



User Group;
The assessment of the overall Quality of Services (QoS)
as perceived by the users;
Definition of QoS indexes for all the
customer relationship stages

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Foreword

This ETSI Guide (EG) has been produced by ETSI User Group (USER).

Introduction

The proposals contained in the present document are based on actual market realities: state of the art of the service provided and current users' perceptions of the QoS provided. They aim at providing guidance on how consolidating the various QoS assessments provided from various sources in a synthetic view that users can easily understand and use.

The intention is not to define values that providers should absolutely comply with in order to get some kind of label but rather to help the customer to identify which providers are expected to fulfil their requirements. As these requirements might strongly differ from one user to another one, the guidance are given in such a way that the consolidation can be carried out differently to better fit the aim of the study and the kind of users under consideration.

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