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| itu-logo | **International telecommunication union****Telecommunication Standardization Bureau** |  |
|  | Geneva, 16 May 2018 |
| **Ref:** | **TSB Circular 92**COM 12/MA | **To:**- Administrations of Member States of the Union;- ITU-T Sector Members;- ITU-T Associates;- ITU Academia |
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| **E-mail:** | tsbsg12@itu.int | **Copy to:**- The Chairman and Vice-Chairmen of Study Group 12;- The Director of the Telecommunication Development Bureau;- The Director of the Radiocommunication Bureau |
| **Subject:** | **Non-approval of draft new Recommendation ITU-T E.831** |

Dear Sir/Madam,

1 Further to [TSB Announcement AAP-29](https://www.itu.int/dms_pubaap/01/T0101001029.htm) of 15 February 2018, and pursuant to clause 6.2 of Recommendation ITU-T A.8 (Johannesburg, 2008), I hereby inform you that, during its Plenary session held on 10 May 2018, Study Group 12 did not approve new Recommendation ITU-T E.831.

2 The title of the work item that was not approved is:

− **Recommendation ITU-T E.831 (new)**, *Customer experience management index for popular services in operators' network to score service quality that customer experience in terms of key network performance parameters*.

NOTE – Study Group 12 agreed to convert work item E.831 (ex E.CEMI) into a new work item, E.CEMIF (Customer experience management index framework).

Yours faithfully,

*(signed)*

Chaesub Lee
Director of the Telecommunication
Standardization Bureau