

ICS 01.040.01

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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 45258-2025

Telecom and internet network services - Assessment guideline

电信和互联网服务 评估指南

Issued on: February 28, 2025

Implemented on: June 1, 2025

**Issued by: State Administration for Market Regulation;
Standardization Administration of the PRC**

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Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting is required.

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document was proposed by the Ministry of Industry and Information Technology of the People's Republic of China.

This document is under the jurisdiction of the National Communication Services Standardization Technical Committee (SAC/TC 543).

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Telecommunications and Internet Services Evaluation Guide

1 Scope

This document provides the purpose, objects, and methods of evaluating the service quality of supporting services in the customer relationship stage of telecommunications and Internet services.

Guidelines on assessment content, assessors, assessment data sources, assessment procedures, and assessment grading.

This document applies to the assessment of service quality in the support services at the customer relationship stage of China's telecommunications and Internet services.

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this document.

For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies. in this document.

ITU-T E.800(2008.9) Definitions of terms related to quality of service Vice)

3 Terms and definitions

The terms and definitions defined in ITU-T E.800 (2008.9) and the following apply to this document.

3.1 Quality

The overall characteristic of an entity, its ability to satisfy stated and implied requirements.

Note. Characteristics are observable or measurable. When characteristics are defined, they become parameters, which are described by measurement results.

[Source. ITU-T E.800 (2008.9), 2.1]

3.2 QoS requirements of user/customer

A description of the quality level required by the user/client application of the service. This description can be non-technical.

[Source. ITU-T G 1000 (2001.11), 3.3]

3.3 QoS of fered/planned by provider

A description of the expected level of quality promised by the service provider to the customer.

[Source. ITU-T E.800 (2008.9), 2.4]

3.4 QoS delivered by provider

A description of the actual quality level achieved and delivered to the customer.

[Source. ITU-T E.800 (2008.9), 2.5]

3.5 QoS perceived by user/customer

Customers trust statements about the quality levels they have experienced.

[Source. ITU-T E.800 (2008.9), 2.6]