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| The International Teleocmmunication Union - Connecting the World. | | **International telecommunication union**  **Telecommunication Standardization Bureau** | | |  |
|  | | | Geneva, 15 January 2024 | | |
| Ref: | **TSB Collective letter 4/12**  SG12/MA | | - To Administrations of Member States of the Union;  - To ITU‑T Sector Members;  - To ITU‑T Associates of Study Group 12;  - To ITU Academia | | |
| Tel: | +41 22 730 6828 | |
| Fax: | +41 22 730 5853 | |
| E-mail: | [tsbsg12@itu.int](mailto:tsbsg12@itu.int) | |
| Web: | <https://itu.int/go/tsg12> | |
| **Subject:** | **Meeting of Study Group 12; Geneva, 16-25 April 2024** | | | | |
| Dear Sir/Madam,  It is my pleasure to invite you to attend the next meeting of Study Group 12 (Performance, QoS and QoE), which is planned to be held at ITU headquarters, Geneva, from 16 to 25 April 2024, inclusive.  ITU-T Study Group 12 is a leading venue for the development of international standards on performance, quality of service (QoS) and quality of experience (QoE). This work spans the full spectrum of terminals, networks, services and applications, ranging from speech over fixed circuit-based networks to multimedia applications accessed wirelessly over packet-based networks.  The standards developed by Study Group 12 are highly relevant to operators in providing the level of service necessary to attract and retain customers, and regulatory authorities look to Study Group 12 for technical guidance in steering their national markets towards high QoS and QoE.  The meeting will open at 1130 hours on the first day, and participant registration will begin at 0830 hours at the [Montbrillant building entrance](https://www.itu.int/en/about/Documents/itu-plan.pdf). Daily meeting-room allocations will be displayed on screens throughout ITU headquarters, and online [here](https://handle.itu.int/11.1002/apps/meeting-rooms).  Practical meeting information is set out in **Annex A**. Delegates are reminded that, as per the provisions currently in force, decisions will be taken by those physically present in the meeting room. The opening and closing plenary sessions will be supported by interactive remote participation (see Annex A for more details).  A draft meeting **agenda and time plan**, prepared by SG12 Chair Ms Tania Villa (Mexico), are set out in **Annex B**.  **Key deadlines**:   |  |  | | --- | --- | | 16 February 2024 | - Submit requests for real-time captioning and/or sign-language interpretation  - [Submit ITU-T Member contributions](https://www.itu.int/net/ITU-T/ddp/Default.aspx?groupid=T22-SG12) for which translation is requested | | 5 March 2024 | - Submit fellowship requests (via the forms on the [study group homepage](https://www.itu.int/en/ITU-T/studygroups/2022-2024/12/Pages/default.aspx); see details in Annex A)  - Submit interpretation requests (via the online registration form) |  |  |  | | --- | --- | | 16 March 2024 | - Pre-registration (via the online registration form on the [study group homepage](https://www.itu.int/en/ITU-T/studygroups/2022-2024/12/Pages/default.aspx))  - Submit requests for visa support letters (via the online registration form; see details in Annex A) | | 3 April 2024 | - [Submit ITU-T Member Contributions (via Direct Document Posting)](https://www.itu.int/net/ITU-T/ddp/Default.aspx?groupid=T22-SG12) |   I wish you a productive and enjoyable meeting. | | | | | |
| Yours faithfully,    Seizo Onoe Director of the Telecommunication Standardization Bureau | | | | This QR code redirects to the latest meeeting information at: http://handle.itu.int/11.1002/groups/sg12ITU-T SG12 | |
| Latest meeting information | |
| **Annexes**: 2 | | | | | |

ANNEX A  
Practical meeting information

**WORKING METHODS AND FACILITIES**

**DOCUMENT SUBMISSION AND ACCESS**:The meeting will be run paperless. Member contributions should be submitted using [Direct Document Posting](https://itu.int/net/ITU-T/ddp/); draft TDs should be submitted by e-mail to the study group secretariat using the [appropriate template](https://www.itu.int/en/ITU-T/studygroups/Pages/templates.aspx). Access to meeting documents is provided from the study group homepage, and is restricted to ITU-T Members who have an [ITU user account](https://www.itu.int/TIES/) with TIES access.

