



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

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SERIES E: OVERALL NETWORK OPERATION,
TELEPHONE SERVICE, SERVICE OPERATION AND
HUMAN FACTORS

Quality of service, network management and traffic
engineering – Network management – Checking the
quality of the international telephone service

Customer Affecting Incidents and blocking Defects Per Million

ITU-T Recommendation E.436

(Previously CCITT Recommendation)

ITU-T E-SERIES RECOMMENDATIONS

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ITU-T RECOMMENDATION E.436**CUSTOMER AFFECTING INCIDENTS AND
BLOCKING DEFECTS PER MILLION****Summary**

This Recommendation addresses outages that result in "Customer Affecting Incidents" (CAI) and relates them to the call blocking Defects Per Million (DPM) metric for the switched network. It is discussed that these outages affect both the customers and the service provider in a significant manner. Definition of what constitutes a Customer Affecting Incident is presented. A methodology for tracking Defects Per Million metric is developed along with a recommended method for Root Cause Analysis. There are various parameters for exchanging network performance results among Administrations. CAI and DPM are additional performance parameters that may be exchanged to take network improvement actions.

Source

ITU-T Recommendation E.436 was prepared by ITU-T Study Group 2 (1997-2000) and was approved under the WTSC Resolution No. 1 procedure on the 9th of March 1998.