



INTERNATIONAL TELECOMMUNICATION UNION

# CCITT

THE INTERNATIONAL  
TELEGRAPH AND TELEPHONE  
CONSULTATIVE COMMITTEE

# M.93

(11/1988)

## SERIES M: GENERAL MAINTENANCE PRINCIPLES

Maintenance of international transmission systems and telephone circuits – General principles of maintenance and maintenance organization

---

## **EXCHANGE OF CONTACT POINT INFORMATION FOR THE MAINTENANCE OF INTERNATIONAL SERVICES AND THE INTERNATIONAL NETWORK**

Reedition of CCITT Recommendation M.93 published in the Blue Book, Fascicle IV.1 (1988)

---

## NOTES

1 CCITT Recommendation M.93 was published in Fascicle IV.1 of the *Blue Book*. This file is an extract from the *Blue Book*. While the presentation and layout of the text might be slightly different from the *Blue Book* version, the contents of the file are identical to the *Blue Book* version and copyright conditions remain unchanged (see below).

2 In this Recommendation, the expression “Administration” is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

## Recommendation M.93

### EXCHANGE OF CONTACT POINT INFORMATION FOR THE MAINTENANCE OF INTERNATIONAL SERVICES AND THE INTERNATIONAL NETWORK

#### 1 General

The attention of Administrations is drawn to the need for exchanging information about telephone numbers, telex numbers, staffing hours, etc., for units involved in the maintenance of international telecommunication services. The exchange of such information is of great assistance to international cooperation and has an important bearing on maintenance efficiency.

This Recommendation lists services for which information should be exchanged. The list is not exhaustive and Administrations are asked to consider, when intending to introduce a new service, what contact point information will be required.

#### 2 Aspects to be covered by the exchange of information

##### 2.1 *Technical service*

The general functions and responsibilities of the “technical service” are given in Recommendation M.75.

Where technical service responsibility within an Administration has been divided on a functional basis, contact point information relating to each function (for example, maintenance of telephone circuits, provision of leased circuits, exchange of information for changes in national numbering plans and circuit order of selection) should be supplied.

##### 2.2 *Automatic and semi-automatic telephone service*

For each international centre, contact point information for each of the maintenance elements in Recommendations M.715 to M.725 should be exchanged.

##### 2.3 *Manual telephone circuits*

For each international centre which has responsibility for manually operated international telephone circuits, appropriate maintenance contact point information should be exchanged.

##### 2.4 *Other international services*

Contact point information, which should at least include information for fault reporting purposes, should be exchanged for the following international services:

- circuit-switched public data communication service;
- packet-switched public data communication service;
- public telegram service;
- teletex service;
- telex service;
- public facsimile service (bureau and telefax);
- store and forward facsimile switching service;
- phototelegraph service.

##### 2.5 *Common channel signalling systems*

For each international centre where common channel signalling is employed, contact point information should be exchanged for the maintenance units which have responsibility for the following:

- signalling system No. 6 transfer link (Recommendation M.760);

- signalling system administrative control (Recommendations M.762 and M.782).

Where an Administration has subdivided the maintenance functions of the SS No. 6 transfer link (for example, into fault reporting, control station, etc.), appropriate contact point information should be supplied.

## 2.6 *Leased and special circuits*

For each international centre which has responsibility for leased and special circuits, contact point information should be exchanged for the following:

- fault report point;
- testing point;
- transmission maintenance point (international line) (Recommendation M.1014 [1]);
- circuit control/sub-control station (Recommendations M.1012 [2] and M.1013 [3]);
- restoration point for individual circuits.

## 2.7 *Sound programme and television*

Contact point information for the following centres concerned with sound and television should be exchanged:

- international sound-programme centre (ISPC) (Recommendation N.1 [4]);
- international television centre (ITC) (Recommendation N.51 [5]);
- programme booking centre (PBC) (Recommendation D.180 [6]).

