

# ETSI TS 102 844 V1.1.1 (2010-10)

---

*Technical Specification*

**User Group;  
Quality of Telecom Services;  
Conformity assessment;  
Requirements for bodies providing QoS audits and surveys**

---

**iTeh Standards**  
**(<https://standards.iteh.ai>)**  
**Document Preview**

[ETSI TS 102 844 V1.1.1 \(2010-10\)](https://standards.iteh.ai/catalog/standards/etsi/d0c6a641-1b8e-4fa8-9621-87489881c9a8/etsi-ts-102-844-v1-1-1-2010-10)

<https://standards.iteh.ai/catalog/standards/etsi/d0c6a641-1b8e-4fa8-9621-87489881c9a8/etsi-ts-102-844-v1-1-1-2010-10>



---

Reference

DTS/USER-00025

---

Keywords

QoS, user

**ETSI**

650 Route des Lucioles  
F-06921 Sophia Antipolis Cedex - FRANCE

Tel.: +33 4 92 94 42 00 Fax: +33 4 93 65 47 16

Siret N° 348 623 562 00017 - NAF 742 C  
Association à but non lucratif enregistrée à la  
Sous-Préfecture de Grasse (06) N° 7803/88

**(<https://standards.iteh.ai>)**  
**Document Preview**

---

**Important notice**

---

Individual copies of the present document can be downloaded from:

<http://www.etsi.org>

The present document may be made available in more than one electronic version or in print. In any case of existing or perceived difference in contents between such versions, the reference version is the Portable Document Format (PDF). In case of dispute, the reference shall be the printing on ETSI printers of the PDF version kept on a specific network drive within ETSI Secretariat.

Users of the present document should be aware that the document may be subject to revision or change of status. Information on the current status of this and other ETSI documents is available at

<http://portal.etsi.org/tb/status/status.asp>

If you find errors in the present document, please send your comment to one of the following services:

[http://portal.etsi.org/chaicor/ETSI\\_support.asp](http://portal.etsi.org/chaicor/ETSI_support.asp)

---

**Copyright Notification**

---

No part may be reproduced except as authorized by written permission.  
The copyright and the foregoing restriction extend to reproduction in all media.

© European Telecommunications Standards Institute 2010.  
All rights reserved.

**DECT™**, **PLUGTESTS™**, **UMTS™**, **TIPHON™**, the TIPHON logo and the ETSI logo are Trade Marks of ETSI registered for the benefit of its Members.

**3GPP™** is a Trade Mark of ETSI registered for the benefit of its Members and of the 3GPP Organizational Partners.

**LTE™** is a Trade Mark of ETSI currently being registered

for the benefit of its Members and of the 3GPP Organizational Partners.

**GSM®** and the GSM logo are Trade Marks registered and owned by the GSM Association.

# Contents

|                                                                                                                                  |           |
|----------------------------------------------------------------------------------------------------------------------------------|-----------|
| Intellectual Property Rights .....                                                                                               | 4         |
| Foreword.....                                                                                                                    | 4         |
| Introduction .....                                                                                                               | 4         |
| 1 Scope .....                                                                                                                    | 5         |
| 2 References .....                                                                                                               | 5         |
| 2.1 Normative references .....                                                                                                   | 5         |
| 2.2 Informative references .....                                                                                                 | 5         |
| 3 Definitions and abbreviations.....                                                                                             | 6         |
| 3.1 Definitions .....                                                                                                            | 6         |
| 3.2 Abbreviations .....                                                                                                          | 6         |
| 4 Approach for Conformity Assessment .....                                                                                       | 6         |
| 4.1 Scope of Conformity Assessment .....                                                                                         | 6         |
| 4.2 Types of Conformity Assessment .....                                                                                         | 7         |
| 5 Scope of conformity assessment .....                                                                                           | 8         |
| 6 Audit team for conformity assessment.....                                                                                      | 8         |
| 7 Audit activities .....                                                                                                         | 8         |
| 7.1 Overview .....                                                                                                               | 8         |
| 7.2 Audit Methods.....                                                                                                           | 9         |
| 7.3 Assessment of QoSAP Status.....                                                                                              | 9         |
| 7.4 Independency .....                                                                                                           | 9         |
| 8 Assessment of the campaign process .....                                                                                       | 9         |
| 9 Assessment of the campaign definition and operation.....                                                                       | 10        |
| 10 Assessment by the audit team .....                                                                                            | 10        |
| 11 QoSAP Resources and testing equipment .....                                                                                   | 10        |
| 12 Audit report .....                                                                                                            | 10        |
| 12.1 Audit findings and non conformities .....                                                                                   | 11        |
| 13 Monitoring the conformity .....                                                                                               | 11        |
| 14 Audit duration .....                                                                                                          | 11        |
| <b>Annex A (informative): List of European accreditation bodies members of EA (European Cooperation for Accreditation) .....</b> | <b>12</b> |
| <b>Annex B (informative): Bibliography .....</b>                                                                                 | <b>13</b> |
| History .....                                                                                                                    | 14        |