ABSTRACT

Call handling is an important aspect of Cellular mobile voice service user experience. Call handling is executed end-to-end by the Access and Non Access Stratum of the network (i.e. GSM, CDMA or UMTS).To enable Regulators and Operators measure Call Handling of Cellular Mobile Voice Service for benchmarking and compliance, this document defines five parameters, describes the methodology in accessing them as well as provides some guidance targets. These can benefit a regulator, stakeholder or any interested party to independently measure and report on delivered service user experience. It conclusively establishes a relationship between network performance and service quality.