Introduction

Video services delivered over IP networks (including IPTV, streaming desktop video, and videoconferencing) are, like VoIP, highly susceptible to quality degradation from various types of impairments. Degradation can occur when the video is encoded, during transmission of the packets across the IP network, and/or during decoding and playback.

This Application Note describes some of the factors that can contribute to IP video quality degradation, the various methods used to evaluate video quality, and the most common metrics derived from objective testing methods and what they mean.

Factors Affecting Video Quality

Video is even more sensitive to IP impairments than voice, and even low rates of packet loss can cause severe degradation in perceived quality. However, all occurrences of packet loss do not have an equal impact on perceptual quality, in part because of the way video frames are structured during the encoding process, and in part due to subjective factors—such as the degree to which perception is affected by the levels of motion and detail in the video sequence, the natural delay in human reaction time to impairments, and the recency of the impairment event.
GoP and Frame Structure

Today’s video codecs use a Group of Pictures (GoP) frame structure, which consists of an independently-encoded reference frame (an “I” frame) followed by a sequence of “B” and “P” frames, in which only the motion changes from previous frame are encoded.

When packet loss occurs, it can lead to decoding errors in one or more of these frame types on the receiving end of the video stream. An error occurring in an “I” or a “P” frame will propagate through all the remaining “B” and “P” frames, and thus be more likely to cause a visible impairment that may last up to several seconds. An error in a “B” frame, however, does not propagate to subsequent frames and may not even be noticeable to the viewer.

Figure 1 shows how errors propagate through the different frame types in a GoP.

Content

The content of the video itself is a contributing factor in how noticeable or annoying a particular loss event will be to the viewer. Some impairments, such as “blockiness” and frame freeze, tend to be much more noticeable during sequences containing a lot of motion (for example, during a televised sporting event) than during relatively static scenes (such as footage of a TV news anchor).

Time-varying Impairments

Perception of video quality by viewers is affected somewhat by temporal phenomena, such as the delay in viewer reaction time that occurs when quality changes from good to bad or vice versa. When impairments occur, viewers do not react immediately to the change; similarly, when quality improves after a period of degradation, there is a delay before the viewer perceives the return to “normal.”

Also playing a role is the “recency” effect, in viewers tend to judge recent impairments more
severely, and to “forgive” impairments to some extent after time has passed—i.e., the same impairment viewed near the end of a video sequence may cause a user to perceive overall quality as being lower than if the same impairment had been observed early in the video sequence, followed by a period of relatively good quality.

Defining Video Quality

IP Video quality degradation can manifest itself in a number of ways, including jerkiness, freezes or gaps in playback, and image-related impairments such as “blocky” video, blurred edges, and pixelation. As IP Video is (in most cases) an audiovisual medium, there can be additional problems related to audio quality and synchronization of the audio and video—and in the case of videoconferencing, potential complications (such as delay and echo) that can affect conversational quality.

In measuring video quality, it is therefore useful to address separately the various components:

- Picture Quality – a measurement of the viewing quality of the video image
- Audio Quality – a measurement of the quality of the audio stream
- Audiovisual (Multimedia) Quality – a measurement comprising picture quality, audio quality, and audio-video synchronization

In addition to these perceptual quality metrics, the following should be considered:

- Transmission Quality – a measurement of the network connection’s ability to reliably transport video. This measurement reflects the network service level rather than the quality of the specific video stream, and is independent of the type of codec used.

Metrics obtained from video quality measurement may involve one or more of these categories, and can be derived using subjective or objective testing methods—that is, by surveying human test subjects or by using algorithms to calculate estimated quality scores from objective test data.

Subjective Testing

Subjective testing is a traditional, well-proven method of evaluating video quality that provides good results; however, it can be very expensive, time-consuming, and impractical for many testing applications. One of the most commonly used test methodologies, and one that is also widely used for VoIP quality testing, is the Absolute Category Rating (ACR) test.

In an ACR test, one or more video sequences are played for a pool of viewers, who are asked to rate the video quality on a scale of 1 to 5, as follows:

5 Excellent
4 Good
3 Fair
2 Poor
1 Unacceptable

From the resulting scores, an average, or Mean Opinion Score (MOS) can be determined for each video sequence. Because the test is based on subjective opinion, the results can of course vary from test to test, but with a large enough pool (16 or more test subjects) the scores tend to stabilize. It is also important to conduct the test under controlled conditions, preferably in a dark and quiet room.
Objective Testing Algorithms

As mentioned previously, the costly and time-consuming nature of subjective testing make it an impractical method of evaluating video quality in many situations, e.g., for day-to-day service level monitoring of IPTV or IP videoconferencing services. A number of algorithms have been developed that use objective test metrics to calculate estimated video quality scores, which are intended to correlate as closely as possible with quality scores obtained from subjective survey methods such as ACR.

