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ETSI Guide

**Speech Processing, Transmission and Quality Aspects (STQ);
User related QoS parameter definitions and measurements;
Part 2: Voice telephony, Group 3 fax,
modem data services and SMS**

Reference
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Foreword

This ETSI Guide (EG) has been produced by ETSI Technical Committee Speech Processing, Transmission and Quality Aspects (STQ), and is now submitted for the ETSI standards Membership Approval Procedure.

The present document is part 2 of a multi-part deliverable covering Speech Processing, Transmission and Quality Aspects (STQ); User related QoS parameter definitions and measurements, as identified below:

Part 1: "General";

Part 2: "Voice telephony, Group 3 fax, modem data services and SMS";

Part 3: "QoS parameters specific to Public Land Mobile Networks (PLMN)";

Part 4: "Internet access".

EG 202 057-1 contains general user related QoS parameter definitions and measurement methods that can be applied to any service.

EG 202 057-2 (the present document) contains user related QoS parameter definitions and measurement methods for voice, Group 3 fax, modem data services and SMS accessed via the public telecommunication network. The data parameters are specified for the case where an ITU-T Recommendations V.90 [18] and V.92 [19], compliant modem is used since this kind of modem is in common use.

EG 202 057-3 contains user related QoS parameter definitions and measurement methods specific to public land mobile networks (PLMN).

EG 202 057-4 contains user related QoS parameter definitions and measurement methods specific to Internet access.

The present document takes into account as far as practicable the following eight principles:

1) QoS parameters should be easily understood by the public, and be useful and important to them.

2) All parameters are applicable at the network termination point (where appropriate).

3) Where measurements are possible they should be made on the customer's premises, using in-service lines.

NOTE: Literally principles 2 and 3 imply that all measurements must be carried out at the NTP, which would require co-operation by users and be excessively intrusive, as it would require many visits to the premises of users. Measurements at the subscriber side of the local exchange (e.g. at the MDF or other possible connection point/distribution frame in the access network) generally give an adequate representation of the quality that would be perceived at the NTP for the parameters defined in the present document, and so this approach is used because it is more practicable and meets the underlying objectives of these principles.

4) To be as realistic as possible, real traffic rather than test calls should be used as a basis of the measurements, wherever possible.

5) Parameters should be capable of verification by independent organizations. This verification might be made by direct measurements or by audit of service provider's measurements.

6) The accuracy of QoS values should be set to a level consistent with measurement methods being as simple as possible with costs as low as possible.

7) The parameters are designed for both statistical and individual application. The statistical values should be derived by the application of a simple statistical function to the individual values. The statistical function should be specified in the standard. The standard should also contain guidelines on how statistically significant samples should be selected.

8) The statistical functions should be designed so QoS figures from different service providers can be compared easily by users and in particular consumers.

1 Scope

The present document contains definitions and measurement methods for a range of user perceivable Quality of Service (QoS) parameters. The purpose of these parameters is to define objective and comparable measures of the QoS delivered to users/customers for use by users/customers. The present document applies to any telecommunication service, however, some parameters may have a limited application.

The present document is intended to provide a menu from which individual items can be selected. There is no obligation to use any or all of the parameters.

The QoS parameters are related primarily to services and service features and not to the technology used to provide the services. Therefore the parameters should be capable of use when the services are provided on new technologies such as IP and ATM or other packet switched technologies as well as on circuit switched technologies.

The establishment of target values for QoS is beyond the scope of the present document. The QoS parameters listed in the present document are also not intended to assess the complete QoS of a telecommunication service. The present document provides a set of QoS parameters that covers specific user related QoS aspects rather than a complete list of QoS parameters. This set has been chosen to address areas where monitoring of QoS is likely to be most worthwhile, i.e. the areas that are most likely to be affected by any QoS problems.

If stakeholders wish to examine other QoS aspects they are recommended to follow the general approach of the present document - as far as practicable - as a basis for the development of definitions and measurement methods for new specific QoS parameters.

The set of QoS parameters is designed to be understood by the users of various telecommunications services. Sub-sets of these parameters can be selected for use in different circumstances. For example a specific parameter might be relevant for many users in some countries or markets but the same parameter might not be of relevance in others. Therefore stakeholders - users, customers, regulators, service providers, network operators and other parties interested in the use of QoS parameters - should decide in co-operation, which parameters and which measures should be used in their particular situation. This decision should take account of:

- The precise purpose for which they will be used.
- The general level of quality achieved by most operators/providers.
- The degree to which the parameters will provide a reliable comparison of performance.
- The cost of measuring and reporting each parameter.

2 References

The following documents contain provisions which, through reference in this text, constitute provisions of the present document.

- References are either specific (identified by date of publication and/or edition number or version number) or non-specific.
- For a specific reference, subsequent revisions do not apply.
- For a non-specific reference, the latest version applies.

Referenced documents which are not found to be publicly available in the expected location might be found at http://docbox.etsi.org/Reference.

[1] ETSI EG 201 769: "Speech Processing, Transmission and Quality Aspects (STQ); QoS parameter definitions and measurements; Parameters for voice telephony service required under the ONP Voice Telephony Directive 98/10/EC".

[2] ETSI ETS 300 905: "Digital cellular telecommunications system (Phase 2+) (GSM); Teleservices supported by a GSM Public Land Mobile Network (PLMN) (GSM 02.03)".

[3] ETSI EN 300 659 (all parts) : "Access and Terminals (AT); Analogue access to the Public Switched Telephone Network (PSTN); Subscriber line protocol over the local loop for display (and related) services".

[4] Directive 98/10/EC of the European Parliament and of the Council of 26 February 1998 on the application of open network provision (ONP) to voice telephony and on universal service for telecommunications in a competitive environment.

[5] ITU-T Recommendation E.180: "Technical characteristics of tones for the telephone service".

[6] ITU-T Recommendation E.425: "Internal automatic observations".

[7] ITU-T Recommendation E.451: "Facsimile call cut-off performance".

[8] ITU-T Recommendation E.452: "Facsimile modem speed reductions and transaction time".

[9] ITU-T Recommendation E.453: "Facsimile image quality as corrupted by transmission-induced scan line errors".

[10] ITU-T Recommendation E.800: "Terms and definitions related to quality of service and network performance including dependability".

[11] ITU-T Recommendation G.107: "The E-Model, a computational model for use in transmission planning".

[12] ITU-T Recommendation G.108: "Application of the E-model: A planning guide".

[13] ITU-T Recommendation G.108.01: "Guidance for assessing conversational speech transmission quality effects not covered by the E-model".

[14] ITU-T Recommendation G.109: "Definition of categories of speech transmission quality".

[15] ITU-T Recommendation G.114: "One-way transmission time".

[16] ITU-T Recommendation I.210: "Principles of telecommunication services supported by an ISDN and the means to describe them".

[17] ITU-T Recommendation T.22: "Standardized test charts for document facsimile transmissions".

[18] ITU-T Recommendation V.90: "A digital modem and analogue modem pair for use on the Public Switched Telephone Network (PSTN) at data signalling rates of up to 56 000 bit/s downstream and up to 33 600 bit/s upstream".

[19] ITU-T Recommendation V.92: "Enhancements to Recommendation V.90".

[20] ITU-T Recommendation Q.850: "Usage of cause and location in the Digital Subscriber Signalling System No. 1 and the Signalling System No. 7 ISDN User Part".

3 Definitions and abbreviations

3.1 Definitions

For the purposes of the present document, the following terms and definitions apply:

access line: connection from the Network Termination Point (NTP) to the entry point to the local switch or remote concentrator, whichever is the nearer

NOTE: In many cases this is the main distribution frame.

access network operator: organization that provides the access line

NOTE: In many cases the access network operator will be the direct service provider, but if the line is unbundled, the direct service provider would be a separate organization.

call by call carrier selection: form of carrier selection where the user dials a carrier access code to indicate which carrier is to route the call

carrier access code: code that the user may or must dial before the national (significant) number when dialling an access line in another telecommunications network, so that the call is routed by the carrier of his choice

customer: party that pays for the telecommunication service(s) provided

NOTE: Customers can generally be categorized as business or residential; the definition of business and residential customers is left to individual service providers. Service providers who receive interconnect services from other service providers are not considered to be customers for the purpose of the present document. The term "customer" is equivalent to "subscriber", which is used in Directive 98/10/EC [4].

data service: telecommunications service involving the transport of data via the PTN such that any user can use equipment connected to a network termination point to exchange data with another user of equipment connected to another termination point

direct service: service where the service provider that provides the telecommunication service(s) also provides the access network or rents an unswitched local loop (unbundled local loop) to use for the provision of the service to the customer

fax service: telecommunications service of transport of facsimile via the PTN such that any user can use equipment connected to a network termination point to exchange facsimiles with another user of equipment connected to another termination point

indirect service: service where the service provider that provides the telecommunication service(s) does not provide the access network but is selected by the customer or user using a form of call by call carrier selection or carrier preselection

network operator: organization that provides a network for the provision of a public telecommunication service

NOTE: If the same organization also offers services it also becomes a service provider.

