

TELCONOMICS SERVICE

“MEASURE OF THE SERVICE ASSURANCE OF MOBILE DATA SERVICES”

Mobile data networks are complex systems. As a consequence of it, errors and inefficiencies will unpredictably and unavoidably appear all along operations. Those errors affecting the customer chain from service contracting to invoice may have a financial or quality impact for both Operator and the customer. Detecting them, and doing it as soon as possible is therefore of utmost interest. Based on Telconomics’ SONEF, it is possible to determine to which extent the customer gets effectively what the commercial offer states for a given service. That’s what Telconomics Service “Measure of the Service Assurance of mobile data services” delivers.

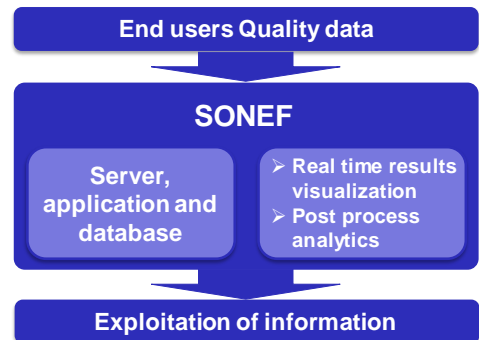


Figure below shows a typical implementation of the service.

Mobile Operator Network



TELCONOMICS SONEF
Customised application

“Measure of the Service Assurance of Mobile Data Services”

- Real time warnings
- Detailed analysis on the Grade of Services Assurance

Type of service	Mbytes (estimated)	Zone1			Zone2			Zone3		
		Jul	Aug	Sep	Jul	Aug	Sep	Jul	Aug	Sep
Contract type 1	500	1373	1248	7036	4401	3526	7036	606	1321	5693
Contract type 2	2500	2810	2786	8710	5431	5020	8736	2199	2975	8748
Contract type 3	4000	5439	5091	11428	14133	8719	11318	4695	5582	11375

- Different types of devices
- Different types of services (prepaid, postpaid, multisim, etc.)
- Different network regions
- Several invoicing cycles
- Use of existing comercial channels
- Use of information from existing customers channels

As for the very nature of mobile technologies and diversity devices and applications, performance has to be studied under a probabilistic view. That means that determining the grade of service assurance requires to consider a statistically significant number of combinations of devices, services and network regions as well as invoicing periods completion. The higher the number of scenarios the more representative and statistically stables the results on service assurance. There is no practical limit to the number of scenarios to be considered.

SONEF is a proven market platform from Telconomics. “Measure of the Service assurance of mobile data services” is a proven market application over SONEF.

An over the shelf version of Telconomics SONEF “Measure of the Service assurance of mobile data services” specially intended for short time to results and very friendly use is available.

TELCONOMICS SONEF
Empirical and statistical determination of the objective quality of mobile data services