Algorithms used to estimate video quality from objective test data are of three general types:

- **Full reference** algorithms compare the output video stream to its input and determine the level of distortion that has occurred.

- **Zero reference** algorithms analyze only the output stream.

- **Partial (reduced) reference** algorithms extract specific parameters from the input stream and compare them to the same parameters extracted from the output stream.

Full Reference Algorithms

Full reference algorithms perform a detailed comparison of the input and output video streams, including per-pixel processing and temporal/spatial alignment. Although this method can derive quality scores that correlate accurately with subjective test data, the process is very computationally intensive and thus appropriate only for specific applications such as lab testing, pre-deployment testing, and troubleshooting.

The earliest and most widely-used full reference algorithm for image/video quality measurement is PSNR (Peak Signal-to-Noise Ratio), which measures the mean error between input and output as a ratio of the peak signal level expressed in dB. A PSNR value of 35db is generally considered “good,” with values below 20db considered unacceptable. The chart in Figure 2 shows a comparison of PSNR values and MOS scores.

![Figure 2. Chart comparing PSNR (in dB) to MOS Scores](chart.png)
A number of other full reference algorithms have also been developed, including the ITS lab’s VQM (Video Quality Metric), which was incorporated into the ITU-T’s Recommendation J.144, and Opticom’s PEVQ (Perceptual Evaluation of Video Quality).

Zero Reference Algorithms

Unlike full reference algorithms, zero reference algorithms can be applied to the output video stream without requiring access to the input stream, making them suitable for a wider range of performance monitoring applications including day-to-day service level monitoring. This type of algorithm is less computationally intensive, and can be integrated into a range of network and test equipment.

Media-stream-based algorithms such as Telchemy’s VQmon/HD analyze the IP stream and video transport protocols and assess video quality, which is expressed as a perceptual quality score. VQmon/HD includes a number of advantages that improve the accuracy of its quality scores, including:

- Frame structure/GoP detection – VQmon/HD identifies I, B, and P frames in both unscrambled and encrypted video streams, and determines GoP length and the rate and distribution of packet loss in each frame.

- Per-frame quality computation – VQmon/HD calculates the quality in each frame using the frame type, frame size, codec type, bandwidth, and packet loss data. For P and B frames, VQmon/HD models the loss propagated from earlier reference (I or P) frames.

- Bandwidth estimation – the bandwidth used by certain types of video frames is analyzed in order to estimate the quantization level applied by the video encoder.

- Content type detection – VQmon/HD performs high-level content analysis, distinguishing the level of motion and detail in the video sequence, even when the video stream is scrambled.

In calculating quality scores, VQmon/HD’s perceptual model considers per-frame metrics as well as content type, adjusting for typical user reaction times to time-varying impairments and the “recency effect”—a phenomenon whereby impairments occurring earlier in a video sequence tend to be “forgiven” by the viewer as time passes, while those occurring more recently (i.e., nearer the end of the sequence) tend to have a greater negative impact on the perception of video quality.

Partial Reference Algorithms

Like full reference algorithms, partial reference (a.k.a. reduced reference) algorithms perform a comparison of the output and input video stream and calculate the level of distortion that has occurred. Partial reference algorithms do this by comparing only certain parameters from the “before” and “after” streams, rather than a detailed analysis of the entire stream, which helps reduce the complexity of the calculations and the time/processing power required to obtain results.

Video Quality Metrics

Objective testing algorithms such as VQmon/HD produce a variety of metrics addressing different aspects of the perceptual and transmission quality, which correspond to the categories described earlier in the “Defining Video Quality” section of this document.
Mean Opinion Score (MOS)

The following estimated Mean Opinion Score (MOS) values correlate to MOS scores obtained from subjective testing methods such as ACR:

- MOS-V – Video MOS, a 1-5 score that considers the effects of the video codec, frame rate, packet loss distribution, and GoP structure on video quality.

- MOS-A – Audio MOS, a 1-5 score that considers the effects of the audio codec, bit rate, sample rate, and packet loss on viewing quality.

- MOS-AV – Audio-Video MOS, a 1-5 score that considers the effects of both picture and audio quality and the audio-video synchronization on the overall user experience.

Table 1 below shows the relationship between MOS scores and user satisfaction. A good target for acceptable video quality is a MOS of 4.0 or higher; lower scores indicate significant impairment and a decreasing number of satisfied viewers.