Network Termination Point (NTP): physical point at which a user is provided with access to a public telecommunications network

ported number: subscriber number (directory number) where the location of the NTP and/or the identity of the service provider has changed after the number was originally allocated

preselection: form of carrier selection where the customer informs his access network operator which carrier is to route all or a particular subset of his calls, unless call by call carrier selection is used

Public Telecommunications Network (PTN): telecommunications network used wholly or partly for the provision of publicly available telecommunications services

Quality of Service (QoS): collective effect of service performance which determines the degree of satisfaction of a user of the service

NOTE: See ITU-T Recommendation E.800 [10].

service provider: organization that offers a telecommunication service to the customer and/or user

NOTE: A service provider need not be a network operator.

Short Message Service (SMS): telecommunications service involving the transport of a short alphanumeric message (160 alphanumeric characters) via the PTN such that any user can use equipment connected to a network termination point to exchange these messages with another user of equipment connected to another termination point

NOTE: See also ETS 300 905 [2] (GSM networks) and EN 300 659 [3] (fixed networks).

stakeholder: party having an interest in the level of quality of a service

supplementary service: additional service that modifies or supplements a basic telecommunication service

NOTE: Consequently, it cannot be offered to a customer as a stand-alone service; it has to be offered in association with a basic telecommunication service. The same supplementary service may be common to a number of basic telecommunication services. (See ITU-T Recommendation I.210 [16]).

telecommunications: technical process of sending, transmitting and receiving any kind of message in the form of signs, voice, images or sounds by means of telecommunications systems

telecommunication services: provision of telecommunications and the provision of other additional services that are closely related to the provision of telecommunications like

EXAMPLE: Billing, directory services.

telecommunications systems: technical equipment or systems capable of sending, transmitting, switching, receiving, steering or controlling as messages identifiable electromagnetic signals

user: individuals, including consumers, or organizations using or requesting publicly available telecommunications services

NOTE: See Directive 98/10/EC [4].

voice service: telecommunications service of direct transport of real-time speech via the PTN such that any user can use equipment connected to a network termination point to communicate with another user of equipment connected to another termination point

3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

ATM	Asynchronous Transfer Mode
GSM	Global System for Mobile communications
IP	Internet Protocol
ISDN	Integrated Services Digital Network
ISP	Internet Service Provider
MDF	Main Distribution Frame
MSC	Mobile Switching Center
NER	Network Effectiveness Ratio
NTP	Network Termination Point
PTN	Public Telecommunications Network
QoS	Quality of Service
SAP	Service Access Point
SMS	Short Message Service
STQ	Speech Transmission and Quality (Technical Committee)

4 General considerations

4.1 Services covered

The QoS parameters of the present document cover aspects of telecommunications services which are typically provided via the public telecommunications network such as voice, fax or data services. These services may be accessed via terminals connected to fixed network termination points or via mobile accesses e.g. GSM.

The definitions and measurement methods of the QoS parameters were elaborated primarily in order to assess QoS aspects of "standard" telecommunication services. Therefore mainly common aspects and applications of telecommunication services were considered and are reflected in the present parameters. In principle the QoS parameters may also be used for the investigation of special or non-standard telecommunication services but further enhancements/additions to the definitions and measurements methods may be necessary.

Most parameters are in principle applicable to any service provided via the public telecommunication network. Some parameters are however only applicable to specific services depending on technical aspects of the provision of those services, e.g. mobile, data, fixed NTP. Depending on the set of QoS parameters used by the stakeholders the scope of the services covered may vary.

The parameters are end-user/customer and end-to-end orientated and are not intended to address the quality of interconnect services explicitly. Any dependence on interconnect services is included implicitly in the measures of QoS provided to the end user. Separate Guides in this series deal with the QoS of interconnect arrangements.

In many cases the provider of telecommunications services to the customer may depend on other providers for part of the service. An example is an international call where several service providers are normally involved. In such cases the provider of the service to the customer is responsible for all elements for which it receives payment from the customer. In order to provide satisfactory QoS, this service provider will need to ensure that adequate QoS is provided by the other interconnected service providers. QoS figures for the responsible service provider will reflect both its own capability and that of the interconnected service providers.

4.2 Use of the parameters

The parameters may be used for various purposes including:

- Specifying the level of quality of service in customer telecommunication service contracts or in the description or terms and conditions of the service.
- Comparing the quality of service of different service providers.
- Comparing the quality of service aspects of different service offers.
- Preparing long term studies on the quality of service aspects of a specific service.

4.3 Reporting for different classes of customers

For each parameter, statistics may be produced or requested that are aggregated over all classes of customer or, where a distinction between different classes is desired, e.g. residential and business, separate statistics may be used, or both. This recognizes the voluntary nature of these measures and the fact that some stakeholders may only wish to target specific sections or to provide a rough overview of the market.

NOTE: Due to the fact that a variety of different service offers is available at the market, it is not always possible to clearly distinguish between classes of customers like residential or business. Furthermore it may not be fair to compare different service offers on the basis of different classes of customers because the results may be misleading. Also statistics may be falsified when aggregating over all classes of customers. See also clause 4.9

4.4 Non standard levels of QoS

Statistics produced should normally be based on the standard level of QoS for each telecommunication service. The standard level is defined in the terms and conditions of the services as published by the service providers. Stakeholders may choose to produce or request specific statistics for cases where customers are able to pay more for enhanced or less for lower QoS. It is recommended to provide additional information on the kind and scope of services the QoS statistics are referring to when covering non-standard levels of QoS.

4.5 Reporting for directly- and indirectly-serviced customers

The principle used is that the service provider who charges the customer should be responsible for the quality of the service and for providing QoS statistics relevant to the service provided. Thus, in the case of carrier selection, the indirect service provider has the responsibility for QoS and provision of QoS statistics when it is selected to carry a call.

For each parameter in clause 5 a statement is made on whether it is applicable to indirect services.

Some service providers provide both direct and indirect services. Where there are likely to be significantly different levels of performance for these two service types or where the services are understood as being two different not comparable service offers (even though the same telecommunication service is offered), the production of separate statistics for each service type is recommended.

The treatment of direct and indirect services is summarized in the last column of table 1.

NOTE: Where only a combined statistic for both types of service is specified, separate statistics for each service type may be provided in addition if the stakeholders to do so.

4.6 Data processing issues

Where the measures are based on all actual occurrences rather than samples, the measuring party may prefer to process data on a weekly or monthly basis, discard the detailed data and use a statistical method such as that specified in annex A for combining the weekly or monthly results.

For one parameter the statistic required is "X % of.....". This statistic is explained in annex B.

In some cases disasters, freak weather, etc. may distort measured QoS figures. Such occurrences may not necessarily damage a network, but could degrade QoS by inducing exceptional traffic levels etc. In these cases, service providers should provide the measured QoS and may additionally provide a second figure which excludes the effects of the exceptional circumstances. A note clearly explaining the difference should also be provided. Service providers covering large geographical areas are likely to be more prone to these effects than service providers serving smaller areas. The effect on the reported QoS of a service provider covering a small area is likely to be more severe, however, should such an event occur.

4.7 Data collection period

Where the measurements are to be used for long term comparisons, it is recommended that QoS data should be collected and calculated on a quarterly basis starting on 1 January, 1 April, 1 July and 1 October.

Stakeholders may also decide to use longer or shorter data collection periods. For most QoS parameters a data collection period on a quarterly basis is suitable, and will provide adequately up-to-date information. But there may also be cases were a longer period is more practicable, e.g. extensive customer surveys. Shorter periods are advisable for QoS aspects where frequent and fast changes in quality are likely to occur.

4.8 Sampling and test calls

Where sampling and test calls are used the approach should ensure that the results adequately reflect the QoS perceived by customers for the period under review.

Guidance on the choice of adequate test calls with respect to choice of origin, destination, traffic variations etc. may be found in annex C.

4.9 Comparability of measurements

The following issues may affect the comparability of the measurement results:

- Measurement methods may be implemented differently (e.g. use of real traffic vs. test calls, choice of representative connections).
- Measurements based on signalling information or tones may be unreliable because the signalling systems and tones are not implemented in a fully standardized manner (e.g. different uses of cause values).
- Service offers that claim to be similar may differ in terms of significant service features/aspects.

NOTE: The parameters were elaborated with respect to "standard" service offers and so special care should be taken for non-standard services.

4.10 Publication of QoS parameters

Where measurements are made and published in accordance with the present document, it is recommended that an explicit reference to the present document should be given so that readers can be made aware of the background of the definitions and measurement methods. The reader should be enabled to understand the meaning, purpose and areas of application of the QoS parameters.

It is important that the reader is aware of the scope of the parameters and with that of the correct application of the QoS statistics, otherwise there is a high risk that the measurement results are misinterpreted. A fair and justified comparison of the published data of different service offers, i.e. quality aspects of different telecommunication services, is only possible if the data is strictly used according to the scope of the defined QoS parameters.

Stakeholders who publish QoS statistics in accordance with the present document should provide additional and explanatory text in order to facilitate the understanding of the statistics. It may be assumed that a reader who is interested in comparable QoS statistics and QoS parameters of different nature is willing and capable to understand technical and operational background information on telecommunication services. A balanced approach should be used taking into account on the one hand the need for easy understandable information and on the other hand the requirement of correctly edited data derived from the measurements.

