

ABSTRACT

The work contains 89 pages, 17 illustrations, 9 tables. 33 sources of information were used

The object of study - a public telecommunications network.

The subject of research - methods for evaluating performance quality of service on the network operator.

Purpose - study of methods for assessing indicators of service quality and development of methods of measurement to assess the quality of services.

Research methods - methods of mathematical statistics, probability theory methods, statistical methods for quality assurance, optimization techniques and methods of simulation.

In the thesis work analyzes the major trends in the creation of assessing the quality of telecommunication services operators and providers of telecommunications. The analysis of Ukrainian and international regulatory framework concerning the definition of parameters for assessing the quality of services and conducted assessment methodology specified quality parameters. The paper analyzes the main statistical methods to ensure quality of service, allowing a choice only appropriate methods to assess quality parameters of telecommunication services. One of the benefits is to develop methods to control the unsuitability factor (unwillingness) to assess the network and normalized time connection and registration with the network, to assess the quality of telecommunication services. These methods synthesized by the criteria for determining the minimum number of measurements to achieve results with a given probability estimates. Thus, the technique is cost-effective.

Also shown that reducing the number of measurements is only possible through the creation of an online mode measurements.

USES - telecommunication networks of Ukraine

METHODS ESTIMATE THE PARAMETERS OF QUALITY OF SERVICE. CONTROL CARDS. OPERATIONAL ISSUES. ACCEPTABLE LEVEL OF DEFECTS. MAXIMUM PERMISSIBLE LEVEL OF DEFECTS. UNAVAILABILITY (INADEQUACY) OF NETWORKS. STANDARDIZED TIME OF CONNECTING AND REGISTERING TO A NETWORK.