

# Table of Contents

## 1 Introduction

1.1 Overload Terminology . . . . .	2
1.2 Requirements Terminology . . . . .	2

## 2 Unsuccessful Call Attempts

2.1 Origin of Unsuccessful Attempts . . . . .	3
2.2 Cost of Unsuccessful Attempts . . . . .	3
2.3 Controlling Cost of Unsuccessful Attempts . . . . .	4

## 3 Overload Reference Values (Expected Severity of Overloads)

## 4 Modeling Customer Behavior - Customer Reattempts

4.1 Combining Reattempts in One Stream . . . . .	7
4.2 Reattempt Times . . . . .	7
4.3 Reattempt Probability . . . . .	7
4.4 Relation Between First and Total . . . . .	7

## 5 Modeling Customer Behavior - Customer Dialing Habits

5.1 Dialing Before Tone . . . . .	9
5.2 Dialing Time . . . . .	9
5.3 Disposition of Attempts with Dialing Completed Before Tone . . . . .	9

## 6 Throughput Degradation Requirements

## 7 Conclusion

### Appendix A: References

## List of Tables

Table 1	Throughput Degradation Requirements . . . . .	11
---------	---	----