5 QoS parameters for voice, data and fax services accessed via the PTN and SMS

Table 1 summarizes the QoS parameters defined in the present document.

NOTE: Many of the parameters have several subtleties associated with their definition, applicability and measurement. The parameters are fully explained in clause 5.

Table 1: Summary of QoS parameters

Parameter	Measure	Measurement Method	Application
Unsuccessful call ratio	a) the percentage of unsuccessful calls for national calls b) the percentage of unsuccessful calls for international calls c) the number of observations used for national and international calls together with absolute accuracy	Measurements on: - real traffic (all or sample) - test calls	directly and indirectly accessed fixed and/or mobile voice services
Call set up time	a) the mean value in seconds for national calls b) the time in seconds within which the fastest 95 % of national calls are set-up c) the mean value in seconds for international calls d) the time in seconds within which the fastest 95 % of international calls are set-up e) the number of observations performed for national and international calls	Measurements on: - real traffic (all or sample) - test calls	directly and indirectly accessed fixed and/or mobile voice services
Speech connection quality	a) quality category according to ITU-T Recommendation G.109 [14] b) characteristics of terminals c) reference connections	Use of E-Model with input parameters either derived of measurements or planning values	Directly and indirectly accessed fixed and/or mobile voice services
Fax connection quality	% successful fax transactions	Test calls	directly and indirectly accessed fixed and/or mobile fax services
Data rate of Dial-up access to the Internet	transmission rate of modem data of 80 % of connections in bit/s	Test calls	Directly and indirectly accessed data services

Parameter	Measure	Measurement Method	Application
Successful SMS Ratio	a) percentage of successfully sent short messages b) number of observations together absolute accuracy limits for 95 % confidence	Measurements on: - real traffic (all or sample) - test calls	short message service providers
Completion Rate for SMS	a) ratio of successfully sent and received short messages b) number of observations together absolute accuracy limits for 95 % confidence	Measurements on: - real traffic (all or sample) - test calls	short message service providers
End-to-End delivery time for SMS	a) the mean value in seconds for sending and receiving short messages b) the time in seconds within which the fastest 95 % of short messages are sent and received c) The number of observations performed	Measurements on: - real traffic (all or sample) - test calls	short message service providers

Table 2 summarizes the information to be provided from the perspective of the user, who may have both a direct service provider (whose service includes the access line) and one or more indirect service providers that may be selected for different calls using call-by-call carrier selection or pre-selection. For each parameter, the table shows what will be measured and which service provider will report an event covered by the parameter.

Table 2: QoS parameters from the perspective of the user

Parameter	Measure	Information provided by
Unsuccessful call ratio	Percentage of unsuccessful calls	direct, indirect and mobile service provider
Call set up time	Time in seconds	direct, indirect and mobile service provider
Speech connection quality	Quality category	voice service provider
Fax connection quality	Percentage of successful fax transactions	fax service provider
Data rate of Dial-up access to the Internet	Data transmission rate of 80 % of connections	data service provider
Successful SMS Ratio	percentage of successfully sent short messages	short message service providers
Completion Rate for SMS	ratio of successfully sent and received short messages	short message service providers
End-to-End delivery time for SMS	Time in seconds	short message service providers

5.1 Unsuccessful call ratio

5.1.1 Definition

Unsuccessful call ratio is defined as the ratio of unsuccessful calls to the total number of call attempts in a specified time period.

An unsuccessful call is a call attempt to a valid number, properly dialled following dial tone, where neither called party busy tone, nor ringing tone, nor answer signal, is recognized at the access of the calling user within 30 seconds from the instant when the last digit of the destination subscriber number is received by the network.

NOTE: The unsuccessful call ratio is comparable to the Network Effectiveness Ratio (NER) as defined in ITU-T Recommendation E.425 [6].

5.1.2 Application

The QoS parameter is applicable to directly and indirectly accessed fixed and/or mobile services.

5.1.3 Measurement and statistics

The following statistics should be provided separately:

a) The percentage of unsuccessful calls for national calls, together with the number of observations used and the absolute accuracy limits for 95 % confidence calculated from this number.

b) The percentage of unsuccessful calls for international calls, together with the number of observations used and the absolute accuracy limits for 95 % confidence calculated from this number.

The statistics should be calculated from:

a) measurements on all real traffic; or

b) measurements on real traffic for outgoing calls in a representative population of local exchanges to a representative set of destinations; or

c) test calls in a representative population of local exchanges or NTPs to a representative set of destinations; or

d) a combination of the above.

Guidance on the choice of adequate origin and destination NTPs and/or local exchanges may be found in annex C.

NOTE 1: These alternative methods each have different advantages and disadvantages. The use of test calls is often expensive. Observations based on signalling information can be a low cost alternative but may be unreliable because in real equipments cause values may not be assigned exactly in accordance with the standards and therefore extra care should be taken.

NOTE 2: Measurements may be based on the analysis of tones or on signalling information or on a combination of them. Extra care should be taken to set up the measuring equipment adequately in order to receive comparable results.

Methods for deciding if a call is unsuccessful are given in annex D.

Measurements should be scheduled so as to reflect accurately traffic variations over the hours of a day, the days of the week and the months of the year. When measuring values for different destination categories (national or international) this applies to each destination category separately. In the case of test calls the choice of destination exchanges (or NTPs) should be traffic weighted.

The number of observations may be chosen by the reporting operator and will determine the absolute accuracy to be given with the results but:

a) shall fulfil the Laplace criterion for the applicability of calculations based on the normal distribution (see annex E); but

b) is not required to exceed a test call rate of 1 in 1 000.

Annex E gives information on how to calculate the absolute accuracy based on the measured result, the confidence level and the number of observations.

NOTE 3: This approach has been chosen because of the cost implications of trying to specify the accuracy level. Operators will improve the accuracy by using more observations but may decide themselves how many observations are worth taking.

For directly connected customers service providers should exclude from the statistics calls that they deliver to an indirect service provider who then completes the call and charges the customer.

For indirectly connected customers, either:

a) Measurements should be based on call data from the processor of the originating local exchange for real calls; or

b) measurements should be made from the subscriber line side of the local exchange in the access network; or

c) measurements should be made from the NTP.

5.1.4 Further considerations

This parameter has been formulated in a general manner. In practice measurements and reporting should be focused on particular services, e.g. normal geographic services or freephone numbers, and the scope of the measurements identified explicitly in any reporting.

NOTE 1: The indirect service provider may have to pay the access network operator to make measurements or special test calls from the local exchange. Special confidentiality requirements may apply to this information.

NOTE 2: Care should be taken not to degrade the customer's service by making an excessive number of test calls in periods of high traffic levels.

NOTE 3: No intrusive measurements should be made by the access network operator without the agreement of the indirect service provider.

NOTE 4: In view of the costs and administrative overhead involved with recording data or taking measurements from the originating local exchange, NRAs may accept simplifications or approximations for indirect services such as making measurements from the point of interconnection and using an appropriate adjustment to make allowance for the current performance of the access network to calculate the resulting end to end quality.

The first two arrangements for indirectly connected customers will require co-operation by the access network operator in making the measurements or providing the call data. For the third arrangement there is no co-operation with the access network operator necessary. Both the second and third arrangement may involve disturbance to the customer.

5.2 Call set up time

5.2.1 Definition

The call set up time is the period starting when the address information required for setting up a call is received by the network and finishing when the called party busy tone or ringing tone or answer signal is received by the calling party. Where overlap signalling is used the measurement starts when sufficient address information has been received to allow the network to begin routeing the call.

NOTE: Information on characteristics of tones may be found in ITU-T Recommendation E.180 [5].

5.2.2 Application

The QoS parameter is applicable to directly and indirectly accessed fixed and/or mobile services.

5.2.3 Measurement and statistics

The following statistics should be provided separately:

a) the mean value in seconds for national calls;

b) the time in seconds within which the fastest 95 % of national calls are set-up;

c) the mean value in seconds for international calls;

d) the time in seconds within which the fastest 95 % of international calls are set-up;

e) The number of observations performed for national and international calls.

Calls that are classified as unsuccessful calls should be excluded.

Calls to ported numbers should be included.

The statistics should be calculated from:

a) measurements on real traffic for outgoing calls; or

b) measurements on real traffic for outgoing calls in a representative population of local exchanges to a representative set of destinations; or

c) test calls in a representative population of local exchanges or NTPs to a representative set of destinations; or

d) a combination of the above.

Guidance on the choice of adequate origin and destination NTPs and/or local exchanges may be found in annex C.

Measurements should be scheduled so as to reflect accurately traffic variations over the hours of a day, the days of the week and the months of the year. Call monitoring can be done by monitoring every K^{th} call where K is to be calculated from the total expected number of calls in the relevant time intervals and from the needed number of observations. When measuring values for different destination categories (national or international) this applies to each destination category separately. In the case of test calls the choice of destination exchanges (or NTPs) must be traffic weighted.

NOTE 1: These alternative methods each have different advantages and disadvantages. The use of test calls is expensive and provides only an estimate of the actual performance but involves measurement at the access line side of the local exchange. Observations performed at the exchange processor are cheaper and more data can be obtained giving more accurate estimates, but the data does not come from so close to the NTP.

NOTE 2: Measurements may be based on the analysis of tones or on signalling information or on a combination of them. Extra care should be taken to set up the measuring equipment adequately in order to receive comparable results.

