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DMS-100 Family

European DMS-100

Service Priority Classification Description

EUR003 and up Standard 01.07 September 1998

NORTEL
NORTHERN TELECOM

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This product is intended for deployment in a light industrial, non-domestic environment, and complies with the relevant EMC standards for emissions and immunity. Since this is a Class A product, in a domestic environment this product may cause radio interference. In this case, the user may be required to take adequate measures.

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This document is released as Standard, version/issue 01.05. It is applicable to all DMS-100E PCL releases from EUR003 and up.

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Re-issued after further editing improvements.

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Re-issued with clarification between emergency priorities E1 and E2.

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About this document

When to use this document

This document is used by operating companies and Nortel Customer Technical Services as a common reference when raising a Customer Service Request (CSR). It describes the criteria used to define the CSR priority and the levels of service which Customers can expect for each CSR priority.

How to check the version and issue of this document

The version and issue of the document are indicated by numbers, for example, 01.01.

The first two digits indicate the version. The version number increases each time the document is updated to support a new software release.

At present, this document is applicable to all software releases from EUR003 and up. If, in the future, different releases of this document are needed to support different software releases, then a new release number will be given to each release of the document.

The second two digits indicate the issue. The issue number increases each time the document is revised and released in the *same* release cycle. For example, the second release of a document in the same release cycle is 01.02.

To confirm which version of this document applies to your office, check the release information in *Product Documentation Directory*, NTP 297-8041-001.

Introduction

General information

Nortel's Service Desk offers a single point-of-contact through which Customers can report operational problems encountered in the use of their Nortel products.

Problems reported to the Service Desk are escalated to a dedicated Customer Technical Services (CTS) team as Customer Service Requests (CSRs). Each CSR is assigned a unique CSR number and a priority.

The Service Priority Classification Description is the guideline used by Nortel personnel to determine the appropriate priority for each operational problem reported by Customers. The priority assigned to a CSR is based on the direct or potential impact the problem has on the service provided to the Customer's Subscribers.

The CSR priority categories are:

- 1 E1 – an emergency (outage) priority
- 2 E2 – an emergency (potential outage) priority
- 3 E3 – the E1 follow-up priority
- 4 E4 – the E2 follow-up priority
- 5 CR – the critical priority
- 6 MJ – the major priority
- 7 MN – the minor priority

A CSR is assigned a priority in agreement with the Customer using the definitions described in this document as guidelines.

Service policy

In general, the level of reaction to a given problem is dictated by the priority code assigned to it. Nortel is committed to initiate immediate action towards resolution of problems assigned Emergency priorities (E1 and E2) and Critical priorities (when reported during office hours). For problems assigned other to priorities Nortel is committed to determine reasonable time frames for the problem analysis.

Nortel reserves the right to exercise judgement on deciding the necessary actions to take to solve reported problems or prevent anticipated problems. This may result in actions which differ from those outlined in this document. Where such a deviation is necessary, Nortel will ensure that the Customer is kept informed.

If a reported problem appears to be an emergency which may be minimized or a potential emergency which may be prevented in the short term, by specific maintenance actions, Nortel will distribute a Product Notification Bulletin (PNB) to all affected Customers.

The commitments described in this document do not constitute a contractual obligation upon Nortel but are generally in support of the terms and conditions of the sale of the products and the support agreement covering the products.

Service

Nortel's service comprises all actions required to verify existence of a problem and to determine the conditions under which the problem can be reproduced.

In response to a problem, the Customer is provided with one or more of the following:

- 1 An update or revision.
- 2 A temporary work-around.
- 3 A statement indicating that the problem could not be verified and that more data is necessary to prove the existence of a problem.
- 4 A statement indicating that the problem is not of sufficient magnitude to warrant immediate correction and will be corrected later. The Customer may request advance application of any required fix, for which charges may apply.
- 5 A statement indicating that the system operation meets its designed intent and that custom modification may be possible.
- 6 A statement indicating that the problem will not be corrected.

Service guidelines

Service objectives are related to the priority of a reported problem. It is Nortel's policy to respond immediately to emergency problems and to work to restore pre-incident levels of service in the shortest time possible.

Service charges

Customers may be billed, following the warranty period, for Nortel 1st. or 2nd. line support. Any service that represents an extension of the Customer's maintenance, operation or administration of the products is deemed to be billable at the published rate.

Examples of such such services are:

- 1 Assistance in performing system data changes.
- 2 Assistance in identifying faulty hardware or software for which standard fault-locating procedures exist.
- 3 Analysis to determine the origins of a fault.

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

Service priority definitions and resolution objectives

Introduction

The following sections describe the service priority levels order. Each priority level is defined, the criteria used are identified and the resolution objective for each priority level is indicated.

Priority E1 (Emergency)

Definition

A service outage or degradation of service.

