

CLAIMS

1. A communication method for an access network, comprising:
receiving, first configuration information, wherein the first configuration information indicates a terminal device to perform application layer quality of experience, QoE, measurement;
5 generating, second configuration information, wherein the second configuration information is used by the access network device to indicate the terminal device to report measurement results of some or all of measurement metrics obtained through the QoE measurement; and
 sending, the first configuration information and the second configuration information to the terminal device.
2. The method according to claim 1, wherein the second configuration information further comprises first
10 indication information, and the first indication information indicates the terminal device to report the measurement values of the some or all of measurement metrics.
3. The method according to claim 1 or 2, wherein the second configuration information further comprises a reporting period for reporting the measurement results of the some or all of measurement metrics by the terminal device.
- 15 4. The method according to any one of claims 1 to 3, wherein the generating second configuration information comprises:
 receiving, fourth indication information from the core network device, an operation, administration and maintenance, OAM, or an element manager, wherein the fourth indication information indicates at least one measurement metric measured by the terminal device when the terminal device performs the QoE measurement; and
20 generating, the second configuration information based on the fourth indication information.
5. The method according to any one of claims 1 to 4, further comprising:
 receiving, the measurement results of the some or all of measurement metrics from the terminal device, wherein the measurement results of the measurement metrics comprise at least one of the reporting event, the measurement values of the measurement metrics, or a measurement result obtained through the QoE measurement.
- 25 6. The method according to any one of claims 1 to 5, further comprising:
 receiving, a first message sent by the terminal device, wherein the first message comprises the measurement results of the some or all of measurement metrics and the measurement result obtained through the QoE measurement.
7. The method according to any one of claims 1 to 6, wherein the measurement metric comprises at least one of an average throughput, an initial playout delay, a buffer level, a playout delay, a deterioration duration, a number of
30 successively lost packets, a jitter duration, a synchronization loss duration, a round-trip time delay, an average bitrate,

and a presentation delay.

8. A communication method for a terminal device, comprising:

receiving, by an access stratum of the terminal device, first configuration information from a first access network device, wherein the first configuration information indicates the terminal device to perform application layer quality

5 of experience, QoE, measurement;

receiving, by the access stratum, second configuration information from the first access network device, wherein the second configuration information is used by the access network device to indicate the terminal device to report measurement results of some or all of measurement metrics obtained through the QoE measurement;

10 sending, by the access stratum, first information to an upper layer of the access stratum based on the first configuration information, wherein the first information indicates the upper layer to perform the application layer quality of experience QoE measurement; and

sending, by the access stratum, second information to the upper layer of the access stratum based on the second configuration information, wherein the second information indicates the upper layer to report the measurement results of the some or all of measurement metrics obtained through the QoE measurement.

15 9. The method according to claim 8, wherein the second configuration information further comprises first indication information, and the first indication information indicates the terminal device to report the measurement values of the some or all of measurement metrics.

20 10. The method according to claim 8 or 9, wherein the second configuration information further comprises a reporting period for reporting the measurement results of the some or all of measurement metrics by the terminal device.

11. The method according to any one of claims 8 to 10, further comprising:

sending, by the upper layer, a first message to the access stratum, wherein the first message comprises the measurement results of the some or all of measurement metrics and the measurement result obtained through the QoE measurement; and

25 sending, by the access stratum, the first message to a third access network device.

12. The method according to any one of claims 8 to 11, wherein the measurement metric comprises at least one of an average throughput, an initial playout delay, a buffer level, a playout delay, a deterioration duration, a number of successively lost packets, a jitter duration, a synchronization loss duration, a round-trip time delay, an average bitrate, and a presentation delay.

30 13. A communication apparatus, characterized by comprising one or more units configured to perform the method according to any one claims 1 to 12.

14. A computer-readable storage medium comprising instructions which, when executed by a computer, cause the computer to carry out the method of any one of claims 1 to 12.

15. A computer program product comprising instructions which, when executed by a computer, cause the computer to carry out the method of any one of claims 1 to 12.

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