Annex F gives a formula for calculating the number of observations needed.

For mobile services, the addition of a correction factor to the measurements on real traffic (based on core network signalling information) is needed to take into account the set-up time through the radio access network.

For directly connected customers service providers should exclude from the statistics calls that they hand over to an indirect service provider who then completes the call and charges the customer.

For indirectly connected customers, either:

a) measurement should be based on call data from the processor of the originating local exchange for real calls; or

b) measurement should be made from the subscriber line side of the local exchange in the access network; or

c) measurement should be made from the NTP.

In addition the statistics should state if en bloc, overlap dialling or a mixture was used and if connections between fixed NTPs, mobile NTPs or a combination of fixed/mobile NTPs were measured.

Separate statistics may be produced for the above listed dialling procedures and connection scenarios. Where there are likely to be significantly different levels of performance, the production of separate statistics is recommended.

5.2.4 Further considerations

This parameter has been formulated in a general manner. In practice measurements and reporting should be focused on particular services, e.g. normal geographic services or freephone numbers, and the scope of the measurements identified explicitly in any reporting.

NOTE 1: The indirect service provider may have to pay the access network operator to make measurements or special test calls from the local exchange. Special confidentiality requirements may apply to this information.

NOTE 2: Care should be taken not to degrade the customer's service by making an excessive number of test calls in periods of high traffic levels.

NOTE 3: No intrusive measurements should be made by the access network operator without the agreement of the indirect service provider.

NOTE 4: In view of the costs and administrative overhead involved with recording data or taking measurements from the originating local exchange, NRAs may accept simplifications or approximations for indirect services such as making measurements from the point of interconnection and using an appropriate adjustment to make allowance for the current performance of the access network to calculate the resulting end to end quality.

The first two arrangements for indirectly connected customers will require co-operation by the access network operator in making the measurements or providing the call data. For the third arrangement there is no co-operation with the access network operator necessary. Both the second and third arrangement may involve disturbance to the customer.

When overlap signalling is used the measuring party has to know when the network starts routeing the call, i.e. the number of digits of the subscriber number that must be at least transmitted to the network. This number depends on the setting of the switches and therefore this information is normally only available at the access network provider.

For the performance levels of call set up times in fixed circuit switched networks offering traditional telephone service it may be assumed that quality problems are not likely to occur. There are however scenarios that could decrease the performance levels.

EXAMPLE 1: Routing of calls via several networks, e.g. national calls may not be routed directly to the destinations (especially in combination with number portability).

EXAMPLE 2: Connections from and to mobile networks.

EXAMPLE 3: Use of packet based/switched networks.

5.3 Speech connection quality

5.3.1 Definition

Speech connection quality is a quality measure of end-to-end (mouth to ear) speech quality for conversational speech of a voice service call. It is expressed in terms of quality categories: best, high, medium, low and poor quality.

NOTE: The perception of speech quality during a voice service call is primarily a "subjective" judgement. The above mentioned quality categories represent an estimate of end users' perception of end-to-end speech quality. They are not made for actual user opinion predictions, but allow for relative comparisons of transmission conditions of various connection scenarios.

5.3.2 Application

The QoS parameter is applicable to all voice services providing 3,1 kHz handset telephony accessed via the public telecommunication network irrespective whether they are provided via fixed and/or mobile networks and whether they are accessed directly or indirectly.

5.3.3 Results

The following results should be provided separately:

a) The quality category of the speech connection quality of the voice service should be provided, i.e. best, high, medium, low and poor quality according to ITU-T Recommendation G.109 [14].

b) The kind/characteristics of terminals underlying these calculations.

c) The reference configurations.

The determination of the speech connection quality is based on the so-called "E-Model", a transmission rating model for assessing the combined effects of variations in several transmission parameters that effect speech quality. When assessing the quality of a voice service care should be taken to apply the E-Model correctly and to refer to the relevant ITU-T Recommendations.

NOTE: Annex H gives a brief introduction on how to determine the speech connection quality and provides references to relevant ITU-T Recommendations.

The speech connection quality of a call may vary depending on the specific connection scenario, i.e. the user will perceive different levels of quality when making a voice call. Typical connection scenarios resulting in different levels of speech quality are e.g. calls within circuit switched networks, mobile networks, packet switched networks and any combination of it. Differences are also likely to occur when considering local, national and international calls or specific destinations.
If there are significant differences in quality, service providers should prepare separate results for each connection scenario.

5.3.4 Further considerations

It is important to understand the concept and application of the E-Model. The most important aspects are that the E-Model rates the quality on an end-to-end (mouth to ear) basis, i.e. it gives a combined quality rating of both the terminals at both sides and the network(s). Furthermore the combined influence of a variety of important transmission parameters is taken into account. On the one hand the E-Model has the advantage to provide a single output parameter that can be easily transformed into a category of speech quality. This is user friendly and allows for direct comparison of different services even for the naïve user. On the other hand the correct application of the E-Model requires a detailed knowledge of the measurement methods and understanding of transmission planning. Because of the complexity of the model the possibility is high that the model is applied incorrectly or that assumptions are made that lead to incomparable results (e.g. reference configurations). Hence in order to provide a fair comparison of different services and meaningful quality values, supplementary information has to be included in the results.

A statement of a speech connection quality category for a certain voice service is only useful to the user, if he has at least some basic knowledge on the underlying network configuration and planning principles. This kind of information does of course demand technical understanding of telecommunications; the interested user however will be able to understand and assess the meaning of the information. Thus the speech connection quality parameter reflects the ability and effort of the voice service provider to offer a good quality service to the user.

Voice service providers have normally no influence on the type and quality of terminals that are used. The end-to-end speech quality, however, is heavily influenced by the performance of the terminals at each end of the call. Thus the choice of the terminals, i.e. the respective terminal related input parameter values of the E-Model, has a significant influence on the results. When determining the speech connection quality adequate and typical, i.e. broadly used by users, terminals should be chosen; if necessary connection scenario specific terminals have to be chosen.
Because of these dependencies information on the terminal and reference connections are included in the results. Additional explanatory text may be necessary in order to give advice to the naïve user.

If a user is not able to understand the interworking between terminals and networks and thus is not aware of the influence of the choice of terminals on the resulting speech quality, he is advised to use the same kind of terminal as the service provider has in his results in order to achieve the reported speech quality category.

There are several effects on transmission quality that are not covered by the E-Model at the moment, e.g. wideband voice services and effects of packet loss. Work on these topics is going on and the E-Model will be constantly revised and upgraded. Therefore stakeholders should take not of the developments in this area and use the up-to-date documentation.

NOTE: Information on transmission quality effects not covered by the E-Model may be found in ITU-T Recommendation G.108.01 [13].

The speech quality categories allow for a rough rating within determined classes of quality. The categories represent a quality perception to be expected by the average user. Quality is a subjective judgement such that exact assignments cannot be made. Therefore the quality rating will always provide an averaged view and exact quality statements concerning the resulting quality of a specific connection are not possible. The speech quality rather allows for a comparable categorization of speech quality of different services and give an indication on how well designed a network and therefore the resulting voice service is.

5.4 Fax connection quality

5.4.1 Definition

Fax transaction success ratio is defined as the ratio of successful fax transactions between Group 3 facsimile terminals (see ITU-T Recommendation G.114 [15]) to the total number of attempted fax transactions.

A successful fax transaction is defined as a transaction of the standardized test chart as defined in annex G that:

- completes (i.e. all pages are sent);
- take place at the highest mutual transmission speed of the send and receive fax machines; and
- has no severely errored pages.

NOTE: In case any further guidance is needed to decide on the completeness, transmission speed and errored pages the following ITU-T Recommendations should be taken into account:

- E.451 (call cut off performance) [7];
- E.452 (facsimile modem speed reduction and transmission times) [8];
- E.453 (Facsimile Image Quality) [9].

5.4.2 Application

The QoS parameter is applicable to fax services irrespective whether they are accessed directly or indirectly and via fixed or mobile accesses.

5.4.3 Measurement and statistics

The following statistics should be provided separately:

a) the percentage of successful fax transactions;

b) the number of test calls.

The statistics should be calculated from test calls in a representative population of local exchanges or NTPs to a representative set of destinations.

NOTE: Guidance on the choice of adequate origin and destination NTPs may be found in annex C.

The result, expressed as a % successful fax transactions (to one decimal place), can be derived from:

$$(\text{Total number effective transactions} / \text{Total number of observations}) \times 100$$

5.5 Data rate of dial-up access to the Internet

5.5.1 Definition

The data signalling rate over connections between an analogue network termination point and an ISP using an analogue-digital modem pair that is determined during Phase 4 of modem start-up according to the procedures as described in ITU-T Recommendations V.90 [18] and V.92 [19].

The definition recognizes that modems are used in most cases to connect to ISPs in order to gain access to online services. The standard modem used is the V.90/V.92 modem; a residential user is typically connected to the public telephone network via an analogue access line whereas an ISP is connected via a digital access.

Any decrease of transmission rate related to any equipment on the user or ISP sides of the network termination points, or related to the ISP's backbone connection or related to the performance of the connection part of the Internet is excluded.

