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SERIES G: TRANSMISSION SYSTEMS AND MEDIA,
DIGITAL SYSTEMS AND NETWORKS

Multimedia Quality of Service and performance – Generic
and user-related aspects

Reference guide to quality of experience assessment methodologies

Recommendation ITU-T G.1011

ITU-T

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Recommendation ITU-T G.1011

Reference guide to quality of experience assessment methodologies

Summary

Recommendation ITU-T G.1011 provides a reference guide to existing standards for quality of experience (QoE) assessment methodologies. This Recommendation specifies QoE assessment approaches and classifications of different applications, and identifies a taxonomy of QoE assessment standards with different technical categorizations.

History

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FOREWORD

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The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

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Recommendation ITU-T G.1011

Reference guide to quality of experience assessment methodologies

1 Scope

Quality of experience (QoE) is a widely used term in the telecommunication industry. However, there is no single document available that describes methods for assessing QoE. This Recommendation provides a reference guide to existing standardized methods in ITU for QoE assessment. The overall approaches for the different assessment methodologies typically used are described, and a taxonomy of QoE assessment standards is defined.

For different applications, this Recommendation identifies suitable subjective assessment methodologies, and where applicable, objective assessment methods that can be used to estimate subjective opinion, in addition to giving guidance on their usage and limitations.

The intended users of this Recommendation include telecommunication carriers, service providers and equipment manufacturers.

2 References

The following ITU-T Recommendations and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision; users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published. The reference to a document within this Recommendation does not give it, as a stand-alone document, the status of a Recommendation.

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