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**Proposal**

This contribution proposes to withdraw the definition of Quality of Experience (QoE) in P.10/G.100, to insert the three new terms and definitions below (based on C-199, TD-504, C-350, and additional discussion), and to add an additional Bibliographical Reference to the Qualinet White paper of 2013.

**Quality of Experience (QoE)** is the degree of delight or annoyance of the user of an application or service. [Qualinet 2013]

Note – Recognizing on-going research in this topic, this is a working definition which is expected to evolve for some time. (This note is not part of the definition.)

**QoE Influencing Factors** include the type and characteristics of the application or service, context of use, the user’s expectations with respect to the application or service and their fulfilment, the user’s cultural background, socio-economic issues, psychological profiles, emotional state of the user, and other factors whose number will likely expand with further research.

**QoE** **Assessment** is the process of measuring or estimating the QoE for a set of users of an application or a service with a dedicated procedure, and considering the influencing factors (possibly controlled, measured, or simply collected and reported). The output of the process may be a scalar value, multi-dimensional representation of the results, and/or verbal descriptors. All assessments of QoE should be accompanied by the description of the influencing factors that are included. The assessment of QoE can be described as comprehensive when it includes many of the specific factors, for example a majority of the known factors. Therefore, a limited QoE assessment would include only one or a small number of factors.

Bibliography

[Qualinet2013] Qualinet White Paper on Definitions of Quality of Experience   
Output from the fifth Qualinet meeting, Novi Sad, March 12, 2013

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