NOTE: The most likely limiting factor of dial-up connections to the internet lies within the capacity of the public telephone infrastructure, in particular within the customer's access line. Traditional analogue accesses are optimized for the support of voice telephony services which does not automatically include the provision of data communications. In most cases service providers offering analogue network access are not guaranteeing any data transmission rate at all. When using this access for data communication the resulting data transfer rate is determined by the characteristics of the existing access line. Circuit multiplication equipment and the use of non-linear codecs (optimized for speech signals) may further decrease the possible data transmission rate significantly, even down to zero kbit/s.

This means that users are experiencing a range of data transmission rates from zero up to the theoretical maximum rate of 56 kbit/s (V.90 standard) which is not the net bit rate but the actual bit rate the modem is transmitting at (including error control, protocol etc.). Therefore the parameter Internet connection quality is focused on the resulting quality (mostly) attributable to the customer's access line. As an indictor of this quality the data signalling rates the modem sets up to during the final training phase is chosen. Other factors influencing the quality of a user-internet connection like packet loss, delay, jitter, reliability of the ISP's backbone connection and the internet itself are out of scope.

5.5.2 Application

The QoS parameter is applicable to data connections established between an analogue fixed NTP and a digital NTP using an analogue-digital modem pair according to ITU-T Recommendations V.90 [18] and V.92 [19]. The parameter reflects the quality of the connection via the public telecommunication network between the NTPs, i.e. the data signalling rate the modem sets up to during the training phase. Any influences on the transmission quality caused by the terminals or the ISP's connection to the internet are out of scope. Figure 5.1 illustrates the scope of the parameter.

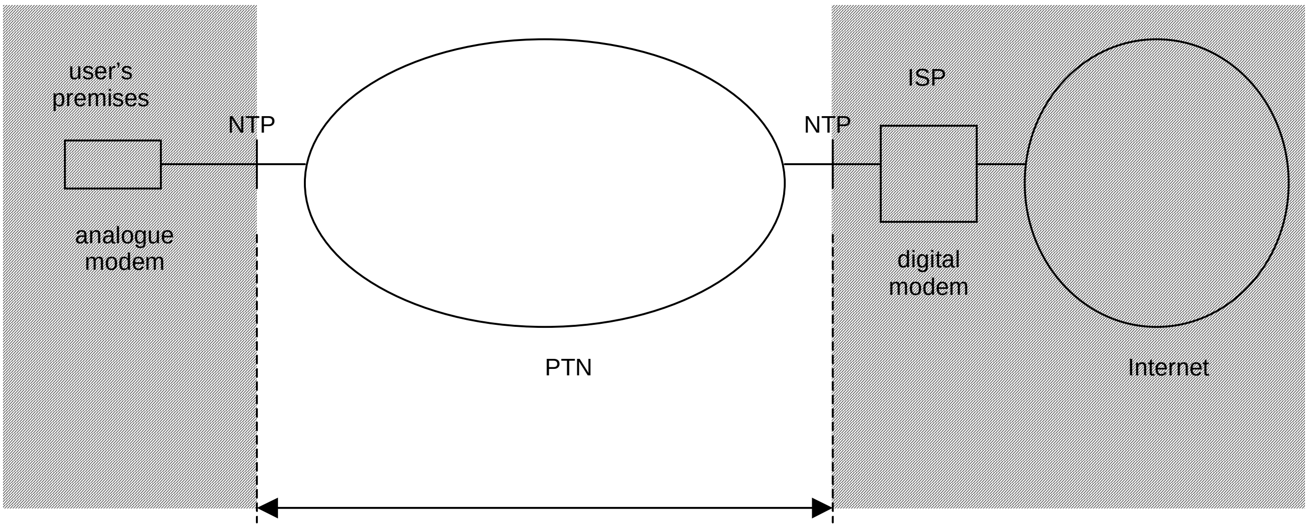


Figure 5.1: Application of QoS parameter Internet connection quality

5.5.3 Measurement and statistics

The following statistic should be provided separately for the upstream (analogue modem) or downstream (digital modem) direction.

The resulting data signalling rate of 80 % of connections in bit/s.

NOTE 1: The 80 % figures are calculated according to the principles explained in annex B.

NOTE 2: Due to the V.90 modem standard the data signalling rate will adjust in discrete steps in upstream direction from 4 800 bit/s to 28 800 bit/s in increments of 2 400 bit/s and for 31 200 bit/s and 33 600 bit/s and in downstream direction from 28 000 bit/s to 56 000 bit/s in increments of 8 000/6 bit/s.

The data signalling rate is the rate the analogue modem (upstream direction) and the digital modem (downstream direction) set to during Phase 4 "Final Training" of modem start-up according to the procedures described in ITU-T Recommendations V.90 [18] and V.92 [19].

The statistics should be calculated from test calls from a representative population of analogue NTPs to a representative population of ISPs. The test calls are set up and measured from an analogue-digital modem pair according to ITU-T Recommendations V. 90 [18] and V.92 [19].

NOTE 3: Guidance on the choice of adequate origin and destination NTPs and ISPs may be found in annex C.

Where service providers quote a standard data signalling rate for data connections this data signalling rate should also be provided.

5.5.4 Further considerations

The QoS parameter "Data rate of Dial-up access to the Internet" gives an indication on the quality of a connection between a user and an ISP with respect to the possible data signalling rate of the PTN part of the connection. This quality is not the quality the user subjectively perceives when being connected to the internet.

From the user's perspective the net transmission rate, i.e. the data throughput, is of importance. This transmission rate is influenced not only by the public network but also by the terminal (software settings, DSP performance, etc.), the ISP's connection to the Internet and the overall performance of the Internet (available bandwidth). It is not feasible to define a parameter that reflects all these interactions. The resulting parameter would be too complex to provide any useful and understandable information to the naïve user.

Therefore the approach was chosen to define a parameter that provides information on the ability of the public network (especially the analogue access) to support Dial-up access to the Internet. The scenario chosen represents a typical situation a normal user is facing when trying to get access to the Internet.

Thus the parameter enables the user to obtain information on the connection quality his access network provider is supporting. The user still does not know what the resulting overall performance of his Internet access will be, but he is in the position to decide whether his "traditional" telephone access is suitable for dial-up access to the Internet.

5.6 Short Message Service (SMS) QoS parameters

5.6.1 Successful SMS Ratio

5.6.1.1 Definition

Probability that a user can send a Short Message successfully from a terminal equipment to a Short Message Center.

5.6.1.2 Application

The QoS parameter is applicable to all service providers offering a short message service.

5.6.1.3 Measurement and statistics

The following statistics should be provided.

The percentage of successfully sent short messages, together with the number of observations used and the absolute accuracy limits for 95 % confidence calculated from this number.

The statistics should be calculated from:

a) measurements on real traffic for short messages; or

b) measurements on real traffic for short messages in a representative population of local exchanges or MSCs; or

c) test calls in a representative population of local exchanges or MSCs; or

d) a combination of the above.

Guidance on the choice of adequate origin local exchanges or MSCs may be found in annex C.

Measurements should be scheduled so as to reflect accurately traffic variations over the hours of a day, the days of the week and the months of the year. Call monitoring can be done by monitoring every K^{th} call where K is to be calculated from the total expected number of calls in the relevant time intervals and from the needed number of observations.

NOTE 1: These alternative methods each have different advantages and disadvantages. The use of test calls is expensive and provides only an estimate of the actual performance but involves measurement at the access line side of the local exchange. Observations performed at the exchange processor are cheaper and more data can be obtained giving more accurate estimates, but the data does not come from so close to the NTP.

NOTE 2: Measurements may be based on the analysis of signalling information or on a combination of them. Extra care should be taken to set up the measuring equipment adequately in order to receive comparable results.

Annex F gives a formula for calculating the number of observations needed.

5.6.1.4 Further considerations

NOTE: Concerning the mobile environment the parameter is meant to measure the combination of the network accessibility in the claimed area of coverage and congestion in the signalling channels and SMS system, i.e. the ability of a user to send an SMS when in a claimed area of coverage. Whilst operators may wish to distinguish the effects of coverage and access congestion, it is not necessary to distinguish them from the perspective of the user.

5.6.2 Completion Rate for SMS

5.6.2.1 Definition

The Ratio of correctly sent and received SMS between two terminal equipments.

5.6.2.2 Application

The QoS parameter is applicable to all service providers offering a short message service.

5.6.2.3 Measurement and statistics

The following statistics should be provided:

- The ratio of successfully sent and received short messages, together with the number of observations used and the absolute accuracy limits for 95 % confidence calculated from this number.

The statistics should be calculated from:

a) measurements on real traffic for short messages; or

b) measurements on real traffic for short messages in a representative population of NTPs/SAPs; or

c) test calls in a representative population of NTPs/SAPs; or

d) a combination of the above.

Guidance on the choice of adequate origin and destination NTPs/SAPs may be found in annex C.

Measurements should be scheduled so as to reflect accurately traffic variations over the hours of a day, the days of the week and the months of the year. SMS monitoring can be done by monitoring every K^{th} SMS where K is to be calculated from the total expected number of calls in the relevant time intervals and from the needed number of observations.

