INTERNATIONAL TELECOMMUNICATION UNION

CCITT M.1510

THE INTERNATIONAL
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CONSULTATIVE COMMITTEE

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MAINTENANCE: INFORMATION EXCHANGE

EXCHANGE OF CONTACT POINT INFORMATION FOR THE MAINTENANCE OF INTERNATIONAL SERVICES AND THE INTERNATIONAL NETWORK

Recommendation M.1510

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 M.1510 was revised by Study Group IV and was approved under the Resolution No. 2 procedure on the 5th 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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EXCHANGE OF CONTACT POINT INFORMATION FOR THE MAINTENANCE OF INTERNATIONAL SERVICES AND THE INTERNATIONAL NETWORK

(Published as M.93 in 1984, revised 1988; revised and renumbered in 1992)

Abstract

This Recommendation identifies contact points within a maintenance organization for the effective cooperation between Administrations; it lists services, and provides a guide of what information should be exchanged. Annexes A to E provide standard forms to be used in exchanging contact point information.

Keywords

– contact point;

– distribution;

– exchange;

– information.

1 General

The attention of Administrations is drawn to the need for exchanging information about telephone numbers, telex numbers, staffing hours, etc., for units involved in the maintenance of international telecommunication services. The exchange of such information is of great assistance to international cooperation and has an important bearing on maintenance efficiency.

This Recommendation lists services for which information should be exchanged. The list is not exhaustive and Administrations are asked to consider, when intending to introduce a new service, what contact point information will be required.

2 Aspects to be covered by the exchange of information

2.1 *Technical service*

The general functions and responsibilities of the "technical service" are given in Recommendation M.75 [7].

Where technical service responsibility within an Administration has been divided on a functional basis, contact point information relating to each function (for example, maintenance of telephone circuits, provision of leased circuits, exchange of information for changes in national numbering plans and circuit order of selection) should be supplied.

2.2 *Automatic and semi-automatic telephone service*

For each international centre, contact point information for each of the maintenance elements in Recommendations M.715 to M.725 [8] should be exchanged.

2.3 *Manual telephone circuits*

For each international centre which has responsibility for manually operated international telephone circuits, appropriate maintenance contact point information should be exchanged.

2.4 *Other international services*

Contact point information, which should at least include information for fault reporting purposes, should be exchanged for the following international services:

– Circuit-switched Public Data Communication service;

– Packet-switched Public Data Communication service;

– Public Telegram service;

– teletex service;

– telex service;

– Public Facsimile service (bureau and telefax);

– Store and Forward Facsimile Switching service;

– Phototelegraph service.

2.5 *Common channel signalling systems*

For each international centre where common channel signalling is employed, contact point information should be exchanged for the maintenance units which have responsibility for the following:

– signalling system transfer link (Recommendations M.760 [9] and M.4100 [11]);

– signalling system administrative control (Recommendations M.762 [10] and M.4100 [11]).

Where an Administration has subdivided the maintenance functions of the Common Channel Signalling System No. 6 transfer link (for example, into fault reporting, control station, etc.), appropriate contact point information should be supplied.

2.6 *Leased and special circuits*

For each international centre which has responsibility for leased and special circuits, contact point information should be exchanged for the following:

– fault report point;

– testing point;

– transmission maintenance point (international line) (Recommendation M.1014 [1]);
– circuit control/sub-control station (Recommendations M.1012 [2] and M.1013 [3]);
– restoration point for individual circuits;
– escalation points (Recommendation M.1560 [12].

2.7 *Sound programme and television*

Contact point information for the following centres concerned with sound-programme and television should be exchanged:

– international sound-programme centre (ISPC) (Recommendation N.1 [4]);
– international television centre (ITC) (Recommendation N.51 [5]);
– programme booking centre (PBC) (Recommendation D.180 [6]).

2.8 *Groups, supergroups, etc., digital paths and blocks and transmission systems*

For each international centre, contact point information should be exchanged for the following:

– fault report point (Recommendation M.2130 [13]);
– testing point (for routines, functional tests and fault localization);
– control/sub-control station (Recommendations M.80 [14] and M.90 [15]);
– restoration control point (Recommendation M.725 [8]);
– restoration implementation point.

2.9 *Setting-up and lining-up activities*

Where staff, separate from those concerned with day-to-day maintenance, are used for setting-up and lining-up new or rearranged telephone circuits, leased circuits, groups, supergroups, etc., relevant contact point information should be exchanged.

3 Exchange and distribution of contact point information

Annexes A to E contain "forms" to be used for the purpose of exchanging contact point information.

For convenience, the form in Annex B covers contact points for the automatic, semi-automatic and manual telephone service, and CCSS No. 6/No. 7.

Each form provides for specific telephone numbers, telex numbers and answerback codes, and facsimile number together with the hours of staffing for each contact point and the name[1)] of the maintenance unit involved. The *remarks* columns on the forms should be used to supply other useful information, such as languages spoken, telephone number of the supervising officer of the maintenance unit.

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1) The name to be used is that by which the maintenance unit is known within the Administration and should ideally be the name used by maintenance staff when answering the telephone.

Each contact point is afforded two horizontal lines. If the maintenance unit normally responsible for a particular contact point is staffed during restricted hours only, alternative contact point information should be supplied in the lower line for use outside those hours.

In some situations a single telephone number, telex number, etc., will cover all contact points for several purposes, (e.g. leased and special circuits at an international centre). In other situations, each contact point may have its own number. The actual arrangements will depend upon the particular organization existing within the Administration concerned.

Each Administration should distribute completed forms (see Annexes A to E) to all Administrations likely to have use of the contact point information involved. Furthermore, revised issues of the forms should be distributed as required, for example, to reflect organizational changes, because a new international centre has been put into service.