**INTERPRETATION**: Due to budget restrictions,interpretationwill be available for the closing plenary of the meeting if requested by Member States. Requests should be made by checking the corresponding box on the registration form **at least six weeks before the first day of the meeting**.

**WIRELESS LAN** facilities are available to delegates in all ITU meeting rooms. Detailed information is available on‑site and on the ITU‑T website (<https://www.itu.int/en/general-secretariat/ICT-Services/Pages/default.aspx>).

**E-LOCKERS** are available for the duration of the meeting using delegates’ ITU-T RFID identity badges. The e‑lockers are located in the ITU Tower entrance floor and first basement, as well as on the ground floor of the Montbrillant building.

**PRINTERS** are available in the delegates’ lounges and near all [major meeting rooms](https://www.itu.int/en/about/Documents/itu-plan.pdf). To avoid the need to install drivers on delegates’ computers, documents may be printed by e-mailing them to the desired printer.  
Details at: <https://itu.int/go/e-print>.

**LOAN LAPTOPS** for delegates are available from the ITU Service Desk ([servicedesk@itu.int](mailto:servicedesk@itu.int)) on a first-come, first‑served basis.

**REMOTE PARTICIPATION**: Remote participation is provided on a best-effort basis. The opening and closing study group plenary sessions will be supported by interactive remote participation. As per the provisions currently in force, decisions will be taken by delegates physically present in the meeting room.

Interactive remote participation will be provided for all other sessions. In order to access sessions remotely, delegates must register for the meeting. Participants should be aware that, as per usual practice, the meeting will not be delayed or interrupted because of a remote participant’s inability to connect, listen or be heard, at the Chair’s discretion. If the voice quality of a remote participant is considered insufficient, the Chair may interrupt the remote participant and may refrain from giving the participant the floor until there is indication that the problem is resolved. Use of the meeting chat facility is encouraged to facilitate efficient time management during the sessions, at the Chair’s discretion.

**PRE-REGISTRATION, NEW DELEGATES, FELLOWSHIPS AND VISA SUPPORT**

**PRE-REGISTRATION**:Pre-registration is mandatory and is to be done online via the study group home page **at least one month before the start of the meeting**. As outlined in [TSB Circular 68](https://www.itu.int/md/T17-TSB-CIR-0068), the ITU-T registration system requires focal-point approval for registration requests; [TSB Circular 118](https://www.itu.int/md/T17-TSB-CIR-0118) describes how to set up automatic approval of these requests. Some options in the registration form apply only to Member States, including function, interpretation requests and fellowships requests. The membership is invited to include women in their delegations whenever possible.

**NEW DELEGATES** are invited to attend a mentoring programme, including a welcome briefing upon arrival, a guided tour of ITU headquarters, and an orientation session on the work of ITU-T. If you would like to participate, please contact [ITU-Tmembership@itu.int](mailto:ITU-Tmembership@itu.int). A quick-start guide for newcomers is available [here](https://www.itu.int/en/ITU-T/info/Documents/ITU-T-Newcomer-Guide.pdf).

**FELLOWSHIPS**: To facilitate participation from [eligible countries](https://www.itu.int/en/fellowships/Documents/2023/ListEligibleCountries2023.pdf), up to two partial fellowships per country may be awarded, subject to available funding. A partial fellowship will cover either a) the **air ticket** (one return economy class ticket by the most direct/economical route from the country of origin to the meeting venue), or b) an appropriate **daily subsistence allowance** (intended to cover accommodation, meals and incidental expenses). In case two partial fellowships are requested, *at least one* should be an *air ticket*. The applicant's organization is responsible to cover the remaining participation costs.

In line with Plenipotentiary Resolution 213 (Dubai, 2018), it is encouraged that fellowship nominations take into consideration gender balance and inclusion of persons with disabilities and with specific needs. The criteria to grant a fellowship include: available ITU budget; active participation, including the submission of relevant written contributions; equitable distribution among countries and regions; application by persons with disabilities and specific needs; and gender balance.

