



DPC: 25/30511244 DC

BSI Group Headquarters

389 Chiswick High Road London W4 4AL

Tel: +44 (0)20 8996 9000

Fax: +44 (0)20 8996 7400

www.bsigroup.com

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Introduction

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Template for comments and secretariat observations

Date: xx/xx/20xx	Document: ISO/DIS xxxx
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1	2	(3)	4	5	(6)	7
MB	Clause No./ Subclause No./Annex (e.g. 3.1)	Paragraph/ Figure/Table/Note	Type of comment	Comment (justification for change) by the MB	Proposed change by the MB	Secretariat observations on each comment submitted
	3.1	Definition 1	ed	Definition is ambiguous and needs clarifying.	Amend to read '...so that the mains connector to which no connection...'	
	6.4	Paragraph 2	te	The use of the UV photometer as an alternative cannot be supported as serious problems have been encountered in its use in the UK.	Delete reference to UV photometer.	



100/4300/CD

COMMITTEE DRAFT (CD)

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IEC TC 100 : AUDIO, VIDEO AND MULTIMEDIA SYSTEMS AND EQUIPMENT	
SECRETARIAT: Japan	SECRETARY: Ms Mahiru Uehara
OF INTEREST TO THE FOLLOWING COMMITTEES:	HORIZONTAL FUNCTION(S):
ASPECTS CONCERNED:	

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TITLE:

User's Quality of Experience (QoE) on Multimedia conferencing services - Part 3: Measurement methods

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INTERNATIONAL ELECTROTECHNICAL COMMISSION

USER'S QUALITY OF EXPERIENCE ON MULTIMEDIA CONFERENCING SERVICES**Part 3: Measurement methods****FOREWORD**

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The text of this International Standard is based on the following documents:

Draft	Report on voting
XX/XX/FDIS	XX/XX/RVD

112
113 Full information on the voting for its approval can be found in the report on voting indicated in
114 the above table.

115 The language used for the development of this International Standard is English.

116 This document was drafted in accordance with ISO/IEC Directives, Part 2, and developed in
117 accordance with ISO/IEC Directives, Part 1 and ISO/IEC Directives, IEC Supplement available
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- 123 • reconfirmed,
124 • withdrawn,
125 • replaced by a revised edition, or
126 • amended.

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INTRODUCTION

With the global COVID-19 pandemic, the meetings on business and education have shifted from offline to online modes. Consequently, a range of multimedia conferencing services has been developed, enabling users to choose and enjoy conferencing services based on personal preferences. To ensure optimal user experience, it is essential to measure the Quality of Experience (QoE) for multimedia conferencing services. However, there is currently a lack of standardized methods for measuring a user's QoE in this context. Thus, there is a pressing need to provide guidelines for measuring and evaluating a user's QoE for multimedia conferencing services.

Traditionally, Quality of Service (QoS) has been measured for network data communication, represented by objective index values like delay, throughput, and jitter. In contrast, QoE represents a user's level of satisfaction with a specific service and reflects human emotional quality. As such, QoE is subject to overall service performance from the user's perspective. In the case of multimedia conferencing services, measuring QoE is challenging due to varying user preferences/requirements and service/application characteristics. Therefore, a unified framework is necessary to measure and evaluate a user's QoE for multimedia conferencing services.

This document (IEC 63478) aims to provide guidelines for enhancing a user's QoE for multimedia conferencing services. The series specifies general considerations and requirements to enhance a user's QoE and measurement methods for associated QoE parameters.

The IEC 63478 consists of the following parts:

- Part 1: General;
- Part 2: Requirements; and
- Part 3: Measurement methods.

Part 1 of IEC 63478-1 (Technical Report) describes general considerations to measure user's QoE.

Part 2 of IEC 63478-2 (International Standard) describes the requirements to be considered to measure user's QoE.

Part 3 of IEC 63478-3 (International Standard) describes the measurement methods for QoE parameters.