INTERNATIONAL TELECOMMUNICATION UNION

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MAINTENANCE:

INTERNATIONAL TELEPHONE CIRCUITS

FAULT REPORT POINT (NETWORK)

ITU-T Recommendation M.716

(Extract from the *Blue Book*)

NOTES

1   ITU-T Recommendation M.716 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.

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Recommendation M.716

FAULT REPORT POINT (NETWORK)

1   Definition of fault report point (network)

The fault report point (network) is an element within the general maintenance organization for the international automatic and semi-automatic telephone service at each international centre or for more than one international centre. If more than one international centre is associated with a given relation, it is desirable to designate one fault report point (network) as the principal one for that relation. If such is not practical, one of the fault report points (network) or a central organization may be nominated to coordinate the activities of the various fault report points (network) that are involved.

Such arrangements provide the maintenance organizations of other Administrations with a single point of contact for directing fault reports and service problems which involve more than one international centre.

While the fault report point (network) is essentially a maintenance element, it will in fact receive reports of network difficulties which may result in network management actions. In other cases, network fault reports may be explained by information already available to the network management (implementation and control point) and collected as a result of its network surveillance responsibility. Therefore, to avoid duplication of report points, considerable benefit is derived from close liaison between the fault report point (network), and the network management (implementation and control point). (See Recommendation E.413 [1]).

The fault report point (network) is equipped with all the necessary facilities and arranged in such a way as to enable it to:

a)   receive, from different sources, fault reports of difficulties on the international telephone network or of problems with the international telephone service that, at the time of reporting, cannot be related to specific circuits or, in some cases, even to a specific international centre; and

b)   make such fault reports to other points and initiate the fault location and clearing operations.

2   Responsibilities and functions

The fault report point (network) is responsible for the following set of functions:

2.1   Receiving fault reports from:

–   similar fault report points of other Administrations;

–   traffic operating personnel;

–   customers via the appropriate customer service points;

–   service observation staff;

–   accounting (charging) analysis service;

–   staff at the network analysis point;

–   various maintenance centres including information regarding the quantities of equipment or circuits available following a major breakdown;

–   telecommunication services concerned with the national network of the country;

–   any other source.

2.2   Recording the fault reports and keeping fault records up to date.

2.3   Performing preliminary diagnosis to determine to which maintenance unit the fault has to be assigned for clearance.

2.4   Initiating detailed fault location and subsequent clearing.

2.5   Sending fault reports as appropriate to similar fault report points of other Administrations.

2.6   Providing the information and cooperation needed to deal with inquiries by traffic and maintenance staff or by fault report points of another Administration.

2.7   Advising the network analysis point, the system availability information point and the network management (implementation and control) point (see Recommendation E.413 [1]) of faults affecting the automatic telephone service.

2.8   Arranging where appropriate for the withdrawal from service of faulty equipment and restoral after clearance.

2.9   Keeping informed of the progress of fault clearance.

2.10   Receiving the information about the cause of the faults.

2.11   Notifying details of fault clearance to the point of origin of a fault report when the fault has been cleared.

2.12   Keeping general routing information, diagrams or plans of the arteries relevant to the international network and the national network of the country concerned up to date.

2.13   Making an analysis of faults as may be necessary.

2.14   Identifying repeated faults, and advising the circuit control station.

2.15   Forwarding details of faults found or faults the cause of which could not be detected to the network analysis point for analysis to detect long-term trends.

2.16   Advising all fault report points (network) that may be concerned with changes in the numbering plan of its country together with actions taken to deal with calls to old numbers.

3   Facilities

The fault report point (network) should be provided with the following facilities:

3.1   *Service circuits*

Access to various kinds of service circuits, e.g.:

–   direct telephone service circuits to relevant contact points within its Administration or to other Administrations in the home country or in other countries;

–   teleprinter circuits;

–   telex, teletex, telefacsimile, etc.

3.2   Access to appropriate network information, e.g. number of circuits in service, routing plans, network configuration.

3.3   Access to information from relevant supervisory functions of stored-program controlled (SPC) exchanges and/or transmission systems, for instance, by means of data terminals.

Reference

[1]   CCITT Recommendation *International network management-Planning*, Vol. II, Rec. E.413.