The fellowship request form is available from the [study group homepage](https://www.itu.int/en/ITU-T/studygroups/2022-2024/12/Pages/default.aspx). **Fellowship requests must be received by 5 March 2024 at the latest.** They are to be sent by e-mail to [fellowships@itu.int](mailto:fellowships@itu.int) or by fax to +41 22 730 57 78. **Registration (approved by the focal point) is required before submitting a fellowship request**, and it is strongly recommended to register for the event and to start the request process at least seven weeks before the meeting.

**VISA SUPPORT**: If required, visas must be requested before the date of arrival in Switzerland from the embassy or consulate representing Switzerland in your country or, if there is no such office in your country, from the one that is closest to the country of departure. Deadlines vary, so it is suggested to check directly with the appropriate representation and apply early.

If problems are encountered, the Union can, at the official request of the administration or entity you represent, approach the competent Swiss authorities in order to facilitate delivery of the visa. Once your registration has been approved by your organization's registration focal point, there is normally a 15-day delay before the visa request letter is issued. Therefore, requests should be made by checking the corresponding box on the registration form **no later than one month before the meeting**. Enquiries should be sent to the ITU Travel Section ([travel@itu.int](mailto:travel@itu.int)), bearing the words "**visa support**".

**VISITING GENEVA: HOTELS, PUBLIC TRANSPORT**

**VISITORS TO GENEVA**: Practical information for delegates attending ITU meetings in Geneva can be found at: <https://itu.int/en/delegates-corner>.

**HOTEL DISCOUNTS**: A number of Geneva hotels offer preferential rates for delegates attending ITU meetings, and provide a card giving free access to Geneva's public transport system. A list of participating hotels, and guidance on how to claim discounts, can be found at: <https://itu.int/travel/>.

ANNEX B  
Draft agenda and time plan

1. Opening of the meeting
2. Adoption of the agenda
3. Guidelines for remote participation
4. Call for any IPR Declarations as per ITU-T policy
5. Feedback and Status Reports on interim activities (since September 2023)

5.1 Approval of the reports of the third SG12 meeting (September 2023)

5.2 Status of draft Recommendations consented (since September 2023)

5.3 SG12 interim activities and workshops (since September 2023)

1. TSAG results related to SG12
2. Review of SG12 structure, rapporteurs, liaison rapporteurs
3. Document review and allocation
4. Timetable for ad-hoc meetings
5. Work programme
6. Meeting facilities, logistics and electronic working methods
7. Meetings of Questions 1/12 and 2/12
8. Working Parties meetings, including ad-hoc meetings
9. Reports of the meetings of Working Parties, Questions 1/12 and 2/12, including

14.1 New work items

14.2 Approval/consent/determination/deletion of Recommendations

14.3 Agreement of Technical Reports/informative texts

14.4 Interim activities

14.5 Outgoing liaison statements/communications

14.6 Review of work programme

1. Adoption of SG12 input to WTSA-24
2. Prioritization of consented Recommendations for translation
3. Future SG12 meetings and activities
4. Any other business
5. Acknowledgments and closure of the meeting

NOTE ‒ Updates to the agenda can be found in [SG12-TD520](https://www.itu.int/md/T22-SG12-240416-TD-GEN-0520/en).

Draft time plan

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|  | **Morning** | | | **Afternoon** | |
| Tuesday 16 April |  | | Study Group 12 Opening Plenary | | |
| Wednesday 17 April | Opening of Working Parties in sequence | | | Ad hoc meetings (parallel) of Questions in any Working Party | |
| Thursday 18 April | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meeting of Q1/12 | Ad hoc meeting of Q2/12 |
| Friday 19 April | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | |
| **WEEKEND** | | | | | |
| Monday 22 April | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | |
| Tuesday 23 April | Ad hoc meetings (parallel) of Questions in any Working Party | | | Ad hoc meetings (parallel) of Questions in any Working Party | |
| Wednesday 24 April | Closing of Working Parties in sequence | | | | Management team meeting |
| Thursday 25 April | Study Group 12 Closing Plenary | Study Group 12 Closing Plenary | | Study Group 12 Closing Plenary *(if needed)* |  |

NOTE ‒ Updates to the timetable can be found in [SG12-TD521](https://www.itu.int/md/T22-SG12-240416-TD-GEN-0521/en).

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