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| **Keywords:** | QoS; QoE; driver distraction; car communications; video quality; SG12; |
| **Abstract:** | In line with WTSA-16 Resolution 1, this report provides updates about the SG12 lead study group activities. |

## Lead study group on quality of service and quality of experience

In the reporting period, SG12 held two virtual study group meetings, in May and October 2021.

Key achievements of the meetings included the adoption of the following Recommendations and other publications:

– Draft new Recommendation ITU-T G.1027: Quality of service (QoS) metrics for the assessment of the impact of fixed geographic structures on telephony quality and call stability (consented),

– Draft revised Recommendation ITU-T G.1035: Influencing factors on quality of experience for virtual reality services (consented),

– Revised Recommendation ITU-T P.57: Artificial ears,

– Revised Recommendation ITU-T P.58: Head and torso simulator for telephonometry,

– Draft revised Recommendation ITU-T P.565: Framework for creation and performance testing of machine learning based models for the assessment of transmission network impact on speech quality for mobile packet-switched voice services (consented)

– Draft new Recommendation ITU-T P.565.1: Machine learning model for the assessment of transmission network impact on speech quality for mobile packet-switched voice services (consented)

– New Recommendation ITU-T P.700: Technical requirements and test methods for the digital wired or wireless headset interface of mobile terminals,

– Revised Recommendation ITU-T P.700: ​Calculation of loudness for speech communication,

– Revised Recommendation ITU-T P.808​: ​Subjective evaluation of speech quality with a crowdsourcing approach,

– Draft revised Recommendation ITU-T P.910: Subjective video quality assessment methods for multimedia applications (consented),

– Revised Recommendation ITU-T P.913: ​Methods for the subjective assessment of video quality, audio quality and audiovisual quality of Internet video and distribution quality television in any environment,

– Revised Recommendation ITU-T P.1203.3: ​Parametric bitstream-based quality assessment of progressive download and adaptive audiovisual streaming services over reliable transport - Quality integration module,

– New ITU-T G-series - Supplement 73: Influencing factors on quality of experience (QoE) for multi-view video (MVV) services

– An integral update to ITU-T E.800-series - Supplement 9: Guidelines on regulatory aspects of QoS

– 2 updates to ITU-T Y-series - Supplement 60: Interpreting ITU-T Y.1540 maximum IP-layer capacity measurements.

In its role as lead study group on QoS and QoE, SG12 liaised ITU-internally with

– SG5 – on performance of true wireless stereo products,

– SG9 – on QoS aspects of virtual reality,

– SG11 – on testbeds for mobile application QoS and QoE evaluation,

– SG16 – on speech interaction of intelligent customer services, and performance requirements of smart speaker based intelligent multimedia communication systems,

and externally, including with 3GPP, ETSI TC STQ, IEC TC27, JPEG and MPEG.

ITU Academy launched a new course module titled Introduction to Service Quality Regulation, incorporating several Recommendations developed by SG12, including Recommendations ITU-T E.805, E.806, and E.812.

## Lead study group on driver distraction and voice aspects of car communications

Work was initiated to updated Recommendations in the ITU-T P.1100 series.

## Lead study group on quality assessment of video communications and applications

See above updates on Recommendations ITU-T G.1035, P.910, P.913, P.1203.3, and ITU-T G-series - Supplement 73.

SG12’s successful cooperation with the Video Quality Expert Group (VQEG) continued, as showcased in a session of the Intersector Rapporteur Group on Audiovisual Quality Assessment (IRG-AVQA), convened alongside VQEG in June 2021.

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