

# The Essential Guide to Telecommunications Third Edition

## 通信新技术入门

第3版



**ANNABEL Z. DODD** 



.程系列丛书(影印版)

Essential
Guide to
Telecommunications
3rd Edition

### 通信新技术人门

第3版

Annabel Z. Dodd

清华大学出版社

#### (京)新登字 158号

EISBN 0-13-064907-4

The Essential Guide to Telecommunications 3rd ed.

Annabel Z. Dodd

Copyright © 2002 by Annabel Z. Dodd

Original English Language Edition Published by Prentice Hall PTR

All Rights Reserved.

For sale in Mainland China only.

本书影印版由培生教育出版集团授权清华大学出版社在中国境内独家出版、发行,香港、澳门特别行政区和台湾地区除外。

未经出版者书面许可,不得以任何方式复制或抄袭本书的任何部分。

本书封面贴有培生教育出版集团激光防伪标签,无标签者不得销售。

北京市版权局著作权合同登记号: 图字: 01-2002-4514

#### 图书在版编目(CIP)数据

通信新技术入门 = The Essential Guide to Telecommunications: 第 3 版 / 多德著. —影印本. —北京: 清华大学出版社, 2002

(电子工程系列从书)

ISBN 7-302-06085-1

I. 通··· II. 多··· III. 通信技术-英文 IV. TN91

中国版本图书馆 CIP 数据核字(2002)第 089902号

出版者:清华大学出版社(北京清华大学学研大厦,邮编100084)

http://www.tup.tsinghua.edu.cn

印刷者:清华大学印刷厂

发行者:新华书店总店北京发行所

开 本: 787×960 1/16 印张: 32.75

版 次: 2002年12月第1版 2002年12月第1次印刷

书 号: ISBN 7-302-06085-1/TN • 132

印 数: 0001~3000

定 价: 46.00 元

#### 出版前言

电子工程是信息科学的基础。高等学校新的教学要求指出:计算机专业和电子学专业的学生应相互学习并渗透到彼此的专业领域,拓宽知识面,以适应信息技术飞速发展的时代。培养通晓相关专业领域知识的人才,已成为21世纪理工科教育的迫切要求。为此,我们挑选与信息科学、电子学有关的国外优秀著作,组成"电子工程系列丛书(影印版)",奉献给国内读者。1999年我们曾推出了奥本海姆的《信号与系统(第2版)》、奥法尼德斯的《信号处理导论》和拉贝的《数字集成电路》。这三本影印版图书获得了读者的广泛支持。本世纪我们将继续进行这项工作。根据读者的意见,今后我们出版的影印版图书,其开本尺寸不再缩小,基本保持其原版开本尺寸。

我们希望,这套丛书能为国内高校师生、工程技术人员以及科研单位的工作人员提供新的知识和营养,也衷心期待着读者对我们一如既往的支持。

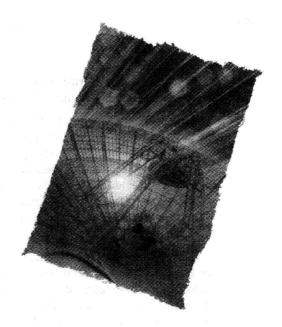
清华大学出版社 计算机教育出版事业部 2002 年 10 月

### **About the Author**

Annabel Z. Dodd, adjunct professor at Northeastern University's state-of-the-art program, teaches courses in Telecommunications and Data Communications for the Non-Technical. She was an adjunct professor in the Master of Science in Technology Management program at the State University of New York at Stony Brook in 2000, where she taught in a joint program with The Institute of Industrial Policy Studies, Seoul, South Korea. Formerly in marketing at New England Telephone and Telecommunications and Manager at Dennison Manufacturing Company, now Avery Dennison, she consults with major corporations and institutions and gives seminars to organizations worldwide. The Massachusetts Telecommunications Council honored her as the Professor of the year 2000. Annabel Dodd can be visited on the Web at www.doddontheline.com.



### **Preface**



Enormous changes in telecommunications occurred in the two years between the second and third editions of *The Essential Guide to Telecommunications*. The *Essential Guide to Telecommunications* is intended as a road map clarifying technologies, history and trends in telecommunications. Technological innovations in fiber optics and attendant lower costs has led to the construction of vast networks. The book contrasts the glut of these fiber optic networks in long distance routes and some urban areas with their scarcity in developing countries, rural and most suburban regions.

