



INTERNATIONAL TELECOMMUNICATION UNION

CCITT

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
CONSULTATIVE COMMITTEE

E.142

(11/1988)

SERIES E: OVERALL NETWORK OPERATION,
TELEPHONE SERVICE, SERVICE OPERATION AND
HUMAN FACTORS

Operation, numbering, routing and mobile service –
International operation – Operation of international
telephone services

Time-to-answer by operators

Reedition of CCITT Recommendation E.142 published in
the Blue Book, Fascicle II.2 (1988)

NOTES

1 CCITT Recommendation E.142 was published in Fascicle II.2 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 E.142

TIME-TO-ANSWER BY OPERATORS

1 Quick answering by operators to calls made over international circuits is essential for a rapid and satisfactory telephone service and for the efficient use of such circuits.

2 To this end, a sufficient number of operators should be provided, and they should cooperate with one another, so that the answering time does not exceed 5 seconds for 80% of calls.

3 These provisions apply to both the manual and semiautomatic service for incoming operators, assistance operators, and delay operators.

4 In semiautomatic operating, the time-to-answer for incoming operators, that is:

- incoming operators (code 11 or a specific number in the case of traffic with certain countries),
- delay operators (code 12 or a specific number in the case of traffic with certain countries),

should, accordingly, be the time-to-answer shown in this Recommendation.

5 In semiautomatic operating, the time-to-answer by assistance operators should be shorter than the time-to-answer by incoming operators. To this end, operators playing the double role of assistance and incoming operators should give priority to answering assistance calls.

ITU-T E-SERIES RECOMMENDATIONS
**OVERALL NETWORK OPERATION, TELEPHONE SERVICE,
 SERVICE OPERATION AND HUMAN FACTORS**

OPERATION, NUMBERING, ROUTING AND MOBILE SERVICES

INTERNATIONAL OPERATION

Definitions	E.100–E.103
General provisions concerning Administrations	E.104–E.119
General provisions concerning users	E.120–E.139

Operation of international telephone services	E.140–E.159
--	--------------------

Numbering plan of the international telephone service	E.160–E.169
International routing plan	E.170–E.179
Tones in national signalling systems	E.180–E.189
Numbering plan of the international telephone service	E.190–E.199
Maritime mobile service and public land mobile service	E.200–E.229

OPERATIONAL PROVISIONS RELATING TO CHARGING AND ACCOUNTING IN THE INTERNATIONAL TELEPHONE SERVICE

Charging in the international telephone service	E.230–E.249
Measuring and recording call durations for accounting purposes	E.260–E.269

UTILIZATION OF THE INTERNATIONAL TELEPHONE NETWORK FOR NON-TELEPHONY APPLICATIONS

General	E.300–E.319
Phototelegraphy	E.320–E.329

ISDN PROVISIONS CONCERNING USERS

International routing plan	E.350–E.399
----------------------------	-------------

QUALITY OF SERVICE, NETWORK MANAGEMENT AND TRAFFIC ENGINEERING

NETWORK MANAGEMENT

International service statistics	E.400–E.409
International network management	E.410–E.419
Checking the quality of the international telephone service	E.420–E.489

TRAFFIC ENGINEERING

Measurement and recording of traffic	E.490–E.505
Forecasting of traffic	E.506–E.509
Determination of the number of circuits in manual operation	E.510–E.519
Determination of the number of circuits in automatic and semi-automatic operation	E.520–E.539
Grade of service	E.540–E.599
Definitions	E.600–E.649
ISDN traffic engineering	E.700–E.749
Mobile network traffic engineering	E.750–E.799

QUALITY OF TELECOMMUNICATION SERVICES: CONCEPTS, MODELS, OBJECTIVES AND DEPENDABILITY PLANNING

Terms and definitions related to the quality of telecommunication services	E.800–E.809
Models for telecommunication services	E.810–E.844
Objectives for quality of service and related concepts of telecommunication services	E.845–E.859
Use of quality of service objectives for planning of telecommunication networks	E.860–E.879
Field data collection and evaluation on the performance of equipment, networks and services	E.880–E.899

ITU-T RECOMMENDATIONS SERIES

Series A	Organization of the work of the ITU-T
Series B	Means of expression: definitions, symbols, classification
Series C	General telecommunication statistics
Series D	General tariff principles
Series E	Overall network operation, telephone service, service operation and human factors
Series F	Non-telephone telecommunication services
Series G	Transmission systems and media, digital systems and networks
Series H	Audiovisual and multimedia systems
Series I	Integrated services digital network
Series J	Transmission of television, sound programme and other multimedia signals
Series K	Protection against interference
Series L	Construction, installation and protection of cables and other elements of outside plant
Series M	TMN and network maintenance: international transmission systems, telephone circuits, telegraphy, facsimile and leased circuits
Series N	Maintenance: international sound programme and television transmission circuits
Series O	Specifications of measuring equipment
Series P	Telephone transmission quality, telephone installations, local line networks
Series Q	Switching and signalling
Series R	Telegraph transmission
Series S	Telegraph services terminal equipment
Series T	Terminals for telematic services
Series U	Telegraph switching
Series V	Data communication over the telephone network
Series X	Data networks and open system communications
Series Y	Global information infrastructure and Internet protocol aspects
Series Z	Languages and general software aspects for telecommunication systems