

Service Level Agreements and global QoS index for 3G networks.

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Quality of Service (QoS) is a major issue in telecommunication networks. In general we can say that QoS is an issue which means achieving the best from the network resources.

Service Level Agreement (SLA) is seen as an architecture through which all aspects of service delivery, including QoS can be developed. SLA and QoS are complementary to each other and their relation is explored.

Quality of Service Agreement is the core of SLA, which consists of Traffic Conditioning Agreement and QoS parameters. The design of a global SLA index is discussed.

QoS parameters for various network environments like IP, MPLS, and UMTS are presented briefly.

Furthermore, the concept of one stop responsibility is discussed for end-to-end QoS and SLA issues. SLA is an important architecture for service provisioning and QoS as the basic tool to support QoS monitoring, management and network dimensioning.