

Contents

Preface	Preface-1
1. Service Standards	1-1
1.1 General	1-1
1.2 Busy Hour Criteria	1-2
1.2.1 Basis For Provisioning of Engineered Facilities	1-2
1.2.1.1 Introduction	1-2
1.2.1.2 Time-Consistent Definitions	1-3
1.2.1.3 Extreme Value Definitions	1-4
1.2.1.4 Deriving EV Loads From Busy Hour Data	1-5
1.2.2 Definitions	1-6
1.2.2.1 Types of Criteria	1-6
1.2.2.2 Network Service	1-6
1.2.2.3 Dial Tone Delay	1-7
1.2.2.4 Service Circuits	1-8
1.2.2.5 Billing	1-8
1.2.2.6 Remote Switches and Modules	1-8
1.2.3 Busy Hour Criteria	1-9
1.3 Non-Traffic Sensitive Criteria	1-9
1.3.1 Post Dialing Delay	1-9
1.3.2 Answer Supervision Delay	1-10
1.3.3 Cutoff Calls	1-10
1.3.4 Ineffective Attempts	1-10
References	References-1
Service Standards Index	Index-1