NOTE 1: These alternative methods each have different advantages and disadvantages. The use of test calls is expensive and provides only an estimate of the actual performance but involves measurement at the access line side of the local exchange. Observations performed at the exchange processor are cheaper and more data can be obtained giving more accurate estimates, but the data does not come from so close to the NTP.

NOTE 2: Measurements may be based on the analysis of signalling information or on a combination of them. Extra care should be taken to set up the measuring equipment adequately in order to receive comparable results.

Annex F gives a formula for calculating the number of observations needed.

5.6.3 End-to-End delivery time for SMS

5.6.3.1 Definition

The end-to-end delivery time for SMS is the period starting when sending a SMS from a terminal equipment to a Short Message Center and finishing when receiving the very same SMS on another terminal equipment.

5.6.3.2 Application

The QoS parameter is applicable to all service providers offering a short message service.

5.6.3.3 Measurement and statistics

The following statistics should be provided separately:

a) the mean value in seconds for sending and receiving short messages;

b) the time in seconds within which the fastest 95 % of short messages are sent and received;

c) the number of observations performed.

The statistics should be calculated from:

a) measurements on real traffic for short messages; or

b) measurements on real traffic for short messages in a representative population of NTPs/SAPs; or

c) test calls in a representative population of NTPs/SAPs; or

d) a combination of the above.

Guidance on the choice of adequate origin and destination NTPs/SAPs may be found in annex C.

Measurements should be scheduled so as to reflect accurately traffic variations over the hours of a day, the days of the week and the months of the year. SMS monitoring can be done by monitoring every K^{th} SMS where K is to be calculated from the total expected number of calls in the relevant time intervals and from the needed number of observations.

NOTE 1: These alternative methods each have different advantages and disadvantages. The use of test calls is expensive and provides only an estimate of the actual performance but involves measurement at the access line side of the local exchange. Observations performed at the exchange processor are cheaper and more data can be obtained giving more accurate estimates, but the data does not come from so close to the NTP.

NOTE 2: Measurements may be based on the analysis of signalling information or on a combination of them. Extra care should be taken to set up the measuring equipment adequately in order to receive comparable results.

Annex F gives a formula for calculating the number of observations needed.

Annex A (normative): Combination of weekly or monthly results

Mean values and percentages produced weekly or monthly may be aggregated into quarterly statistics using one of the following formulae:

a) For weekly statistics:

$S_{quarterly} = (\Sigma\ N_i.S_i)/(\Sigma N_i)$ where i = 1, 2...13; and

N_i = the number of events in each week;

S_i = the statistic for each week.

b) For monthly statistics:

$S_{quarterly} = (\Sigma\ N_i.S_i)/(\Sigma N_i)$ where i = 1, 2, 3; and

N_i = the number of events in each month;

S_i = the statistic for each week.

For aggregating the median or the 95 % -quantile into quarterly statistics, one has to apply the same procedure as explained in annex B.

Annex B (normative): Further explanation of "X % of"

One parameter requires a statistic of the form:

"X % of <relevant event>".

This annex explains what is meant.

The measurements give a list of <relevant event> recorded for the events. This list of events should be counted and sorted into ascending order.

X % of the total number of measurements counted should be calculated giving a number, say "n" which would be rounded down to the nearest integer.

The "n"th time in the sorted ascending list will then be "X % of <relevant event>" occurred and is the statistic to be reported.

Annex C (normative): Guidance on the selection of representative samples and test calls

Where sampling and test calls are used the approach should ensure that the results adequately reflect the QoS perceived by customers for the period under review. The following aspects need to be taken into account; the list only contains general information and should be understood as a rough overview rather than a detailed description. The selection of representative samples and test calls is a process that is heavily influenced by specific technical and operational conditions of the measurement task. Therefore a detailed guidance cannot be given.

- The test program should be dedicated to the parameter that is to be measured (e.g. voice, fax etc).
- In cases where the measurements are performed by parties other than the network provider (third parties) it must be ensured, that all relevant information that may influence the results is at hand. Normally only the network operator is aware of specific technical characteristics of the network access, software implementations, routing etc. Depending on the parameters measured often additional information is needed in order to obtain comparable results. This is also valid for measurements of connections over more than one network (e.g. indirect services).
- Samples and test calls should ensure that traffic variations during the measurement period are taken adequately into account.
- The choice of adequate origin and destination NTPs for setting up test calls may be based on the national/international numbering plan or on traffic patterns/distribution or on geographic coverage.
- Depending on the kind of network(s) under study, i.e. fixed, mobile or combinations of them, network specific characteristics and user behaviour need to be taken into account.
- Network performance measurements are often based on the analysis of signalling information or on tones. When using such kind of information the measuring party must know in detail what kind of signalling system and/or tones are used in the network(s) under consideration. Especially any deviations to existing standards must be known e.g. the use of delta specifications to ITU-T Recommendation Q.850 [20].
- Measurements of parameters such as call set up time should take account of whether the calls are terminated on a user terminal or a function such as a mail box within the network. Such parameters will also be affected by some supplementary services (e.g. call forwarding). Also the performance for different number ranges may be different e.g. number translation services such as free phone and shared cost services may have increased call set up times.

Annex D (normative): Decision about the success of a call attempt

Deciding whether a call attempt is successful or not is relatively easy for test calls made from a user's premises, because the equipment simulates a customer and therefore it can decide in a similar way (indicators are: answer from far end, busy or ringing tone).

In practise, the measurements are normally made by machines. For real traffic measured at exchanges, user tones are not available and another source of information is needed. This should be the Signalling System No. 7 between the switches. This annex defines a simple, but appropriate, form of an algorithm based on the information element Cause Value (see ITU-T Recommendation Q.850 [20]).

In principle, the Cause Values are not very reliable, because their setting (in the switches) in a living network may not be always correct. Normally they should be used as described in ITU-T Recommendation Q.850 [20] but it is in each operator's own responsibility. For these reasons, the proposed algorithm contains only a minimum set of Causes that are very frequently used. To make the algorithm more reliable the setting of the Cause Value can be part of a bilateral agreement.

The algorithm reads:

- A call that ends with the Cause:

  16: Normal call clearing; or

  17: User busy; or

  18: No user responding; or

  19: No answer from user (user alerted);

  should be add to the total number of call attempts.

- A call, which ends with the Cause:

  34: No circuit/channel available; or

  38: Network out of order; or

  41: Temporary failure; or

  42: Switching equipment congestion; or

  44: Requested circuit/channel not available; or

  46: Precedence call blocked; or

  47: Resource unavailable unspecified;

  should be add to the total number of call attempts and should be add to the total number of unsuccessful calls.

- A call, which ends with the Cause:

  31: Normal, unspecified, and its duration is 1 second or longer;

  should be added to the total number of call attempts.

- A call, which ends with the Cause:

  31: Normal, unspecified, and its duration is less than 1 second;

  should be added to the total number of call attempts and should be add to the total number of unsuccessful calls.

- A call that ends with any other Cause should be ignored.

If any other Cause arise in a remarkable amount (e.g. > 1 %) the network operators should negotiate how to handle it.

This algorithm is a recommendation. The interconnected network operators may use an alternative algorithm such as is described in ITU-T Recommendation E.425 [6].

Annex E (normative): Relationship between the accuracy of the estimator of the unsuccessful call ratio and the number of calls to be observed

This annex explains that there is a four sided relationship between:

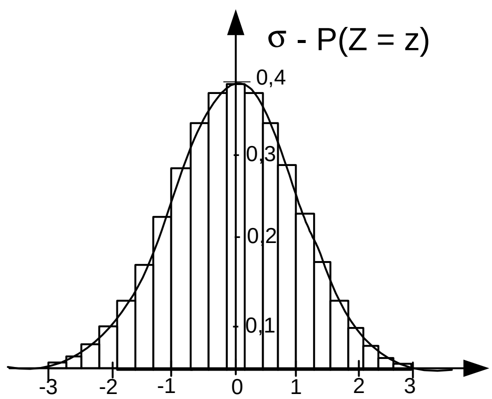
- the percentage of unsuccessful calls;
- the number of observations used in the measurements;
- the statistic interval (accuracy) required of measurements;
- the confidence level of that interval;

and gives guidance on how operators should determine the number of observations that they need to make.

E.1 Theory

In general, any measurement can provide only an estimate of the quantity being measured. Therefore a measurement is performed several times to build up an average out of all the individual measurements. The measured values make up an interval and it is assumed that the real value μ - which is most probably neither the average nor any one of the measured values - lies inside this interval. In the following some mathematics is provided to show the relationship between:

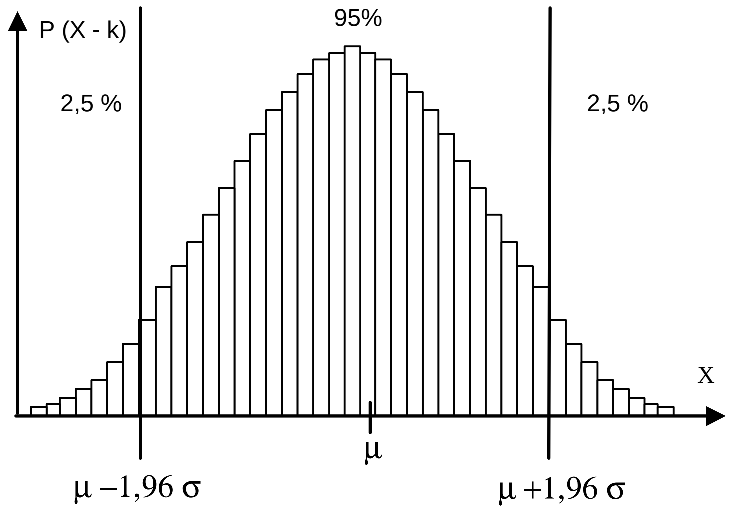
- the average of the measured quantity (in the case of the present document the quantity is the percentage of unsuccessful call ratio p;
- the number of measures;
- the statistic interval (later in this annex called accuracy); and
- the confidence (probability) that the real value lies inside the interval (95 % is assumed throughout this annex).



