

# Quality of Service Terminology

## Internet Service

**“Service Provision Time”** Service Activation /provisioning time means **the time taken to provide service from time of request or date of application to time service is activated.**

**"Faults rate per access line"** - A fault report is a report of disrupted or degraded service that is made by a customer and is attributable to the network of the service provider or any interconnected public network, and that is not found to be invalid. Faults in any equipment on the customer side of the network termination point are excluded. Network faults reported against either basic or primary rate access, or single or multi-line analogue access, should be counted as one fault, regardless of the number of channels activated or affected. The count of the number of access lines should be one for basic or primary rate access regardless of the number of channels activated. For indirect service provision the number of services.<sup>i</sup>

**“Fault repair time”** means the duration from the instant a fault has been notified by the user to the published point of contact of the public supplier to the instant when the service or service element has been restored to normal working order.

**"Bill correctness complaint"** - The proportion of bills resulting in a customer complaining about the correctness of a given bill.

A bill correctness complaint is an expression of dissatisfaction with a bill received from a customer. A bill correctness complaint should not be confused with a billing query (a request for information) or with a fault report.

**Delay/Latency refers to the delay that happens between when a user takes an action on a network or web application and when they get a response.** Another latency definition is the total time, or “round trip” needed for a packet of data to travel.<sup>ii</sup>

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<sup>i</sup> [https://www.etsi.org/deliver/etsi\\_eg/202000\\_202099/20205701/01.01.01\\_60/eg\\_20205701v010101p.pdf](https://www.etsi.org/deliver/etsi_eg/202000_202099/20205701/01.01.01_60/eg_20205701v010101p.pdf)

<sup>ii</sup> <https://www.fortinet.com/resources/cyberglossary/latency>

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## Mobile Service

“**Service Provision Time**” Service Activation /provisioning time means **the time taken to provide service from time of request or date of application to time service is activated.**

**Unsuccessful call ratio** is defined as the ratio of unsuccessful calls to the total number of call attempts in a specified time period.

**"unsuccessful call"** - An unsuccessful call is a call attempt to a valid number, while in a coverage area, where neither the call is answered nor called party busy tone nor ringing tone, is recognized at the access of the calling user within 40 seconds from the instant when the last digit of the destination subscriber number is received by the network.<sup>ii</sup>

“**Call set-up time**” means the period starting when the address information required for setting up a call is received by the network (recognised on the calling user’s access line) and finishing when the called party busy tone, or ringing tone or answer signal is received by the calling party.

**"Bill correctness complaint"** - The proportion of bills resulting in a customer complaining about the correctness of a given bill.

A bill correctness complaint is an expression of dissatisfaction with a bill received from a customer. A bill correctness complaint should not be confused with a billing query (a request for information) or with a fault report.

**"Dropped call ratio"** The proportion of incoming and outgoing calls which, once they have been correctly established and therefore have an assigned traffic channel, are dropped or interrupted prior to their normal completion by the user, the cause of the early termination being within the operator's network.

The “**dropped-call rate**” (DCR) is the fraction of the [telephone calls](#) which, due to technical reasons, were cut off before the speaking parties had finished their conversational tone and before one of them had hung up (dropped calls). This fraction is usually measured as a percentage of all calls<sup>ii</sup>

“**Successfully Sent SMS**” - Probability that a user can send a Short Message successfully from a terminal equipment to a Short Message Center.<sup>ii</sup>