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SERIES E: TELEPHONE NETWORK AND ISDN

Quality of service, network management and traffic engineering – Quality of telecommunication services: concepts, models, objectives and dependability planning – Terms and definitions related to the quality of telecommunication services

Framework for service quality agreement

ITU-T Recommendation E.801

(Previously CCITT Recommendation)

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ITU-T RECOMMENDATION E.801**FRAMEWORK FOR SERVICE QUALITY AGREEMENT****Summary**

The Service Quality Agreement (SQA) is a bi or multilateral agreement between interconnecting ROAs, network providers and/or service providers to initiate a formalized programme to monitor, measure and set targets that are intended to satisfy the end user and other customers. When appropriate, mutually agreed action plans will be developed to improve a target that is below the expected level of performance.

This Recommendation outlines a framework for a service quality agreement that network/service providers can mutually use to provide an agreed level of network and service performance. The SQA shall provide an agreed understanding between ROAs for measurements and targets that satisfy the end user.

Source

ITU-T Recommendation E.801 was prepared by ITU-T Study Group 2 (1993-1996) and was approved under the WTSC Resolution No. 1 procedure on the 8th of October 1996.

FOREWORD

ITU (International Telecommunication Union) is the United Nations Specialized Agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of the ITU. The ITU-T 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 World Telecommunication Standardization Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 1 (Helsinki, March 1-12, 1993).

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

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

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Recommendation E.801**FRAMEWORK FOR SERVICE QUALITY AGREEMENT***(Geneva, 1996)*

This Recommendation focuses on developing a Service Quality Agreement (SQA) between Recognized Operating Agencies (ROAs), network providers and/or service providers.

1 Introduction

In the current telecommunication's environment, the network/service providers face increasing competitive pressure and customer driven requirements for reliable trouble free communications. A method to satisfy these requirements is for ROAs (Recognized Operating Agencies) to have joint service quality agreements.

ROAs are strongly encouraged to develop SQAs with diverse ROAs so that service quality can be improved worldwide.

2 Purpose

The SQA is a bi or multilateral agreement between interconnecting ROAs, network providers and/or service providers to initiate a formalized programme to monitor, measure and set targets that are intended to satisfy the end user and other customers. When appropriate, mutually agreed action plans will be developed to improve a target that is below the expected level of performance.

This Recommendation outlines a framework for a service quality agreement that network/service providers can mutually use to provide an agreed level of network and service performance. The SQA shall provide an agreed understanding between ROAs for measurements and targets that satisfy the end user.

This framework (Annex A) can be used for any switched or dedicated service and incorporate any relevant ITU-T Recommendations.

An optimum SQA would include customer surveys and relevant network measurements that can correlate to the customer surveys. But it is not necessary for the network/service providers to utilize customer survey results to have a satisfactory SQA. A SQA that is solely based on technical network measurements can provide an acceptable service quality management process.

3 Framework

The format and contents can, of course, be mutually developed by the network/service providers, but an outline example is shown below:

3.1 Typical list of contents

- Introduction.
- Scope.
- Confidentiality.
- Legal status.
- Measurements and targets.
- Management review process.