

TL 9000 Measurements Handbook  
Release 4.0

Errata

This document last updated on 2007 May 14.

The following errors are in the printed version of the handbook:

Foreword, Preface, Acknowledgements

Page iii, Peter Stangl's company name is misspelled. It should be Vodafone.

Table of Contents, List of Figures, List of Tables

No known errors.

Section 1 - Introduction

No known errors.

Section 2 – Structure

No known errors.

Section 3 – Measurements Processing, Usage and Responsibilities

No known errors.

Section 4 – General Measurements Requirements

The heading for 4.1 Measurements Reporting Requirements is missing opposite 4.1.1.

Section 5 – Common Measurements

Page 5-15, Table 5.4-1. The second identifier should be DId instead of Did.

Section 6 – Outage Measurements

Page 6-9, Section 6.2.4 e) 3) 2nd paragraph, 2nd sentence. The sentence reads 'In some product categories the SO measurement ...' should read 'In some product categories the SONE measurement ...'

Page 6-10, Table 6.2-4, the value for NEOec reads 'Outages for customer attributable causes-  $T_m$ ' but should read 'Outages for customer attributable causes-  $T_m + P_m$ '

Page 6-10, Table 6.2-4, the value for NEOdc reads 'Weighted outage duration in minutes for customer attributable causes-  $TD_m$ ' but should read 'Weighted outage duration in minutes for customer attributable causes-  $TD_m + PD_m$ '

Page 6-10, Table 6.2-4, the value for NEOep reads 'Outages for product attributable causes-  $T_m$ ' but should read 'Outages for product attributable causes-  $T_m + P_m$ '

Page 6-10, Table 6.2-4, the value for NEOdp reads 'Weighted outage duration in minutes for product attributable causes-  $TD_m$ ' but should read 'Weighted outage duration in minutes for product attributable causes-  $TD_m + PD_m$ '

#### Section 7 – Hardware Measurements

No known errors.

#### Section 8 – Software Measurements

Page 8-5, 8.2.4 d) 2). This paragraph should be deleted. There are no product categories with 'None' as the normalization factor.

#### Section 9 – Service Measurements

No known errors.

#### Appendix A – Table A-1

No known errors.

#### Appendix A – Table A-2

Page A-42, Product Category 7.2.6, Service Quality numerator and denominator fields are blank. They should both be NA.

Page A-44, Product Category 7.8.2, Service Quality numerator field is blank. It should be Defective Transactions.

Page A-47, Product Category 9.8. The name of the category is shown as 'Video Broadcast' but should be 'Video Broadcast Service'

#### Appendix A – Table A-3

No known errors.

#### Appendix A – Table A-4

No known errors.

#### Appendix A – Table A-5

No known errors.

#### Appendix A – Table A-6

Page A-58, A-59, the Applicability column (H/S/V) should include V for NPR1, NPR2, NPR3, FRT2, FRT3, OFR2, OFR3, SO1, SO2, SO3, and SO4 for all product categories in Section 9, End Customer Products.

Page A-58, the Applicability column (H/S/V) should include V for OTI to cover shipment of items for contract manufacturers in product categories 7.7.1, 7.7.2, 7.7.3, 7.7.4

Page A-58, Sub-measurement for SO1 reads 'Service Impact All Causes System Outage Frequency' but should read the same as in Table 6.1-3, 'Service impact all causes outage frequency per NU per year'.

Page A-58, Sub-measurement for SO2 reads 'Service Impact All Causes System Downtime' but should read the same as in Table 6.1-3, 'Service impact all causes outage downtime per NU per year'.

Page A-58, Sub-measurement for SO3 reads 'Service Impact Supplier-attributable System Outage Frequency' but should read the same as in Table 6.1-3, 'Service impact product attributable outage frequency per NU per year'.

Page A-58, Sub-measurement for SO4 reads 'Service Impact Supplier-attributable System Downtime' but should read as in Table 6.1-3, 'Service impact product attributable outage downtime per NU per year'.

Page A-59, Sub-measurement for SFQ reads 'Defective Corrective Fix' but should read as in Table 8.1-2, 'Software fix quality'.

Page A-59, Sub-measurement for SQ reads 'Defective service transaction' but should read as in Table 9.1-2, 'Defective service transactions'.

#### Appendix A – Table A-7

Page A-61, second column for 6.1 reads 'Service Impact System Outage-SO' but should read 'Service Impact Outage (SO)'.

Page A-61, last column for SOda reads 'Calculated outage duration for all causes' but should read as in Table 6.1-4, 'Calculated downtime in minutes for all causes'.

Page A-61, last column for SOdp reads 'Calculated outage duration for product attributable causes' but should read as in Table 6.1-4, 'Calculated downtime in minutes for product attributable causes'.

Page A-61, second column for 6.2 reads 'Network Element System Outage-SONE' but should read as in Section 6.2, 'Network Element Impact Outage (SONE)'.

Page A-61, last column for NEOdc reads 'Weighted outage duration for customer attributable causes' but should read as in Table 6.2-4, 'Weighted outage duration in minutes for customer attributable causes'.

Page A-61, last column for NEOdp reads 'Weighted outage duration for product attributable causes' but should read as in Table 6.2-4, 'Weighted outage duration in minutes for product attributable causes'.

Page A-61, second column for 6.3 read 'Table 6.3-IOF' but should read 'Table 6.3-4-IOF'.

## Appendix B

No known errors.

## Glossary

Glossary, Page 8. The second sentence of the definition of 'Problem Report - Major' reads in part ...impending effect on problem performance, customers ..., but should read ...impending effect on product performance, customers ... The word 'problem' should be 'product'.

## Bibliography

No known errors.