<table>
<thead>
<tr>
<th>User Opinion</th>
<th>MOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>4.3 - 5.0</td>
</tr>
<tr>
<td>Satisfied</td>
<td>4.0 - 4.3</td>
</tr>
<tr>
<td>Some Users Satisfied</td>
<td>3.6 - 4.0</td>
</tr>
<tr>
<td>Many Users Dissatisfied</td>
<td>3.1 - 3.6</td>
</tr>
<tr>
<td>Nearly All Users Dissatisfied</td>
<td>2.6 - 3.1</td>
</tr>
<tr>
<td>Not Recommended</td>
<td>1.0 - 2.6</td>
</tr>
</tbody>
</table>

| Table 1. Relation between MOS and User Opinion |

Absolute and Relative MOS

When comparing MOS scores, it is important to consider that some types of video inherently produce a higher level of quality than others—for example, HDTV delivers a higher resolution and picture size than regular SDTV, so all other factors excluded, the MOS for an HDTV video stream will be higher than the MOS for the same sequence delivered over SDTV.

Relying solely on absolute MOS values can be misleading when comparing these dissimilar types of video service, as viewers tend to form expectations of quality based in part on the perceived capabilities of the medium. For example, a video viewed on a cellular handset might receive an absolute MOS value of 3.1 when little or no quality degradation is evident, while for an HDTV video sequence, a MOS of 3.1 would suggest that there were significant impairments present.

To facilitate comparing quality in different video service types, VQmon/HD provides both Absolute and Relative MOS scores:

- Absolute MOS-V – considers the image resolution, frame rate, codec and compression level, the effects of
transmission impairments and frame loss concealment, but not the physical size of the display.

- Relative MOS-V – a MOS score relative to the ideal for the particular codec and image resolution in use.

For example, an HDTV service might receive an Absolute MOS-V of 4.5, and the mobile handset an Absolute MOS-V of 3.1. However, both services receive a Relative MOS-V score of 4.4, showing that in both cases, quality is close to ideal for that service type.

![Figure 3. Absolute and Relative MOS Scores](image)

**Transmission Quality Score**

Along with MOS scores, whose calculation includes information about the particular video/audio codec being used, VQmon/HD reports the following quality metric:

- **VSTQ** – Video Service Transmission Quality, a 0-50 codec-independent score that measures the ability of the network to reliably transport video.

**I/B/P Frame Statistics**

As explained in "GoP and Frame Structure" earlier in this document, packet loss in the video stream may or may not be apparent to viewers, depending on whether encoding errors affect I, B, or P frames in the Group of Pictures. To form an accurate assessment of user quality of experience, it is therefore necessary to know not just overall rates of packet loss/discard, but also which frame types were affected.

VQmon/HD reports detailed statistics for each frame type, including the number of received, lost, and discarded I, B, and P frames and the proportion of each frame type impaired by packet loss and discard. These metrics can be useful for troubleshooting and can help determine which GoP type and length should be used to obtain the best performance from the video service.
Summary

Video performance management technologies such as VQmon/HD provide a convenient and practical way to evaluate user quality of experience levels using objective test data. MOS scores provide a familiar, easily understood numeric representation of picture, audio, and overall audiovisual quality, and metrics such as Relative MOS and VSTQ can be useful in accurately comparing video quality across different service types.

References

[2] ETSI TR 101 290, Digital Video Broadcasting (DVB); Measurement Guidelines for DVB Systems

About Telchemy, Incorporated

Telchemy, Incorporated is the global leader in Voice and Video over IP Performance Management with its VQmon® and SQmon™ families of call quality monitoring and analysis software. Telchemy is the world’s first company to provide voice and video quality management technology that considers the effects of time-varying network impairments and the perceptual effects of time-varying call quality. Founded in 1999, the company has products deployed and in use worldwide and markets its technology through leading networking, test and management product companies. For more information, please visit www.telchemy.com.

Telchemy Application Notes

Series Understanding VoIP Performance
Title Voice Quality Measurement
Title Impact of Delay on VoIP Services
Title Impact of Echo on VoIP Services
Title Data and Fax Modem Performance on VoIP Services
Title Voice Quality Estimation in Wireless & TDM Environments

Series VoIP Performance Management
Title Managing Enterprise IP Telephony
Title Managing IP Centrex & Hosted PBX Services
Title Managing Cable Telephony Services
Title Managing Wireless LANs and Wi-Fi Services
Title Six Steps to Getting Your Network Ready for Voice over IP

Series Understanding IP Video Performance
Title Understanding IP Video Quality Metrics
Title TVQM Video Quality Metrics

Series IP Video Performance Management
Title Managing IPTV Performance

Information

Email sales@telchemy.com
info@telchemy.com
Phone +1-678-387-3000

Telchemy, Incorporated
105 Nobel Ct
Suite 100
Alpharetta, GA 30005
USA

Telchemy, VQmon, SQprobe, and SQmediator are registered trademarks and SQmon and the Telchemy logo are trademarks of Telchemy, Incorporated. VQmon and SQmon contain technology described in four or more patents and pending patents. © 2008 Telchemy, Incorporated, all rights reserved.