INTERNATIONAL TELECOMMUNICATION UNION

CCITT

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
CONSULTATIVE COMMITTEE

E.810

(10/92)

TELEPHONE NETWORK AND ISDN

QUALITY OF SERVICE NETWORK MANAGEMENT AND TRAFFIC ENGINEERING

FRAMEWORK OF THE RECOMMENDATIONS ON THE SERVEABILITY PERFORMANCE AND SERVICE INTEGRITY FOR TELECOMMUNICATION SERVICES

Recommendation E.810

FOREWORD

The CCITT (the International Telegraph and Telephone Consultative Committee) is a permanent organ of the International Telecommunication Union (ITU). CCITT is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The Plenary Assembly of CCITT which meets every four years, establishes the topics for study and approves Recommendations prepared by its Study Groups. The approval of Recommendations by the members of CCITT between Plenary Assemblies is covered by the procedure laid down in CCITT Resolution No. 2 (Melbourne, 1988).

Recommendation E.810 was prepared by Study Group II and was approved under the Resolution No. 2 procedure on the 30th of October 1992.

CCITT NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized private operating agency.

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Recommendation E.810

FRAMEWORK OF THE RECOMMENDATIONS ON THE SERVEABILITY PERFORMANCE AND SERVICE INTEGRITY FOR TELECOMMUNICATION SERVICES

(1992)

Introduction

This Recommendation[1)] is a guidance on a set of closely related Recommendations concerned with the serveability performance of telecommunication services, as listed below.

The CCITT,

considering

(a) that there is a desire to establish overall objectives for the Quality of Service as perceived by the users;

(b) that such objectives can then be used as a basis for the design, planning, operation and maintenance of telecommunication networks and their component parts;

(c) that Recommendation E.800 contains terms and definitions for the Quality of Service, including serveability performance and service integrity;

(d) that serveability performance requires the consideration of several measures;

(e) that calls models are needed in order to describe the serveability performance showing, for each telecommunication service considered, the correspondence between the different call phases and the relevant measures;

(f) that reference models are needed to allocate and evaluate serveability and service integrity measures;

(g) that service specific success criteria are needed in order to quantify the measures and to determine whether or not a given call phase is successfully performed,

recommends

that the following Recommendations shall be used by Administrations to design, plan, operate, maintain and evaluate their networks.

E.820 – Call models for serveability and service integrity performance;

E.830 – Models for the specification, evaluation and allocation of serveability and service integrity;

E.845 – Connection accessibility objective for the international telephone service;

E.846 – Accessibility for 64 kbit/s circuit-switched international end-to-end ISDN connection types;

E.850 – Connection retainability objective for the international telephone service.

Note - Refer also to the draft Recommendation being studied under Question 20/II.

Figure 1/E.810 shows the relationships among the serveability and service integrity Recommendations.

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1) Terms in this Recommendation are used in the sense of their definition given in Recommendation E.800.

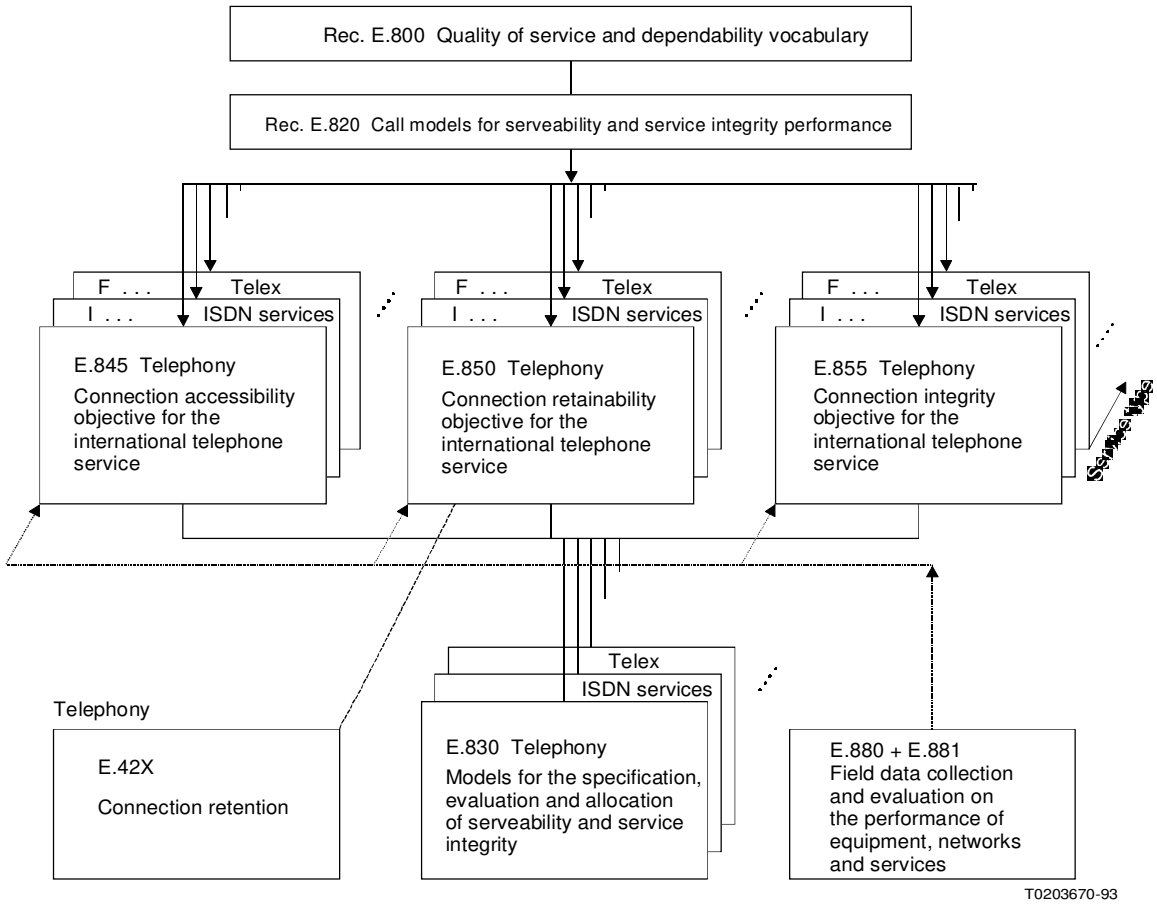

FIGURE 1/E.810

Relationship among serveability and service integrity recommendations