



INTERNATIONAL TELECOMMUNICATION UNION

**ITU-T**

**M.721**

TELECOMMUNICATION  
STANDARDIZATION SECTOR  
OF ITU

**MAINTENANCE:  
INTERNATIONAL TELEPHONE CIRCUITS**

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**SYSTEM AVAILABILITY INFORMATION  
POINT**

**ITU-T Recommendation M.721**

(Extract from the *Blue Book*)

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## NOTES

1 ITU-T Recommendation M.721 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.

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## Recommendation M.721

### SYSTEM AVAILABILITY INFORMATION POINT

#### 1 Definition of system availability information point

The system availability information point is an element within the general maintenance organization for the international automatic and semi-automatic telephone service associated with one or more international centres. It collects and disseminates information concerning the non-availability of telecommunications systems which affects the international service. The term availability is used here in the broadest sense of the word.

#### 2 Responsibilities and functions

The system availability information point is responsible for the following set of functions:

- 2.1 Collecting information concerning major breakdowns, planned outages, or other special circumstances in the *national* and *international* networks which would materially affect international traffic whether incoming, outgoing or transit.
- 2.2 Keeping aware of the probable duration of major breakdowns and noting whether the relevant traffic load is such that service is likely to be affected.
- 2.3 Keeping close contact with the restoration control point(s) and assisting in restoration matters.
- 2.4 Collecting information concerning the status of restoration activities related to major failures, and the return to normal conditions.
- 2.5 Making available information concerning failures and restoration progress to interested parties and other centres not directly involved in the activities, as appropriate.
- 2.6 Furnishing reports to the operating authorities of abnormal conditions, as required, including progress reports in connection with prolonged disruptions.
- 2.7 Furnishing major breakdown information to network management or traffic operating personnel when a major breakdown occurs, so that suitable changes may be made in operating procedures.
- 2.8 Notifying other international centres as required, through the appropriate authorities, of actions taken in connection with major breakdowns.
- 2.9 Continuously observing system conditions and if a situation arises where service disturbances can be minimized with a change in normal procedures, advising the appropriate maintenance unit (e.g. concerning postponement of a planned outage).

#### 3 Facilities

The system availability information point should be provided with the following facilities:

- 3.1 Appropriate communication facilities in order to assume its responsibilities.
- 3.2 Means to receive, store, have access to, and up-date system availability information.
- 3.3 Access to information concerning the availability of equipment and routes in SPC exchanges, for instance, by means of data terminals.