The Essential Guide to Telecommunications explains how technology and regulatory factors impact each other. Deregulation and the presence of competition have resulted in the development of technological innovations. These innovations, particularly those in gigabit Ethernet and optical switching, are examined.

Cellular service has grown tremendously in the last decade. It is a key technology for providing basic voice service in large parts of the world. The book examines technologies used to provide greater capacity for basic voice service in fast growing urban areas, rural communities and tall skyscrapers. It also explains the advanced cellular technologies for transmitting higher speed data and accessing the Internet over wireless networks. It also addresses the concerns about safety. It is not known what impact fears about cancer and driving safety will have on the cellular market.

The Essential Guide to Telecommunications, third edition, reviews telecommunications in Europe, Asia and Latin America, as well as in developing countries, and the wide-reaching impact of wireless technology in these areas. Deregulation of local long distance and international services, as well as industry structure and major carriers, are covered. The structure of the telecommunications industry and steps in deregulation are examined in key areas of the world. The pace of adoption of technologies, such as high-speed Internet access, also is highlighted. The significance of a strong

telecommunications infrastructure on the economy and on international trade is widely recognized and has prompted governments' attention worldwide.

The Essential Guide to Telecommunications, third edition, presents profiles of industry segments and vendor types to provide readers an understanding of the industry. The roles of Internet service providers, backbone Internet providers, competitive local exchange carriers, utilities and cable TV companies are explained. The number of network providers and resellers and the fast pace of mergers has created new layers of complexity. In addition, regulatory rulings and the Telecommunications Act of 1996 are examined in light of their impact on consumers, commercial organizations and carriers.

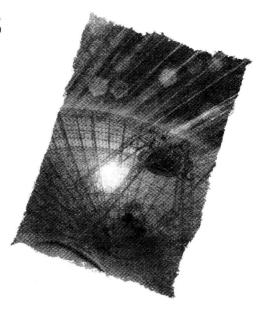
The language and significance of important telecommunications technologies are explored. The Essential Guide to Telecommunications, third edition, is not intended to be a deeply technical book. Rather, it is an overview of technologies and an explanation of the structure of the telecommunications industry. Technologies important in competition for local calling, high-capacity communications, third generation wireless services and Internet access are clarified. Intertwined with high-level technical explanations are examples of how the various vendors interconnect their networks. The book explains key technologies and options available for small and large organizations and consumers. It further explores significant trends, applications and the impact of the Internet.

This book is intended for non-technical people working in the field of telecommunications, laymen interested in learning more about the field and people responsible for the administration of telecommunications services for their organizations. They include regulatory staff, salespeople, law firms, research organizations, marketing personnel, human resources professionals, project managers, telecommunications managers and high-level administrators.

The Essential Guide to Telecommunications, third edition, starts out with interpretations of fundamental concepts so that readers will have a basis for understanding more complex, new telecommunications services. It examines the structure of the industry, local competition, regulatory proceedings, the Internet, convergence and wireless services.

Along with explanations of technology are examples of applications and historical highlights. How the industry evolved and how the technology changed is explained. The stories and descriptions that accompany the technical details are key to the book.

Acknowledgments



would like to thank the many people who took the time to speak with me for this book. Staff at the following companies were enormously helpful: Taher Bouzayen at Atlantic-ACM; John Catlin at Agilent Technologies; Pat Peldner at Aquila Broadband Services; Iain Michel at Ariba Inc.; Andrew Pigney and Jack Smith at AT&T Wireless; Rachel Lamont and Richard Lush at Avaya Communications; Peter Chadwick at Avici Systems, Inc.; Donald Blair at Cisco Systems, Inc.; Mike Villa at Dovetail Internet Technologies, LLC; Stephen Fetter at Ektron; Kevin Anderson and Ken Johnson at Everest Connections; Rich Mazurek and Charles Scarborough at Cox Business Services; Cindy McCaffrey at Google, Inc.; E. Glynn Walden at iBiquity Digital Corporation; Eli Silberstein at IDT Wireless, Inc.; Peter Mesnik at iMakeNews.com; Chris O'Brien at Interactive Video Technologies; Kate Strong at Lightbridge, Inc.; Abdul Noury, ViJay Samalam and Barbara Sinclair at Lucent Technologies; Arthur Steinberg at the Massachusetts Institute of Technology; John Redman and Erik Shifflett at Nextel Communications; Greg Mycio at New Paradigm Resources Group; Jim Pullen and Sean Sundstrom at Regent Associates; Steve Chirokas and Eric Peterson at Speech-Works International; Sam Trotter at Terawave Communications; Lee Knight at Tufts University; and John Armstrong at Yipes Communications.