## 2.8 *Groups, supergroups, etc., digital paths and blocks and transmission systems*

For each international centre, contact point information should be exchanged for the following:

- fault report point (Recommendation M.130);
- testing point (for routines, functional tests and fault localization);
- control/sub-control station (Recommendations M.80 and M.90);
- restoration control point (Recommendation M.725);
- restoration implementation point.

## 2.9 *Setting-up and lining-up activities*

Where staff separate from those concerned with day-to-day maintenance are used for setting-up and lining-up new or rearranged telephone circuits, leased circuits, groups, supergroups, etc., relevant contact point information should be exchanged.

# 3 **Exchange and distribution of contact point information**

Annexes A, B, C, D and E to this Recommendation contain “forms” to be used for the purpose of exchanging contact point information.

For convenience, the form in Annex B covers contact points for the automatic, semi-automatic and manual telephone service, and SS No. 6.

Each form provides for specific telephone numbers, telex numbers and answerback codes, together with the hours of staffing for each contact point and the name<sup>1</sup> of the maintenance unit involved. The *remarks* columns on the forms should be used to supply other useful information, such as languages spoken, telephone number of the supervising officer of the maintenance unit.

Each contact point is afforded two horizontal lines. If the maintenance unit normally responsible for a particular contact point is staffed during restricted hours only, alternative contact point information should be supplied in the lower line for use outside those hours.

---

<sup>1</sup> The name to be used is that by which the maintenance unit is known within the Administration and should ideally be the name used by maintenance staff when answering the telephone.

In some situations a single telephone number, telex number, etc., will cover all contact points for, say, leased and special circuits at an international centre. In other situations, each contact point may have its own number. The actual arrangements will depend upon the particular organization existing within the Administration concerned.

Each Administration should distribute completed forms (Annexes A to E) to all Administrations likely to have use of the contact point information involved. Furthermore, revised issues of the forms should be distributed as required, for example, to reflect organizational changes, because a new international centre has been put into service.

Copies of contact point information distributed to, and received from, other Administrations should be made readily available to all staff at maintenance centres involved in international services or the international network. In this way, such staff are made aware of both their own functions and responsibilities and those of the maintenance organizations of other Administrations.

ANNEX A  
(to Recommendation M.93)

<p>COUNTRY:</p> <p>ADMINISTRATION OR PRIVATE OPERATING AGENCY:</p> <p>Contact point of the Technical Service:</p> <p>Postal address: Telephone No.: Telex No. and answerback: Office hours (UTC):</p> <p>International centres:</p> <p>Further information:</p> <p>(e.g. contact points common for more than one international centre, or principal contact points for certain traffic relations or where more than one technical service applies.)</p>
---

FIGURE A-1/M.93  
**Form for contact points for the technical service**

ANNEX B

(to Recommendation M.93)

**CONTACT POINTS FOR THE INTERNATIONAL TELEPHONE SERVICE**

COUNTRY:

INTERNATIONAL CENTRE:

DATE OF ISSUE:

POSTAL ADDRESS:

Contact point		Telephone No.	Telex No. Answerback code	Service hours (UTC)	Name of unit responsible	Remarks <sup>1)</sup>	
Automatic and semi-automatic telephone service	Fault report point (circuit)						
	Fault report point (network)						
	Testing point (transmission)						
	Testing point (line signalling)						
	Testing point (switching and interregister signalling)						
	Network analysis point						
	System availability information point						
	Network management	Planning + liaison point					
		Implement + control point					
		Development point					
	Circuit control station subcontrol						
Restoration control point							
Common channel signalling system (CCSS)	SS No. 6 transfer link						
	CCSS administrative control						
Manual telephone service	Manual telephone circuits						

<sup>1)</sup> Language information may be included.

