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| [itu-logo](http://www.itu.int/) | | **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 | |
| **Tel:** | +41 22 730 6828 | |
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| **E-mail:** | [tsbsg12@itu.int](mailto: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