INTERNATIONAL TELECOMMUNICATION UNION

CCITT

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
CONSULTATIVE COMMITTEE

M.85

(10/92)

MAINTENANCE: INTRODUCTION AND GENERAL PRINCIPLES OF MAINTENANCE AND MAINTENANCE ORGANIZATION

FAULT REPORT POINTS

Recommendation M.85

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.85 was prepared 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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Recommendation M.85

FAULT REPORT POINTS

(1992)

Abstract

This Recommendation provides a generic definition of a Fault report point, identifies its roles, responsibilities, and facilities required to perform the function. The Recommendation identifies further Recommendations that contain details of applications of the Fault report point function.

Keywords

– contact point;
– fault report;
– fault report point;
– maintenance.

1 Definition

The generic definition of a **Fault report point** is: an element within the general maintenance organization for telecommunication services at each international centre or common for more than one international centre.

A Fault report point is equipped with all the necessary facilities and arranged in such a way that it can receive fault reports[1)] relating to one or more type of network or service entities/objects from different sources or make such fault reports to other maintenance elements as appropriate, and initiate fault localization/diagnosis and clearing operations.

2 Responsibilities and functions

The Fault report point is responsible for the following functions:

– receiving the fault report;
– recording the fault report;
– performing a preliminary diagnosis as to which maintenance element is appropriate for clearing the fault;
– initiating detailed diagnosis/clearance by the appropriate maintenance element;
– providing information and advising other maintenance elements as appropriate;
– being informed of progress of diagnosis and clearance;
– receiving clearance information;
– notifying clearance to point of origin for the fault report;
– requesting faulty entity/object to be restored to service;
– arranging for analysis of faults as necessary;

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1) A **Fault report** is the communication of a fault or problem (see § 3.2 of Recommendation M.20 [1]) by means of voice communication (by telephone) or by electronic text communication or by a combination of the foregoing media.

– identifying repeated faults and taking appropriate action;
– forwarding statistics of fault information to the network analysis point for long-term trend analysis;
– escalation of fault reports if maintenance targets are in jeopardy or exceeded.

3 Facilities

Fault report points shall be equipped with the following facilities:

– Communications facilities e.g. public access and direct service circuits for
  – telephone;
  – telex, teletext;
  – facsimile;
  – electronic mail;
  – electronic data transfer;
  – other electronic text communication;
  – etc.

  as appropriate to the specific function.
– Access to information on
  – network and/or service entities/objects;
  – network and/or service configuration;
  – network and/or service status;
  – network and/or service fault management.
– Access to appropriate test and diagnosis functions.

4 Types of Fault report point

A more detailed description of specific applications of the Fault report point function can be found in the following Recommendations:

M.2130 (§ 1)	Operational procedures in locating and clearing transmission faults (Fault report point in a repeater station)
M.715	Fault report point (circuit)
M.716	Fault report point (network)
M.710	General maintenance organization for the international automatic and semi-automatic telephone service
M.760 (§ 4.3)	Transfer link for Common Channel Signalling System No. 6
M.762 (§ 3)	Maintenance of Common Channel Signalling System No. 6 (administrative control)
M.4100 (§ 3)	Maintenance of Common Channel Signalling System No. 7 (functions and responsibilities of the administrative control)
M.1012 (§ 3.1)	Circuit control stations for leased and special circuits

Reference

[1] CCITT Recommendation M.20 *Maintenance philosophy for telecommunication network*.