Criteria

The E1 priority is assigned to a problem for any one or more of the following reasons:

- 1 A loss of service capability for more than 30 seconds.
- 2 Any manual or system initiated system restart which causes a loss of service capability for more than 30 seconds.
- 3 All incoming, outgoing and/or two-way trunks being out of service.
- 4 A 100% trunk group failure disrupting connections between any switching offices, where the disrupted traffic demand exceeds the alternate routing capability (for example, ISUP, PRI, Q.931 etc).
- 5 10% or more of the total number of subscriber port/terminals being out of service.
- 6 10% or more of the total number of trunks being out of service, where the disrupted traffic demand exceeds the alternate routing capability.
- 7 64 or more voice and/or data lines being out of service, where a line is defined as one subscriber terminal. For ISDN, the sum total of B- and D-channels out of service.
- 8 Continuously slow dial tone (an 8-second or longer delay).
- 9 A link set, routeset, point code or subsystem failure which denies access to network or local service such as Emergency Services 999/112.
- 10 Failure of one half of a duplicated switch pair such as a signalling transfer point (STP).
- 11 No billing data being recorded to the configured storage device such as a disk drive unit (DDU) or system loading module (SLM).

Resolution objective

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

Priority E2 (Emergency)

Definition

A potential service outage or potential service degradation.

Criteria

A potential system degradation such as:

- 1 Loss of the duplex function of any equipment that operates as a duplicated pair. For example, CM, CMC, MS, LIM, XPM or IOC.
- 2 Loss of the master clock, or a network plane being out of service.
- 3 50% or more of the equipped data storage devices being out of service. For example, the magnetic tape units (MTU), disk drive units (DDU) or system load modules (SLM).
- 4 Loss of a cell site which is fully overlapped by adjacent cells.
- 5 More than 50%, but less than 100%, loss of hardware facilities in any area of the DMS switch, which does not create a loss of service but instead causes a limited degradation of service with no data loss.
- 6 Loss of all links within a single link set.
- 7 Loss of duplex recording of billing data.
- 8 Inability to dump or initialize an office image dump.
- 9 Inability to perform critical maintenance procedures.
- 10 Software or hardware errors that directly and continuously affect any subscriber's service or the Customer's ability to collect revenue.
- 11 Computing Module (CM) transient errors which result in a loss of synchronization more than twice per day.
- 12 Any peripheral module (PM) out of service.
- 13 Inoperative internal data port of CMC communication link.
- 14 Core equipment diagnostic failures occurring two or more times per day.
- 15 Office alarm unit out-of-service.
- 16 Peripheral circuit failures.
- 17 Loss of more than 50% of the links within a link set or 50% of linksets within a routeset.
- 18 Other seriously disruptive conditions.

Resolution objective

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

Priority E3 (E1 follow-up)

Definition

A priority assigned to a follow-up CSR, raised by an Nortel Emergency Technical Assistance (ETAS) engineer to track the root cause analysis of an E1 incident.

Criteria

The issues which need to be investigated are agreed by the Customer and the ETAS engineer.

Resolution objective

The target for resolution is to deliver a root cause analysis within 90 days.

Priority E4 (E2 follow-up)

Definition

A priority assigned to a follow-up CSR, raised by an Nortel Emergency Technical Assistance (ETAS) engineer to track the root cause analysis of an E2 incident.

Criteria

The issues which need to be investigated are agreed by the Customer and the ETAS engineer.

Resolution objective

The target for resolution is to deliver a root cause analysis within 180 days.

Priority Critical

Definition

Conditions which are of a high commercial impact to the operating company and where the loss of essential features are involved.

Criteria

The Critical priority is assigned to a CSR in the following circumstances and only when the Customer provides a business impact statement:

- 1 Call processing failures involving highly sensitive business subscribers.
- 2 Inconsistencies in the format of billing records (but not including loss of billing).
- 3 Loss of feature functionality which severely impacts subscribers' revenue collection capabilities.

Resolution objective

Investigation commences immediately and will continue through to resolution. The target for resolution is to deliver a solution within 14 days.

Priority Major

Definition

Conditions which affect the service provided by the operating company and/or affect system operation, maintenance or administration in a manner which is service-affecting.

Criteria

The Major priority is assigned to a CSR in the following circumstances:

- 1 Software or hardware faults which directly affect the subscriber's service.
- 2 Loss of the subscriber's functionality or features.
- 3 Error logs which indicate loss of a trunk or line service.
- 4 Subscribers experiencing 'call deaths'.
- 5 Conditions where call processing is disrupted.
- 6 Inability to perform maintenance procedures where alternative methods are unavailable.
- 7 Maintenance alarms which indicate service-affecting conditions.
- 8 Inability to apply software patches or post release software updates (PRSU) where these are required to resolve existing service affecting faults.

Resolution objective

The target for resolution is to deliver a solution to 70% of Major CSRs within 30 days and to deliver a solution to 100% of Major CSRs within 70 days.

Priority Minor

Definition

Conditions which do not significantly impair the functioning of the system and which do not significantly affect Customer service.

Criteria

The Minor priority is assigned to a CSR in the following circumstances:

- 1 Problems related to Service Analysis, Recorded Announcements, Operational Measurements, Maintenance Programmes, Network Management or Technical Documentation which do not affect call processing or revenue collection capabilities.
- 2 Software inconsistencies which do not severely impact service.
- 3 Test equipment failures for which a backup or manual alternative can be used.
- 4 Circuit pack testing problems.
- 5 Repetitive transient errors with no loss of synchronization, which cannot be corrected by maintenance personnel.
- 6 Requests to analyze the store dump of a single occurrence fault.
- 7 Any other condition which is not applicable to a higher priority CSR classification.

Resolution objective

The target for resolution is to deliver a solution within the closure of two PCL software releases.

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