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IPTV Interoperability Forum (IIF)

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*Standards that
Drive the Business of
Communications*

June 17, 2009

Via Email

Video Quality Experts Group (VQEG)

Arthur Webster (webster@its.blrdoc.gov), Co-Chair

Filippo Speranza (filippo.speranza@crc.ca), Co-Chair

Re: ATIS IIF – Customer QoE Survey

Dear Messrs. Webster and Speranza:

The Alliance for Telecommunications Industry Solutions (ATIS) would like to invite members of VQEG to participate in a survey that provides insights into an IPTV service quality measurement process, particularly as it relates to the type of issues that IPTV customers report and how they are remedied. The results of this survey will be discussed by the ATIS IPTV Interoperability Forum (IIF) and used to help create standards. The results of the survey will be made available in a report which will be shared with survey respondents.

The attached survey is an important tool in assisting the industry in the development of appropriate technical specifications. The results of this survey will guide the work of the ATIS IIF QoS Metrics (QoSM) Committee's work program in ensuring it is working on the most important QoE standards and recommendations for IPTV service providers.

We would greatly appreciate your assistance in encouraging members of VQEG who are engaged in IPTV Service to complete this survey. ATIS will ensure that all individual responses remain anonymous and will not be shared. ATIS staff will compile the data and anonymize the results, which will then be used by IIF members to create standards to assist the industry.

Completed surveys should be returned (via e-mail, fax, or mail) no later than August 3, 2009, to:

Jackie Voss
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1200 G Street NW, Ste. 500
Washington, DC 20005
(202) 393-5453 (fax)
jvoss@atis.org

If you have any questions, please feel free to contact Jackie Voss, ATIS Manager – Standards Development, at jvoss@atis.org.

Sincerely,

Dan O’Callaghan
Chair, ATIS IIF

cc:

Richard Brand, ATIS IIF Vice Chair, rbrand@verivue.com

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