



INTERNATIONAL TELECOMMUNICATION UNION

CCITT

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
CONSULTATIVE COMMITTEE

E.850

(10/92)

TELEPHONE NETWORK AND ISDN QUALITY OF SERVICE, NETWORK MANAGEMENT AND TRAFFIC ENGINEERING

CONNECTION RETAINABILITY OBJECTIVE FOR THE INTERNATIONAL TELEPHONE SERVICE



Recommendation E.850

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.850 was revised 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.850¹⁾**CONNECTION RETAINABILITY OBJECTIVE
FOR THE INTERNATIONAL TELEPHONE SERVICE²⁾***(revised 1992)***Introduction**

This Recommendation is one of a set of Recommendations, comprising Recommendations E.810, E.830, E.845, E.850 and E.855 concerned with the accessibility, retainability and integrity of telephone services.

The CCITT,

considering

- (a) that "premature release" is defined in Recommendation E.800 as the event that an established connection will be released for a reason other than intentionally by any of the parties involved in the call;
- (b) that premature release is a measure of connection retainability;
- (c) that a prematurely released connection is considered high in annoyance as perceived by telephone users;
- (d) that the probability of a premature release is a function of network component failure intensity and call holding time;
- (e) that the objective should take account of the expectations and tolerances of users to the premature release impairment as well as the capabilities of current technology;
- (f) that the objective might not be met at the present time but should be viewed as a long-term goal;
- (g) that the objective should take into account the concerns of network planners and system designers, provide useful guidance to each, and it can be used by Administrations in a consistent way to measure connection retainability performance;
- (h) that connection retainability is defined in Recommendation E.800,

recommends

1 Definitions

A **prematurely released telephone connection** is known as a cutoff call when the connection is completely broken, or

- 1) when a single interruption occurs lasting for longer than ten seconds which causes the transmission quality of the connection to be unsuitable for voice communications;
- 2) when a succession of interruptions occur lasting less than ten seconds where the product of the average duration of each interruption and the frequency of occurrence (i.e. average number of interruptions/seconds) exceeds 0.005.

¹⁾ Formerly G.181, in *Red Book*, Fascicle III.1.

²⁾ Some of the terms in this Recommendation, for example, the noun "measure", are used in the sense of their definition given in Recommendation E.800.