

NTP 297-3601-019

DMS-10 Family

600-Series Generics

Service Priority Classification

06.01

For Generic 602.20 Standard August 2006

NORTEL

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Nortel Publications: NTP 297-3601-019
06.01
For Generic 602.20
Standard
August 2006

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Publication history

Issue	Date	Rating	For generic
01.01	August 2000	Preliminary	501
01.02	October 2000	Standard	501
02.01	January 2001	Preliminary	502
02.02	April 2001	Preliminary	502.10
02.03	June 2001	Standard	502.10
03.01	July 2002	Preliminary	503.10
03.02	August 2002	Standard	503.10
03.03	July 2004	Preliminary	505.10
03.03	August 2004	Standard	505.10
04.01	July 2005	Preliminary	601.10
04.01	August 2005	Standard	601.10
05.01	February 2006	Preliminary	602.10
05.01	March 2006	Standard	602.10
06.01	July 2006	Preliminary	602.20
06.01	August 2006	Standard	602.20

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Section 1: Introduction

General information

Nortel Networks Corporation offers points of contact through which its customers can pass problems that may be encountered during the utilization of Nortel Networks Corporation's products. The primary point of contact is the sales representative. For problems that require more technical expertise than the sales representative can provide, assistance is provided by various technical assistance groups.

The Service Priority Classification is the guideline that Nortel Networks Corporation personnel use to determine the appropriate level of reaction and resolution required for operational problems reported by customers. The priority assigned to a problem is based on the direct or potential effect of the problem on service to the customer's subscribers.

Technical assistance telephone numbers

Nortel Networks Corporation's technical assistance groups can be contacted by telephone 24 hours per day. The telephone numbers for technical assistance are available from the sales representative or from customer service representatives.

Service policy

In general, the level of reaction to a given problem is dictated by the priority code that it is assigned. Nortel Networks Corporation is committed to initiate immediate action toward resolution of problems assigned critical priorities, as well as to determining reasonable time frames for the analysis of problems that have been assigned other priorities.

Nortel Networks Corporation reserves the right to exercise judgment on the necessary actions to take to solve reported or anticipated problems. This may result in actions different from those outlined in this Publication. When a deviation is necessary, the customer will be informed.

If a reported problem appears to be critical, and may be prevented or minimized in the short term through a specific maintenance action, Nortel Networks Corporation will distribute a Maintenance or Service Advisory outlining the necessary action to all affected customers.

The commitments described in this Publication do not constitute a contractual obligation upon Nortel Networks Corporation, but are generally in support of the terms and conditions of the sale of the system, and/or the system support agreement covering the system.

Service

Nortel Networks Corporation's service comprises all actions required to verify the existence of a problem and to ascertain the conditions under which the problem can be duplicated.

In response to a problem, the customer is provided with one of the following:

- update or revision
- temporary workaround
- statement indicating that the problem could not be verified and more data is necessary to prove the existence of a problem
- statement indicating that the problem is not of sufficient magnitude to warrant immediate correction, whereupon it will be corrected later. The operating company may request advance application of any required fix, for which charges will apply.
- statement indicating that the system operation meets design intent and that custom modification may be possible
- statement indicating that the problem will not be corrected

Service guidelines

Service objectives are related to the severity of a reported problem. It is Nortel Networks Corporation's policy to respond immediately to critical problems and to work to restore service to the pre-incident level in the shortest time possible. Nortel Networks Corporation also strives constantly to improve response time for non-service affecting problem resolution.

Service charges

Users may be billed, following the warranty period, for Nortel Networks Corporation's technical or maintenance assistance. Any service that represents an extension of the operating company's maintenance or administration of its system is deemed to be billable at the published rate. Examples of this type of service are:

- assistance in performing system data changes
- assistance in identifying faulty hardware or software for which standard maintenance fault-locating procedures exist
- analysis to determine the origins of a fault

Charges for services which are outside the normal maintenance or administration activities of the operating company, such as advance fix application, will be quoted upon request.

Section 2: Service priority definitions and resolution objectives

Introduction

The following paragraphs describe the service priority levels, in descending order of importance. Each priority is defined, the criteria used for the assignment of the priority level are identified, and the resolution (service) objectives for the different priority levels are indicated.

Priority Critical

Definition

Degradation and/or outage

Criteria

The Critical priority is assigned to a problem for any one or more of the following reasons:

- loss of service capability for more than 30 seconds
- any manual- or system-initiated restart (warm, cold, reload, or image reload) which causes a loss of service capability for a period in excess of 30 seconds
- services degraded for reasons such as:
 - all incoming, outgoing, and/or two-way trunks are lost
 - a 100% trunk group failure disrupting connections between any switching offices, where the disrupted traffic demand exceeds the alternate routing capability (for example, ISUP)
 - 10% or more of the total number of subscriber terminals/ports are out-of-service
 - 10% or more of the total number of trunks are out-of-service, where the disrupted traffic demand exceeds the alternate trunking traffic capability
 - 64 or more voice and/or data lines are out-of-service
 - continuously slow dial tone (8 second delay or greater)

2-2 Service priority definitions and resolution objectives

- a link set/route set/point code/subsystem that denies access to network or local services (for example, E800, ACCS, etc.)
- failure of one-half of a duplicated switch pair (for example, STP pair)
- no billing data is being recorded (for example, MTD, DDU, DPP, BMC, etc.)

Resolution objective

Begin working on the problem immediately and continue working on the problem until switch operation is restored to the pre-incident status.

Priority Major

Definition

Conditions that seriously affect system operation, maintenance and administration and require immediate attention.

Criteria

Potential system degradation:

- loss of the duplex function for any equipment that is duplicated (for example, CPU)
- loss of the master clock or a network plane out-of-service
- 50% or more of the equipped magnetic tape units (MTU) or disk drive units (DDU) out-of-service
- more than 50% (but less than 100%) loss of hardware facilities in any area of the DMS that would not create a loss of service, but a degradation (limited) of service with no data loss through the node (for example, slow dial tone)
- loss of all links within a single linkset
- loss of duplex recording of billing information
- inability to dump or initialize an office image
- inability to perform critical maintenance procedures

Other major conditions:

- software errors or hardware troubles that directly and continuously affect any subscriber's service or the customer's ability to collect revenue
- Central Control Complex (CCC) transient errors resulting in a loss of synchronization (more than twice per day)
- any peripheral module out-of-service
- core equipment diagnostic failures (two or more per day)
- office alarm unit out-of-service

- peripheral circuit failures
- loss of more than 50% of the links within a linkset or linksets within a routeset not to exceed 99%
- other seriously disruptive conditions

Resolution objective

For potential system degradations, the objective is to begin working on the problem immediately and continue working on the problem until switch operation is restored to pre-incident status.

For other major conditions, the objective is to deliver a solution to the customer within 30 days.

Priority Minor**Definition**

Conditions that do not significantly impair the functioning of the system and do not significantly affect service to customers.

Criteria

- service analysis, recorded announcement, operational measurements, maintenance program, or network management problems, or system-related documentation inaccuracies, which do not affect call processing or revenue collection capabilities
- software inconsistencies that do not seriously affect service
- test equipment failures for which a backup or manual alternative can be employed
- circuit pack testing problems
- repetitive CCC transient errors with no loss of synchronization, which cannot be corrected by resident skills
- requests to analyze a store dump of a single occurrence initialization
- any other condition not falling into the critical or major definition

Resolution objective

The objective is to deliver a solution to the customer within 180 days.

Supplemental priority codes

Market-specific preferences may dictate use of the following supplemental priority codes:

- Critical - E1
- Major - E2, S1, S2
- Minor - NS

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