



**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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## Contents

Intellectual Property Rights .....	4
Foreword.....	4
Introduction .....	4
1    Scope .....	5
2    References .....	5
2.1    Normative references .....	5
2.2    Informative references.....	5
3    Definitions, symbols and abbreviations .....	7
3.1    Definitions.....	7
3.2    Symbols.....	8
3.3    Abbreviations .....	9
4    General context of the information on QoS assessment.....	10
4.1    Overall organization of the QoS information .....	10
4.2    Aspects impacting the QoS of the utilization stage .....	11
4.2.1    Access .....	11
4.2.2    Bearer service .....	11
4.2.3    Service usage .....	11
4.2.4    Presentation and user interface .....	11
4.3    Requirements for the QoS parameter assessment.....	12
4.4    QoS parameter selection.....	12
4.5    Processing of the results .....	12
5    Segmentation of the results .....	13
6    Definition of a reference threshold for each QoS parameter.....	13
7    Aggregation of the results within each CRS .....	14
8    Aggregation of the QoS results of the various CRS of a specific service .....	15
8.1    Qualitative aggregation .....	15
8.2    Quantified aggregation .....	16
8.2.1    QoS value ranges .....	16
8.2.2    Highest QoS limit of the range .....	16
8.2.3    Lowest QoS limit of the range .....	17
8.2.4    Definition of a QoS index .....	17
<b>Annex A:    Weighted aggregation of the results of the CRS of a specific service.....</b>	<b>18</b>
<b>Annex B:    Graphical representation .....</b>	<b>19</b>
B.1    Representation of the results within a CRS .....	19
B.2    Representation of the QoS results for the various CRS of a specific service.....	21
<b>Annex C:    Alternate graphical representation based on the "one-view visualization (OVV) methodology" described in the ITU-T Recommendation P.505.....</b>	<b>24</b>
C.1    Representation of the results within a CRS .....	25
C.2    Representation of the QoS results for the various CRS of a specific service.....	26
<b>Annex D:    Bibliography .....</b>	<b>27</b>
History .....	28

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## Foreword

This final draft ETSI Guide (EG) has been produced by ETSI User Group (USER), and is now submitted for the ETSI standards Membership Approval Procedure.

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## 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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