

INTERNATIONAL TELECOMMUNICATION UNION

ITU-T RECOMMENDATION SUMMARY

Rec. No. : E.434 **Title :** Subscriber-to-subscriber measurement of the public switched telephone network

Study Group : II - Network Operation

Version : New **Date of adoption :** 1992 **Notes :**

Subscriber-to-subscriber service quality measurements are taken end-to-end. These measurements are taken:

- to relate network quality to customer' expectations which are based upon previous experience with the network;
- to ensure that objective measures are made of the network;
- to ensure that acceptable thresholds of quality are being met;
- to ensure that regulatory requirements are met;
- to ensure that the distant correspondent's level of quality meets other network providers' needs.

To assess the network service quality requires the collection of the following:

- end-to-end network measurements results;
- customer perception of network quality.

The aim of Recommendation E.434 is to define end-to-end measurements of the public switched telephone network (PSTN), detailing:

- the methods and processes for testing;
- the measurements required;
- elements of an end-to-end system;
- the operation of an end-to-end system,

with recommendations to define interfaces and protocols.

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