

**PCC.I/DEC. 221 (XXVI-15) <sup>1</sup>**

**EQUIPMENT AND TOOLS FOR TECHNICAL QUALITY CONTROL**

The XXVI Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

**DECIDES:**

1. To request Member States to fill out the questionnaire attached to the Annex hereto based on PCC.I/RES. 225 (XXIV-14) “Structure and terms of reference of working groups and rapporteurships of PCC.I”, for the purpose of collecting information on equipment and tools for technical quality control and to send their responses to Ms. Diana Morales of the Administration of Colombia ([diana.morales@crcom.gov.co](mailto:diana.morales@crcom.gov.co)), no later than one (1) month prior to the XXVII meeting of the PCC.I.
2. To designate the Rapporteurship on Telecommunication Service Quality to collect the information with the results of the survey.
3. To entrust the Rapporteurship on Telecommunication Service Quality to submit the questionnaire results to the XXVII Meeting of PCC.I.

**ANNEX TO DECISION PCC.I/DEC. 221 (XXVI-15)**

**EQUIPMENT AND TOOLS FOR TECHNICAL QUALITY CONTROL**

Country/Administration: \_\_\_\_\_

Name of the person filling out the questionnaire: \_\_\_\_\_

Entity/Institution: \_\_\_\_\_

Contact data:

Telephone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_

**Objective:** According to the Working Group on Policy and Regulation (WGPR) mandate and in order to study the conditions that have been adopted in relation to quality indicator measurement processes and to propose technical recommendations in terms of service quality which may consider, among others, the user’s expectation, this questionnaire intends to identify the different equipment used to make field measurements from the user’s experience.

1. Are field measurements conducted in your country to monitor the conditions and voice service quality levels provided through fixed networks?

YES \_\_\_\_\_ NO \_\_\_\_\_

If yes:

2. Identify the telecommunication services in which field measurements are made.

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<sup>1</sup> CCP.I-TIC/doc. 3474/15 rev.1

Fixed Voice \_\_\_\_\_  
 Mobile Voice \_\_\_\_\_  
 Fixed Internet \_\_\_\_\_  
 Mobile Internet \_\_\_\_\_  
 Television \_\_\_\_\_  
 Broadcasting \_\_\_\_\_  
 Other \_\_\_\_\_

Which one? \_\_\_\_\_

3. For each one of the services identified in item two (2) of the questionnaire, list the indicators which are measured and the measurement periodicity. Add the number of necessary rows to include every indicator with its measurement periodicity (Annually, biannually, quarterly, and monthly).

Service	Indicator	Measurement Periodicity

4. If field measurements for fixed voice service are made in your country, fill out this item; otherwise, continue with item five (5).

4.1. Measurements are made by:

Operators \_\_\_\_\_  
 Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
 Another entity. Which one? \_\_\_\_\_

4.2. List the equipment used to make field measurements (e.g. probes, user equipment, other elements)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4.3. Describe the methodology used for the definition of sites where the field measurement of the fixed voice service is made.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4.4. The information collected during field measurements is received, processed and analyzed by:

The Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
 Another entity. Which one? \_\_\_\_\_

4.5 Does the equipment used for field measurements of the fixed voice service have any homologation or technical verification process before any Entity of the Country?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4.6. Have goals to be met been defined for every quality indicator listed in item three (3) of the questionnaire?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, fill out the following table:

Indicator	Compliance Value

4.7. Is there any sanctioning process for non-compliance with quality goals obtained through field measurements?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. If field measurements for mobile voice service are made in your country, fill out this item; otherwise, continue with item six (6).

5.1. Measurements are made by:

Operators \_\_\_\_\_  
Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
Another entity. Which one? \_\_\_\_\_

5.2. List the equipment used to make field measurements (e.g. probes, user equipment, other elements)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5.3. Describe the methodology used for the definition of the sites or routes where field measurement of the mobile voice service is made.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5.4. The information collected during field measurements is received, processed and analyzed by:

The Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
Another entity. Which one? \_\_\_\_\_

5.5 Does the equipment used for field measurements of the mobile voice service have any homologation or technical verification process before any Entity of the Country?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

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5.6. Have goals to be met been defined for every quality indicator listed in item three (3) of the questionnaire?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, fill out the following table:

Indicator	Compliance Value

5.7. Is there any sanctioning process for non-compliance with quality goals obtained through field measurements?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

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6. If field measurements for fixed Internet service are made in your country, fill out this item; otherwise, continue with item seven (7).

6.1. Measurements are made by:

Operators \_\_\_\_\_

Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_

Another entity. Which one? \_\_\_\_\_

6.2. List the equipment used to make field measurements (e.g. probes, user equipment, other elements)

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6.3. Describe the methodology used for the definition of sites where field measurement of the fixed Internet service is made.

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6.4. The information collected during field measurements is received, processed and analyzed by:

The Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
Another entity. Which one? \_\_\_\_\_

6.5 Does the equipment used for field measurements of the fixed Internet service have any homologation or technical verification process before any Entity of the Country?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

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6.6. Have goals to be met been defined for every quality indicator listed in item three (3) of the questionnaire?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, fill out the following table:

Indicator	Compliance Value

6.7. Is there any sanctioning process for non-compliance with quality goals obtained through field measurements?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

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7. If field measurements for mobile Internet service are made in your country, fill out this item; otherwise, continue with item eight (8).

7.1. Measurements are made by:

Operators \_\_\_\_\_  
Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
Another entity. Which one? \_\_\_\_\_

7.2. List the equipment used to make field measurements (e.g. probes, user equipment, other elements)

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7.3. Describe the methodology used for the definition of sites or routes and number of samples where field measurement of the mobile Internet service is made.

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7.4. The information collected during field measurements is received, processed and analyzed by:

The Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
Another entity. Which one? \_\_\_\_\_

7.5 Does the equipment used for field measurements of the mobile Internet service have any homologation or technical verification process before any Entity of the Country?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

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7.6. Have goals to be met been defined for every quality indicator listed in item three (3) of the questionnaire?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, fill out the following table:

<b>Indicator</b>	<b>Compliance Value</b>

7.7. Is there any sanctioning process for non-compliance with quality goals obtained through field measurements?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

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8. If field measurements for television service are made in your country, fill out this item; otherwise, continue with item nine (9).

8.1. Measurements are made by:

Operators \_\_\_\_\_  
Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
Another entity. Which one? \_\_\_\_\_

8.2. List the equipment used to make field measurements (e.g. probes, user equipment, other elements)

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8.3. Describe the methodology used for the definition of sites where field measurement of the television service is made.

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8.4. The information collected during field measurements is received, processed and analyzed by:

The Government \_\_\_\_\_ What Government Entity? \_\_\_\_\_  
Another entity. Which one? \_\_\_\_\_

8.5 Does the equipment used for field measurements of the television service have any homologation or technical verification process before any Entity of the Country?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

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8.6. Have goals to be met been defined for every quality indicator listed in item three (3) of the questionnaire?

Yes \_\_\_\_\_ No \_\_\_\_\_

If the answer is yes, fill out the following table:

Indicator	Compliance Value

8.7. Is there any sanctioning process for non-compliance with quality goals obtained through field measurements?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, describe the process:

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