur Group Meeting, we are planning to determine E.RQUAL at the next SG12 meeting, Geneva, 7-16 May 2019.

Moreover, SG12 would like to point readers to the current work programme of Question 12/12 - *Operational aspects of telecommunication network service quality*.[[1]](#footnote-1)

Most of the Question’s work items address the needs of regulatory authorities with respect to service quality measurement methodologies, indicators and their targets, enforcement and awareness strategies, as well as wider regulatory aspects of quality of service and quality of experience. Comments, contributions and collaboration will be appreciated.

The above information may guide TSAG in implementing WTSA Resolution 40.

1. See <https://www.itu.int/itu-t/workprog/wp_search.aspx?isn_sp=3925&isn_sg=3931&isn_qu=4163&isn_status=-1,1,3,7,2&details=0&field=acdefghijo> [↑](#footnote-ref-1)