Thanks also to the following for their time and insights: Joe Berthold, Vice President of Architectures and Standards, and Denny Bilter, Director of Marketing, at Ciena Corporation; Elizabeth Bramson, Manager, Europe, and Guy Zibi, Manager, Africa and the Middle East, Pyramid Research; Joseph Lawrence, Director, International Marketing, Qualcomm; Stephen Chow, Partner, Jerry Cohen, Partner, and Maggie Lange, Associate, at Perkins, Smith & Cohen, LLP; Mike Hluchyj, Founder and Chief Technology Officer at Sonus Networks; Will Biedron, Director of Product Management, Storigen Systems; Dr. Krishna Bala, Chief Technology Officer, Tellium, Inc.; Bob Albee, Director, Telecommunications Engineering, Vanesse Hangen Brust-

lin, Inc.; and Rajiv Ramaswami, Vice President of Systems Architecture, Xros Division of Nortel Networks.

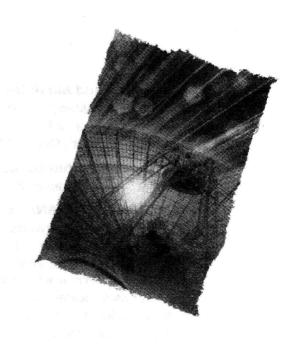
Experts from the following associations provided information: David Wolcott at the Association for Local Communications Enterprises; Matt Osman and Mike Schwartz at CableLabs; Janice McCoy at the Massachusetts Department of Telecommunications and Energy; Jason D. Alexander at Massachusetts Technology Collaborative; and Steve Trotman of Association of Communications Enterprises. Students who attended the classes I teach at Northeastern University's State-of-the-Art Program helped me more than they can know. They include Kendra Pynn, Wendy Parsons, Claire Stasium and R. Owen Stokes. Many of them brought up issues in class that form the basis of chapters in my book.

Colin Crowell, Congressman Markey's aide for telecommunications, was an inestimable help on updates on regulatory issues and progress toward competition of local telecommunications services. Jennifer F. Brinkley, Associate Corporate Counsel at ITC^DeltaCom, carefully read one of my chapters and offered helpful insights. Walt Tetschner, President of Tern Systems in Acton, Massachusetts, provided background and statistics about cellular and unified messaging services. Fred Goldstein at Arthur D. Little, Inc., provided information on cellular data communications and regulatory issues. The following staff at Fidelity Investments provided helpful insights into telecommunications worldwide: Naved Khan, Kelly Morgan, Paul Mucci, Kevin Schmitz and Mike Wojcik. Thanks to my Acquisitions Editors Mary Franz and Mike Meehan and also to Patti Guerrieri and Lisa Iarkowski for shepherding the book through production.

Thanks also to Peter Barnes; Scott A. Helmers, The Harvard Computing Group, Inc.; Amy Borovoy, Princeton University; Joe McGrath and Rudy Rumohr, Sepracor, Inc.; Ed Geithner and Peter McGowan, m-g marketing; Joel Winett, BMC Software; Jocelyn Young for her insights on China; and Ruth Winett, Winett Associates. I couldn't have written this book without the support and help of all these people.

Most of all, I would like to thank my husband, Bob, for his many hours of research. He took the time to read each chapter multiple times and to offer insightful comments—no easy task. His help was invaluable and filled with common sense and intelligence.

