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CCITT

THE INTERNATIONAL
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CONSULTATIVE COMMITTEE

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SERIES M: GENERAL MAINTENANCE PRINCIPLES

Maintenance of international transmission systems and
telephone circuits – International telephone circuits

ESCALATION PROCEDURE

Reedition of CCITT Recommendation M.711 published in
the Blue Book, Fascicle IV.1 (1988)

NOTES

1 CCITT Recommendation M.711 was published in Fascicle IV.1 of the *Blue Book*. This file is an extract from the *Blue Book*. While the presentation and layout of the text might be slightly different from the *Blue Book* version, the contents of the file are identical to the *Blue Book* version and copyright conditions remain unchanged (see below).

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

Recommendation M.711

ESCALATION PROCEDURE

An escalation procedure is the process of referring a matter to an organizational entity with a greater degree of expertise or authority. For persistent maintenance problems the organizational entity will, in the first instance, be the technical service described in Recommendation M.75.

Normally cooperation between maintenance elements in different Administrations, described in § 2.3.2 of Recommendation M.710 will result in the satisfactory identification and correction of faults. There may be circumstances, however, where the fault escalation procedure needs to be used. Generally this will occur when:

- indications of a network malfunction persist despite repeated fault investigations;
- the same fault recurs within short intervals;
- a fault is not cleared or is not likely to be cleared within a reasonable period of time.

In all these cases, the stage at which an Administration will invoke the escalation procedure is a matter for its discretion and will depend on such factors as the severity of the effect of a fault on the service. A network malfunction or fault should not persist for longer than 14 days without the escalation procedure being invoked, unless there are exceptional circumstances.

Subsequent action in the event that the situation is not resolved by the technical service, is for further study.

Note – The period of 14 days is a preliminary value and may be changed after further study.

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