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# CCITT

THE INTERNATIONAL  
TELEGRAPH AND TELEPHONE  
CONSULTATIVE COMMITTEE

**M.85**

(10/92)

**MAINTENANCE: INTRODUCTION AND GENERAL  
PRINCIPLES OF MAINTENANCE AND  
MAINTENANCE ORGANIZATION**

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**FAULT REPORT POINTS**



**Recommendation M.85**

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## FOREWORD

The CCITT (the International Telegraph and Telephone Consultative Committee) is a permanent organ of the International Telecommunication Union (ITU). CCITT is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

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Recommendation M.85 was prepared by Study Group IV and was approved under the Resolution No. 2 procedure on the 5th of October 1992.

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### CCITT NOTE

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

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## Recommendation M.85

### FAULT REPORT POINTS

(1992)

#### *Abstract*

This Recommendation provides a generic definition of a Fault report point, identifies its roles, responsibilities, and facilities required to perform the function. The Recommendation identifies further Recommendations that contain details of applications of the Fault report point function.

#### *Keywords*

- contact point;
- fault report;
- fault report point;
- maintenance.

## 1 Definition

The generic definition of a **Fault report point** is: an element within the general maintenance organization for telecommunication services at each international centre or common for more than one international centre.

A Fault report point is equipped with all the necessary facilities and arranged in such a way that it can receive fault reports<sup>1)</sup> relating to one or more type of network or service entities/objects from different sources or make such fault reports to other maintenance elements as appropriate, and initiate fault localization/diagnosis and clearing operations.

## 2 Responsibilities and functions

The Fault report point is responsible for the following functions:

- receiving the fault report;
- recording the fault report;
- performing a preliminary diagnosis as to which maintenance element is appropriate for clearing the fault;
- initiating detailed diagnosis/clearance by the appropriate maintenance element;
- providing information and advising other maintenance elements as appropriate;
- being informed of progress of diagnosis and clearance;
- receiving clearance information;
- notifying clearance to point of origin for the fault report;
- requesting faulty entity/object to be restored to service;
- arranging for analysis of faults as necessary;

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<sup>1)</sup> A **Fault report** is the communication of a fault or problem (see § 3.2 of Recommendation M.20 [1]) by means of voice communication (by telephone) or by electronic text communication or by a combination of the foregoing media.

- identifying repeated faults and taking appropriate action;
- forwarding statistics of fault information to the network analysis point for long-term trend analysis;
- escalation of fault reports if maintenance targets are in jeopardy or exceeded.

### 3 Facilities

Fault report points shall be equipped with the following facilities:

- Communications facilities e.g. public access and direct service circuits for
  - telephone;
  - telex, teletext;
  - facsimile;
  - electronic mail;
  - electronic data transfer;
  - other electronic text communication;
  - etc.
 as appropriate to the specific function.
- Access to information on
  - network and/or service entities/objects;
  - network and/or service configuration;
  - network and/or service status;
  - network and/or service fault management.
- Access to appropriate test and diagnosis functions.

### 4 Types of Fault report point

A more detailed description of specific applications of the Fault report point function can be found in the following Recommendations:

M.2130 (§ 1)	Operational procedures in locating and clearing transmission faults (Fault report point in a repeater station)
M.715	Fault report point (circuit)
M.716	Fault report point (network)
M.710	General maintenance organization for the international automatic and semi-automatic telephone service
M.760 (§ 4.3)	Transfer link for Common Channel Signalling System No. 6
M.762 (§ 3)	Maintenance of Common Channel Signalling System No. 6 (administrative control)
M.4100 (§ 3)	Maintenance of Common Channel Signalling System No. 7 (functions and responsibilities of the administrative control)
M.1012 (§ 3.1)	Circuit control stations for leased and special circuits

#### Reference

- [1] CCITT Recommendation M.20 *Maintenance philosophy for telecommunication network*.