



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

P.85

(06/94)

TELEPHONE TRANSMISSION QUALITY SUBJECTIVE OPINION TESTS

A METHOD FOR SUBJECTIVE PERFORMANCE ASSESSMENT OF THE QUALITY OF SPEECH VOICE OUTPUT DEVICES

ITU-T Recommendation P.85

(Previously "CCITT Recommendation")

FOREWORD

The ITU-T (Telecommunication Standardization Sector) is a permanent organ of the International Telecommunication Union (ITU). The ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 1 (Helsinki, March 1-12, 1993).

ITU-T Recommendation P.85 was prepared by ITU-T Study Group 12 (1993-1996) and was approved under the WTSC Resolution No. 1 procedure on the 21 of June 1994.

NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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SUMMARY

Various services providing vocal answers related to telephone directory inquiries, weather forecast, mail order, etc., are now available to PSTN users using vocal servers. As the speech messages are produced by machines, they may suffer from some impairment.

In this Recommendation a method is defined for subjective performance assessment of the quality of speech of voice output devices. This method allows the comparison of several systems between them. It will be useful for system designers and service providers for checking the quality of their products.

This method is of the listening test type. Messages are presented aurally to subjects. The subjects express their opinion on one or more rating scales after having answered specific questions on the information contained in the messages. The results are measures of the perceived quality in several aspects, which makes it possible to compare the effectiveness of different speech synthesis systems.