

Quality of Experience

.... in a world of rapid change and convergence

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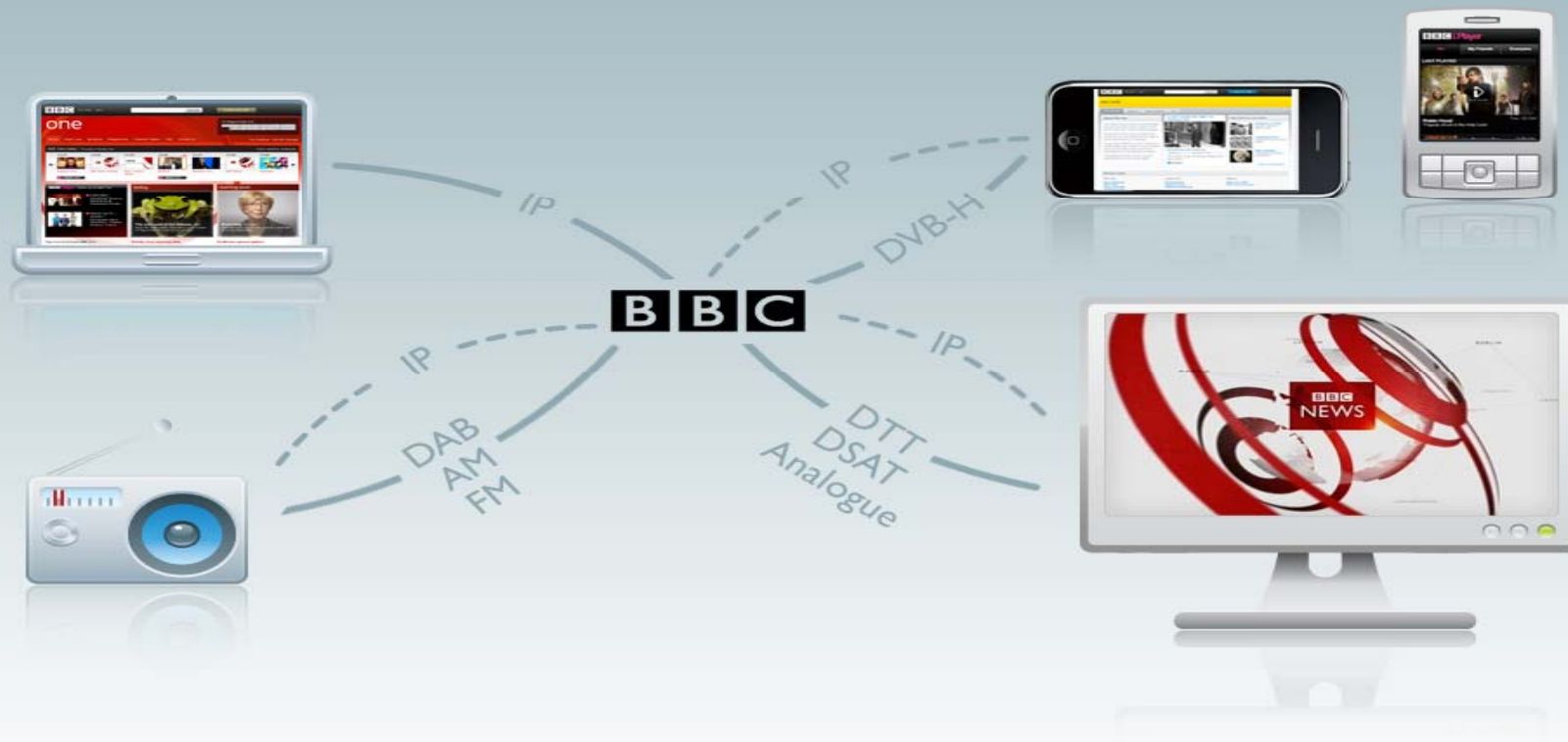
1922

2009



HD

Beginnings of convergence



QoE of **User/Consumer**: what is it and how we measure it?

What is perceived by the user, who will consider it together with the price in evaluating the value of the service

- Network operators: QoS bit-error ratio, delay, maximum throughput and service availability
- Content Providers: IPTV artefact free, no picture freezing, fast zapping times
- New features and applications for growth (interactivity, immersion, time-shifted TV, access to more content, 3DTV with feeling of presence)



QoE of **Consumer**: Key topics for Future Internet

- How can QoE be measured, to give results that are helpful in service development?
- How do we use these to create holistic, consistent and engaging experiences across platforms and services?
- How do we measure QoE for the new services of the FI and create consistent engaging experiences (e.g. contribution, interaction, immersion)?