The starting point of the considerations is the assumption that the single measured values are distributed according a normal distribution around μ. This can be seen in a histogram (the pillars in the left picture). This assumption is correct for most natural processes, which are the result of a combination of individual more detailed processes.

If the number of values is sufficient (see Laplace criteria below) the pillars can be approximated by the Gaussian density distribution φ(*z*) - also called "Normal distribution". At the maximum of the function (at *z* = 0) lies μ. The values of the abscissa are the multiple of the standard deviation σ. The area beneath the graph can be interpreted as the totality of all possible (obtained by experiment) values. i.e.:

$$\int_{-\infty}^{\infty} \varphi(z)dz = 100\ \% \qquad \text{(E.1)}$$



For a measurement according to the normal distribution it is known that 95 % of the measured values are lying in the interval:

[μ - 1,96σ;μ + 1,96σ] around μ. This results, with formula (1), from:

$$\int_{\mu-k\sigma}^{\mu+k\sigma} \varphi(z)dz = 95\ \% \Rightarrow k = 1{,}96 \qquad \text{(E.2)}$$

Now, one can easily say that the relative accuracy is Δ*p*/*p*, and – looking at the diagram – it is 1,96 σ/μ

NOTE: The unit of σ and μ is "number of unsuccessful calls".

This leads to:

$$\frac{1{,}96\sigma}{\mu} = \frac{\Delta p}{p} \qquad \text{(E.3)}$$

By combining this equation (E.3) with the formulas $\mu = np$ and $\sigma^2 = np(1-p)$, which are valid since we assume that the binomial process can be approximated to a normal distribution, one obtains the absolute accuracy:

$$\Delta p = 1{,}96\sqrt{\frac{p(1-p)}{n}} \qquad \text{(E.4)}$$

which is the same formula as in annex C of EG 201 769 [1].

By dividing formula (4) by *p* one obtains the relative accuracy:

$$\Delta p \big/ p = 1{,}96\sqrt{\frac{(1-p)}{pn}} \qquad \text{(E.5)}$$

Because of the approximation of the binomial by the normal distribution, the number of observations must be "large" which is defined by the Laplace criterion, $\sigma^2 > 9$. Therefore the number of observations, *n*, should always exceed 9/(*p*(1 - *p*)). These limits are given in table E.1.

Table E.1: Minimum number of observations (n) for proportions of unsuccessful calls (p)

p	n >
0,5 %	1 809
1 %	909
2 %	459
4 %	234

E.2 Guidance

There is a trade-off between the accuracy (statistic interval) to be achieved and the number of observations needed and higher accuracy involves additional costs. The difficulty is that this trade-off itself depends on the percentage of unsuccessful calls that is being measured.

- For a given **relative** accuracy, **more** observations are needed when the percentage of unsuccessful calls is lower.
- For a given **absolute** accuracy, **fewer** observations are needed when the percentage of unsuccessful calls is lower.

When contracts for interconnection are prepared, the parties need to decide whether to specify:

- absolute accuracy;
- relative accuracy; or
- number of observations;

and they also need to state that they are using 95 % confidence (or a different specified level).

NOTE: This text has been copied from annex C of TR 101 949-1. Although the present document is intended to be applicable to end user QoS parameters and not interconnection contracts, the information was found to be useful and therefore was not deleted.

Practices vary and relative accuracy is quite commonly used. However operators who are unfamiliar with statistics could be unaware of the implications in terms of numbers of observations and hence costs if they specify high accuracy and have good performance. Therefore it is recommended that either the number of observations should be specified in the contracts, or an upper limit to the number of measurements should be specified.

When making measurements to achieve a specific accuracy, operators should therefore proceed by first obtaining a rough estimate of the proportion of unsuccessful calls so that they can use this value to calculate the number of observations required for a given accuracy. This rough estimate can be obtained either by making some initial observations or by using past data.

For relative accuracy, a value of 10 % (= $\Delta p/p = 0,1$). is commonly used. This value leads, with equation (E.5), to the equation:

$$n = 384\left(\frac{1}{p} - 1\right) \tag{E.6}$$

which can be used to calculate the number of observations needed. Some values calculated with this formula are given in table E.2.

Table E.2: Number of observations (*n*) for proportions of unsuccessful calls (*p*) for 10 % relative accuracy

p	n
0,5 %	76 416
1 %	38 016
2 %	18 816
4 %	9 216

Annex F (normative): Method of calculating the number of observations required for measures of time

The number of observations for quantitative variables depends on the variability of the measurements. It can be calculated by the formula:

$$n = \frac{z_{1-\alpha/2}^2}{a^2} \cdot \left(\frac{s}{mean(x)} \right)^2$$

Where:

$z_{1-\alpha/2}$: Is the 1-α/2-percentile of the standard normal distribution.

s: Is the expected standard deviation of the call set up time (calculated from former measurements).

mean(x): Is the expected mean value of the call set up time (calculated from former measurements).

a: Is the relative accuracy.

Even though there is no requirement to provide the standard deviation, an estimate should be available for use in this formula.

The following table gives the resulting values where:

$z_{1-\alpha/2}$ = 1,96 for a confidence level of 95 %;

a = 2 %.

s/mean(x)	observations
< 0,1	100
0,1 to 0,3	1 000
> 0,3 to 0,5	2 500
> 0,5 to 0,7	5 000
> 0,7 to 0,9	7 500
> 0,9	10 000

Annex G (normative): Standardized test chart for fax connection quality

The following test charts are taken from ITU-T Recommendation T.22 [17]. For additional information on the test charts please refer to the Recommendation.

There are two test charts:

- one for black-white patterns: a high contrast "facsimile test chart" for evaluating the technical quality of the page and the legibility of the text;
- the other for continuous tone: a "continuous tone addendum" for the evaluation of the technical quality of continuous tone information.