Copies of contact point information distributed to, and received from, other Administrations should be made readily available to all staff at maintenance centres involved in international services or the international network. In this way, such staff are made aware of both their own functions and responsibilities and those of the maintenance organizations of other Administrations.

ANNEX A

(to Recommendation M.1510)

CONTACT POINTS FOR THE TECHNICAL SERVICE

COUNTRY:

ADMINISTRATION OR PRIVATE OPERATING AGENCY:

Contact point of the Technical Service:

Postal address:

Telephone No.:

Telex No. and answerback:

Facsimile No.:

Office hours (UTC):

International centres:

Further information:

(e.g. contact points common for more than one international centre, or principal contact points for certain traffic relations or where more than one technical service applies.)

FIGURE A-1/M.1510

Form for contact points for the technical service

ANNEX B

(to Recommendation M.1510)

CONTACT POINTS FOR INTERNATIONAL TELEPHONE SERVICE

COUNTRY: INTERNATIONAL CENTRE:

DATE OF ISSUE: POSTAL ADDRESS:

Contact point			Telephone No.	Telex No. answerback code	Facsimile No.	Service hours (UTC)	Name of unit responsible	Remarks[a)]
Automatic and semi-automatic telephone service	Fault report point (circuit)							
	Fault report point (network)							
	Testing point (transmission)							
	Testing point (line signalling)							
	Testing point (switching and interregister signalling)							
	Network analysis point							
	System availability information point							
	Network management	Planning + liaison point						
		Implement + control point						
		Development point						
	Circuit control station subcontrol							
	Restoration control point							
Common channel signalling system (CCSS)	CCSS No. 6/No. 7 transfer link							
	CCSS No. 6/No. 7 administrative control							
Manual telephone service	Manual telephone circuits							

a) Language information may be included.

FIGURE B-1/M.1510

Form for the contact points for international telephone service

ANNEX C

(to Recommendation M.1510)

CONTACT POINTS FOR INTERNATIONAL LEASED AND SPECIAL CIRCUIT MAINTENANCE

COUNTRY: INTERNATIONAL CENTRE:

DATE OF ISSUE: POSTAL ADDRESS:

CIRCUIT TYPE:

THIS CENTRE DEALS WITH ALL ANALOGUE LEASED CIRCUIT FAULTS AND COOPERATION

Contact point	Telephone No.	Telex No. answerback	Facsimile No.	Service hours (UTC)	Name of unit responsible	Remarks
Circuit Control/ sub-control station						
Transmission maintenance point-international line (TMP-IL)						
Fault report point						
Testing point						
Restoration of individual circuits						
Setting-up and lining-up of new and rearranged circuits						

FIGURE C-1/M.1510

Form for contact points for international leased and special circuits maintenance

ANNEX D

(to Recommendation M.1510)

CONTACT POINTS FOR GROUP, SUPERGROUP, ETC., DIGITAL PATH, BLOCK, AND TRANSMISSION SYSTEM MAINTENANCE

COUNTRY:

INTERNATIONAL REPEATER STATION (IRS):

INTERNATIONAL CENTRES SERVED BY THIS IRS:

DATE OF ISSUE:

POSTAL ADDRESS:

Contact point	Telephone No.	Telex No.and answerback code	Facsimile No.	Service hours (UTC)	Name of unit responsible	Remarks[a)]
Fault report point						
Testing point						
Control/ sub-Control station						
Restoration implementation point						
Restoration control point (Recommendation M.725 [17])						

a) Language information may be included.

FIGURE D -1/M.1510

Form for the contact points for group, supergroup, etc., digital path, block, and transmission system maintenance

ANNEX E

(to Recommendation M.1510)

CONTACT POINTS FOR INTERNATIONAL SOUND-PROGRAMME AND TELEVISION TRANSMISSIONS

COUNTRY: DATE OF ISSUE:

Contact point	Telephone No.	Telex No. and answerback code	Facsimile No.	Service hours (UTC)	Postal address	Remarks[a)]
ISPC						
ITC						
PBC						

a) Language information may be included.

FIGURE E-1/M.1510

Form for the contact points for international sound-programme and television transmissions

References

[1] CCITT Recommendation M.1014 *Transmission maintenance point international line (TMP-IL)*.

[2] CCITT Recommendation M.1012 *Circuit control station for leased and special circuits*.

[3] CCITT Recommendation M.1013 *Sub-control station for leased and special circuits*.

[4] CCITT Recommendation N.1 *Definitions for application to international sound-programme transmissions*.

[5] CCITT Recommendation N.51 *Definitions for application to international television transmissions*.

[6] CCITT Recommendation D.180 *International sound- and television-programme transmissions*.

[7] CCITT Recommendation M.75 *Technical Service*.

[8] CCITT Recommendations M.715 to M.725 *Fault report point; testing point; network analysis point; network management point etc*.

[9] CCITT Recommendation M.760 (will be M.4020 when revised) *Transfer link for Common Channel Signalling System No. 6*.

[10] CCITT Recommendation M.762 (will be M.4040 when revised) *Maintenance of CCSS No. 6.*

[11] CCITT Recommendation M.4100 *Maintenance of CCSS No. 7*.

[12] CCITT Recommendation M.1560 *Escalation procedure for international leased circuits*.

[13] CCITT Recommendation M.2130 *Operational procedures in locating and clearing transmission faults*.

[14] CCITT Recommendation M.80 *Control stations*.

[15] CCITT Recommendation M.90 *Sub-control stations*.

[16] CCITT Recommendation M.4110 *Inter-administration agreements on CCSS No. 7*.

[17] CCITT Recommendation M.725 *Restoration control point*.