FIGURE B-1/M.93

**Form for the contact points for the international telephone service**

ANNEX C  
(to Recommendation M.93)

**CONTACT POINTS FOR INTERNATIONAL LEASED AND SPECIAL CIRCUIT MAINTENANCE**

COUNTRY: \_\_\_\_\_ INTERNATIONAL CENTRE: \_\_\_\_\_  
 DATE OF ISSUE: \_\_\_\_\_ POSTAL ADDRESS: \_\_\_\_\_

Contact point	Telephone No.	Telex No. and answerback code	Service hours (UTC)	Name of unit responsible	Remarks <sup>1)</sup>
Fault report point					
Testing point					
Transmission maintenance point – international line (TMP-IL)					
Circuit Control/sub-Control station					
Restoration of individual circuits					

<sup>1)</sup> Language information may be included.

FIGURE C-1/M.93  
Form for the contact points for international leased and special circuit maintenance

ANNEX D  
(to Recommendation M.93)

**CONTACT POINTS FOR GROUP, SUPERGROUP, ETC., DIGITAL PATH, BLOCK, AND TRANSMISSION SYSTEM MAINTENANCE**

INTERNATIONAL REPEATER STATION (IRS):  
INTERNATIONAL CENTRES SERVED  
BY THIS IRS:

COUNTRY:

DATE OF ISSUE:

POSTAL ADDRESS:

Contact point	Telephone No.	Telex No. and answerback code	Service hours (UTC)	Name of unit responsible	Remarks <sup>1)</sup>
Fault report point					
Testing point					
Control/sub-Control station					
Restoration implementation point					
Restoration control point (Recommendation M.725)					

<sup>1)</sup> Language information may be included.

FIGURE D-1/M.93

**Form for the contact points for group, supergroup, etc., digital path, block, and transmission system maintenance**



ANNEX E  
(to Recommendation M.93)

**CONTACT POINTS FOR INTERNATIONAL SOUND-PROGRAMME AND TELEVISION TRANSMISSIONS**

COUNTRY: \_\_\_\_\_ DATE OF ISSUE: \_\_\_\_\_

Contact point	Telephone No.	Telex No. and answerback code	Service hours (UTC)	Postal address	Remarks <sup>1)</sup>
ISPC					
ITC					
PBC					

<sup>1)</sup> Language information may be included.

FIGURE E-1/M.93  
Form for the contact points for international sound-programme and television transmissions

## References

- [1] CCITT Recommendation *Transmission maintenance point international line (TMP-IL)*, Vol. IV, Rec. M.1014.
- [2] CCITT Recommendation *Circuit control station for leased and special circuits*, Vol. IV, Rec. M.1012.
- [3] CCITT Recommendation *Sub-control station for leased and special circuits*, Vol. IV, Rec. M.1013.
- [4] CCITT Recommendation *Definitions for application to international sound-programme transmissions*, Vol. IV, Rec. N.1.
- [5] CCITT Recommendation *Definitions for application to international television transmissions*, Vol. IV, Rec. N.51.
- [6] CCITT Recommendation *International sound- and television-programme transmissions*, Vol. II, Rec. D.180.



## ITU-T RECOMMENDATIONS SERIES

Series A	Organization of the work of the ITU-T
Series B	Means of expression: definitions, symbols, classification
Series C	General telecommunication statistics
Series D	General tariff principles
Series E	Overall network operation, telephone service, service operation and human factors
Series F	Non-telephone telecommunication services
Series G	Transmission systems and media, digital systems and networks
Series H	Audiovisual and multimedia systems
Series I	Integrated services digital network
Series J	Transmission of television, sound programme and other multimedia signals
Series K	Protection against interference
Series L	Construction, installation and protection of cables and other elements of outside plant
<b>Series M</b>	<b>TMN and network maintenance: international transmission systems, telephone circuits, telegraphy, facsimile and leased circuits</b>
Series N	Maintenance: international sound programme and television transmission circuits
Series O	Specifications of measuring equipment
Series P	Telephone transmission quality, telephone installations, local line networks
Series Q	Switching and signalling
Series R	Telegraph transmission
Series S	Telegraph services terminal equipment
Series T	Terminals for telematic services
Series U	Telegraph switching
Series V	Data communication over the telephone network
Series X	Data networks and open system communications
Series Y	Global information infrastructure and Internet protocol aspects
Series Z	Languages and general software aspects for telecommunication systems