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**SERIES M: TMN AND NETWORK MAINTENANCE:
INTERNATIONAL TRANSMISSION SYSTEMS,
TELEPHONE CIRCUITS, TELEGRAPHY, FACSIMILE
AND LEASED CIRCUITS**

Designations and information exchange

**Definition of maintenance information to be
exchanged at customer contact point (MICC)**

ITU-T Recommendation M.1537

(Previously CCITT Recommendation)

ITU-T M-SERIES RECOMMENDATIONS

TMN AND NETWORK MAINTENANCE: INTERNATIONAL TRANSMISSION SYSTEMS, TELEPHONE CIRCUITS, TELEGRAPHY, FACSIMILE AND LEASED CIRCUITS

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ITU-T RECOMMENDATION M.1537

DEFINITION OF MAINTENANCE INFORMATION TO BE EXCHANGED AT CUSTOMER CONTACT POINT (MICC)

Source

ITU-T Recommendation M.1537 was prepared by ITU-T Study Group 4 (1997-2000) and was approved under the WTSC Resolution No. 1 procedure on the 24th of October 1997.

FOREWORD

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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.

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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As of the date of approval of this Recommendation, the ITU had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementors are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database.

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Recommendation M.1537**DEFINITION OF MAINTENANCE INFORMATION TO BE EXCHANGED AT
CUSTOMER CONTACT POINT (MICC)***(Geneva, 1997)***1 Scope**

This Recommendation describes the definition for the maintenance information exchange between a customer and a service provider's customer care staff at customer contact point under the environment of multiple service providers.

A customer contact point is a conceptual point at which a service provider can interact with any customer of the offered service for the purpose of maintaining communication services.

2 References

The following ITU-T Recommendations and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision; all users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published.

- ITU-T Recommendation E.440 (1996), *Customer satisfaction point*.
- ITU-T Recommendation E.800 (1994), *Terms and definition related to quality of service and network performance including dependability*.
- CCITT Recommendation M.21 (1992), *Maintenance philosophy for telecommunication services*.
- ITU-T Recommendation M.60 (1993), *Maintenance terminology and definitions*.
- ITU-T Recommendation M.1400 (1997), *Designations for international networks*.
- CCITT Recommendation M.1510 (1992), *Exchange of contact point information for the maintenance of international services and the international network*.
- CCITT Recommendation M.1520 (1992), *Standardized information exchange between Administrations*.
- CCITT Recommendation M.1530 (1992), *Network maintenance information*.
- ITU-T Recommendation M.1535 (1996), *Principles for Maintenance Information to be exchanged at Customer Contact point (MICC)*.
- ITU-T Recommendation M.1540 (1994), *Exchange of information for planned outages of transmission systems*.
- ITU-T Recommendation M.3010 (1996), *Principles for a Telecommunications Management Network*.
- ITU-T Recommendation M.3200 (1997), *TMN management services and telecommunications managed areas: overview*.

**Documents**

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- ITU-T Recommendation X.160 (1996), *Architecture for customer network management service for public data networks*.
- ITU-T Recommendation X.161 (1995), *Definition of customer network management services for public data networks*.
- ITU-T Recommendation X.162 (1995), *Definition of management information for customer network management service for public data networks to be used with the CNMc Interface*.
- ITU-T Recommendation X.163 (1995), *Definition of management information for customer network management service for public data networks to be used with the CNMe Interface*.

3 Terms and definitions

3.1 Terminology

Recommendation M.1535 provides principles for Maintenance Information to be exchanged at Customer Contact point (MICC).

Terminology and definitions relating to this Recommendation are provided in Recommendation M.60. Further terms and definitions can be found in other ITU-T Recommendations (e.g. M.21, M.1400, M.1510, M.1520, M.1530, M.1540, M.3010, M.3200, E.800, E.440, X.160, X.161, X.162 and X.163).

4 Abbreviations

This Recommendation uses the following abbreviations

ISDN Integrated Services Digital Network

MICC Maintenance Information to be exchanged at Customer Contact point

TMN Telecommunications Management Network

5 Definition of maintenance information

5.1 Information basic structure

Maintenance Information to be exchanged at Customer Contact point (MICC) consists of "Generic information part", "Specific information part" and "Reference information part". All this information contains items and/or sub-items of maintenance information (see Figure 1).