**From:** Muhammad Azam/TEC/LHR [[mailto:azam.d@mobilink.net]](mailto:[mailto:azam.d@mobilink.net])   
**Sent:** 08 December 2011 12:28  
**To:** Badar Khan  
**Cc:** Sohaib Ahmed/TEC/LHR; Aamer Hussain/TEC/LHR; Ahmad Talal Farman/TEC/LHR; Usman Ali/TEC/LHR; Hassan Ali/TEC/LHR  
**Subject:** RE: CC-WP6 Impact Policy Documents  
**Importance:** High

Hi Badar,

                Kindly find below the requirements for Zero Calls Policy as discussed on call last Thursday; Kindly nominate a SME for this at your end to prepare LLD and submit for review and approval;

**Alarm Strings:**

Motorola:

                noCallsOnCell

Alcatel:

                Zero Originating calls

Zero Call

Zero Terminating calls

Huawei:

                Zero Terminating Calls

Zero Call

All these alarms will appear at Cell Level.

**Main points to consider while processing a Zero Call event:**

1. This alarm should be suppressed if a Cell Down or Site Down alarm exists for the same Cell/Site of the Cell. Just add this alarm in Journal Text field.
2. If events are appearing on multiple cells of the same BSC and no CD/SD events are found then raise a single ticket for all Cells with classification “Zero Calls at BSC” with summary showing “<Percentage of Cells in Zero Call> Cells of <BSC Name> in Zero Call”.
3. Severity and Hibernation Time of “Zero Calls at BSC” SE will depend on the number of cells in zero calls as per the following table;

|  |  |  |
| --- | --- | --- |
| **% Cells in Zero Calls** | **SE Severity** | **Hibernation Time** |
| More than or equal to 75% | Critical | 15Mins |
| More than or equal to 50% and less than 75% | Major | 30Mins |
| More than or equal to 25% and less than 50% | Minor | 45Mins |
| Less than 25% | Minor | 60Mins |

Regards,

Muhammad Azam