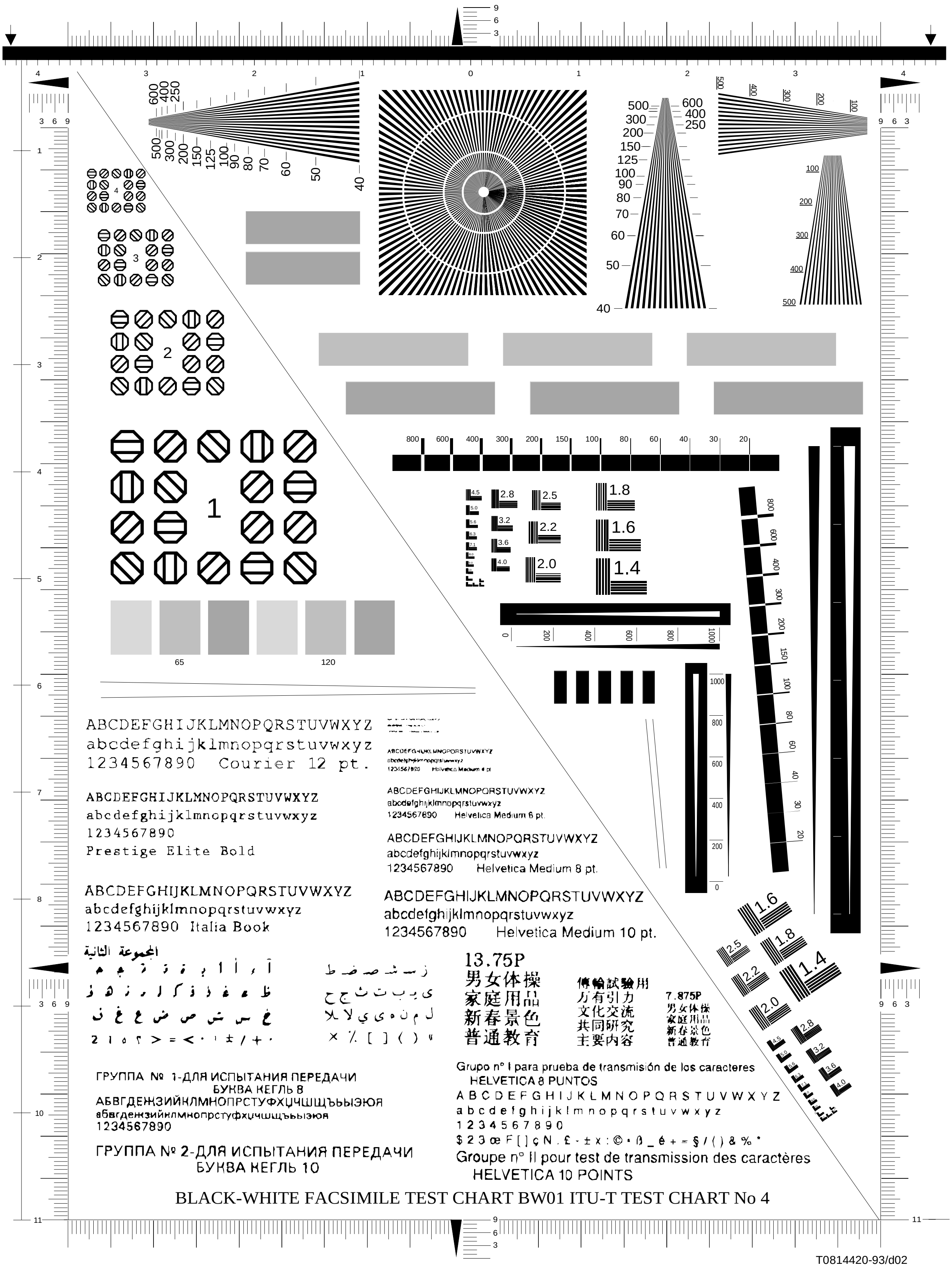
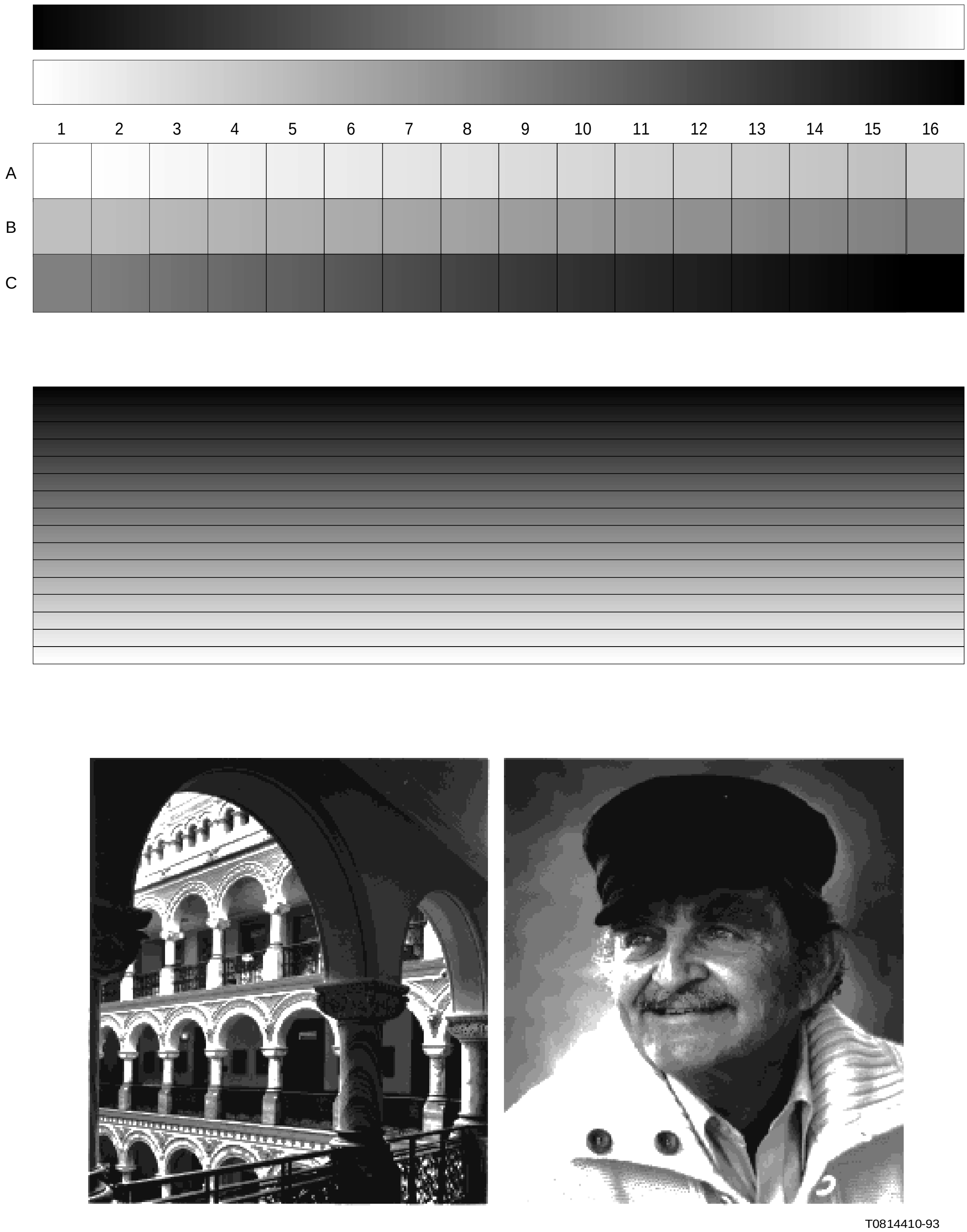


Figure G.1: Test chart No 1



CONTINUOUS TONE FACSIMILE TEST CHART CTO1 ITU-T TEST CHART No 5

Figure G.2: Test chart No 2

Annex H (normative): General approach and basic principles for the determination of Speech Connection Quality

Introduction:

The assessment of the speech connection quality category is based on a Transmission Rating Model, the so-called E-Model, as defined in ITU-T-Recommendation G.107 [11]. The E-Model is a computational model for assessing the combined effects of variations in several transmission parameters that effect conversational quality of 3,1 kHz handset telephony, whose output value is the "Rating Factor" *R*.

This "Rating Factor" can be transformed into an estimate of users' perception of end-to-end speech quality categories, allowing for relative comparisons of transmission conditions of various connection scenarios.

Measurement of Speech Connection Quality:

The following clauses give a brief explanation on how to measure the parameter Speech Connection Quality. The text should be understood as an introduction to the general concept of measuring speech quality by means of the E-Model rather than an explicit description of the model. Therefore it is recommended to consult the respective ITU-T Recommendations for detailed information on the E-Model.

The determination of the speech connection quality is performed according to the following steps.

Definition of the reference configurations:

Reference configurations are used to describe representative and with respect to speech quality critical connections of the voice service. The reference configuration should be defined as an end-to-end configuration including the telephone sets of the network(s) and of the far-end termination. In most cases, more than one reference configuration should be taken into account, especially if the structure of the network(s) and the routing is complex and a clear determination of whether a path is critical or not cannot be made without calculation.

The aim of reference configurations is to identify to obtain an overview of the considered connection and to simplify the identification of all terminal-, connection- and transmission elements which contribute impairments to the end-to-end transmission performance.

The identified reference configurations represent the basis for the further determination and calculations of the speech quality.

NOTE 1: Detailed information on the choice and definition of reference configurations may be found in ITU-T Recommendation G.108 [12].

Determination of input parameters:

To calculate the speech quality the values of 18 input parameters are needed. These input parameters represent the transmission characteristics of the previously defined reference connections. They must be derived either from planning values, measurements or tables of default values.

NOTE 2: Detailed information on the input parameters may be found in ITU-T Recommendations G.107 [11] and G.108 [12].

Calculation of Rating Factor:

Once the input values have been determined the "Rating Factor" *R* can be calculated according to the algorithm of the E-Model.

NOTE 3: Detailed information on the algorithm of the E-Model and the calculation may be found in ITU-T Recommendation G.107 [11].

Mapping of Rating Factor into Quality Category:

The calculated R-value can be mapped into a speech quality category in terms of best, high, medium, low and poor quality.

NOTE 4: The mapping is described in detail in ITU-T Recommendation G.109 [14].

Annex I (informative): Bibliography

ETSI EG 201 050: "Speech Processing, Transmission and Quality Aspects (STQ); Overall Transmission Plan Aspects for Telephony in a Private Network".

ETSI TR 102 126: "Speech Processing, Transmission and Quality Aspects (STQ);Implementation of QoS parameter measurements according to ETSI EG 201 769".

ETSI EG 202 057-1: "Speech Processing, Transmission and Quality Aspects (STQ);User related QoS parameter definitions and measurements; Part 1: General".

ETSI EG 202 057-3: "Speech Processing, Transmission and Quality Aspects (STQ);User related QoS parameter definitions and measurements; Part 3: QoS parameters specific to Public Land Mobile Networks (PLMN)".

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ETSI EG 202 009-1: "User Group; Quality of Telecom Services; Part 1: Methodology for identification of parameters relevant to the Users".

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ITU-T Recommendation E.458: "Figure of merit for facsimile transmission performance".

ITU-T Recommendation G.113: "Transmission impairments due to speech processing".

ITU-T Recommendation G.Imp114/G.114 (02/01): "Implementors' Guides No. 1 and No. 2 for Recommendation G.114".

ITU-T Recommendation T.4: "Standardization of Group 3 facsimile terminals for document transmission".

ETSI ETR 250: "Transmission and Multiplexing (TM); Speech communication quality from mouth to ear for 3,1 kHz handset telephony across networks".

History

Document history		
V1.1.1	September 2002	Publication
V1.2.1	August 2005	Membership Approval Procedure MV 20051014: 2005-08-16 to 2005-10-14