### **Contents**



Preface xxiii
Acknowledgments xxv

### **Part 1** Fundamentals

#### 1 Basic Concepts 3

#### Analog and Digital 5

Analog Signals 6
Digital Signals 7

#### Bauds, Bits, Bytes and Codes—Getting Down to Basics 13

Overview 13

Baud Rate vs. Bits per Second—Electrical Signal Rates vs. Amount of Information Sent 13

Codes—Adding Meaning to Bits 14

A Byte = A Character 15

#### Bandwidth—Measuring Capacity 15

Narrowband vs. Wideband—Slow and Fast 16

#### Compression and Multiplexing 17

Compression—Manipulating Data for More Capacity 18
Streaming Media 20
Multiplexing—Let's Share 23

#### Protocols and Architectures 25

Architectures—A Framework for Multiple Networks to Communicate 26

#### LANs, MANs and WANs 28

LANs—Local Area Networks 30

LAN and WAN Devices 31

Home LANs—Sharing Printers and High-Speed Internet Access—

A Lack of Technical Support 36

MANs—Metropolitan Area Networks 38

WANs—Wide Area Networks 38

Higher Speed Services for LAN Traffic 38

New Devices for Carrier and Internet Service Provider Networks 39

#### 2 Telephone Systems, Peripherals and Cabling 45

#### Telephone Systems—PBXs, Centrex and Key Systems 47

What Is a PBX? 47

PBX Trunks 48

Demarcation—The Location Where Telcos Wire Trunks 48

PBX Telephones 49

Centrex—Telephone Company Supplied Service 50

Key Systems 53

Wireless PBX and Key System Telephones—On-Site Mobility 53

Direct-Inward Dialing—Bypassing the Operator for Incoming Calls 57

Convergence and Telephone Systems 58

### Add-on Peripherals for Key Systems, PBXs and Centrex Systems 63 Call Accounting—Tracking Calls and Usage 64

#### ACDs—Specialized Equipment to Handle Large Volumes of Calls 72

Network-Based ACD Functions 73

LAN/PBX/ACD Connectivity to Enhance Productivity 74

Customer Relationship Management (CRM) for Call Centers 74

Integrated Voice Response Units—Using the Telephone

as a Computer Terminal 76

Computer Telephony Integration (CTI)—Routing Callers More Intelligently 79

#### Media: Wireless, Fiber and Unshielded Twisted Pair Copper 80

Wireless LANs 81

Electrical Properties of Copper Cabling 83

Fiber Optic Cabling—High Capacity and High Costs 84

#### Part 2 Industry Overview

### 3 The Bell System and Regulatory Affairs 93

#### The Bell System Prior to and after 1984 95

Divestiture of the Bell System from AT&T in 1984 95
Regional Bell Operating Companies (RBOCs) after 1996 98
Transporting Calls Between Carriers 101

#### Local Competition Prior to the Telecommunications Act of 1996 103

Uneven Competition for Local Telephone Service Throughout the U.S. 103
Competitive Access Providers (CAPs) to Competitive Local Exchange
Carriers (CLECs) 103
The Evolving View of the Feasibility of Local Competition 107

### Factors Leading to Passage of the Telecommunications Act of 1996 108

Regional Bell Companies' Desire to Expand Their Offerings 108
Interexchange Carriers', Utility and Cable TV Companies' Desires
to Enter New Markets 108
Demand for High-Speed Telecommunications Services 109
Technological Capabilities to Provide High-Speed Services at Low Costs 109
The Viability of Wireless Services for Local Exchange Service 109
The Desire for a Uniform National Policy on Local Competition 110

### The Telecommunications Act of 1996 110 Major Features of the Act 111

#### Post Telecommunications Act of 1996 Developments 117

FCC Rulings, Legal Challenges and Progress Toward Deregulation 117
Permission for RBOCs to Sell In-Region Long Distance 118
Unbundled Network Elements (UNEs)—Competitors Leasing Parts of RBOCs' Networks 120
Fines Levied on Incumbents for Failure to Provide Timely Access to Competitors 121
Reciprocal Payments 121

Local Access Fees—A Shift in Balance Between Local and Long
Distance Costs 122
Local Number Portability 123
Creating an Equal Playing Field and Conserving Numbers 123
Four Types of Telephone Number Portability 123

Impact of the Telecommunications Act of 1996 127 Appendix 129

### 4 Network Service Providers and Local Competition 135

#### Local Competition 137

Strategies for Entering the Local Calling Market—Resale, Wireless, Cable TV and Construction of Facilities 148

#### Carriers 155

Interexchange Carriers—IEXs 156

#### Bandwidth Trading: The Commoditization of Bandwidth 158

Merchants—Managing Risk for Carriers 159
Exchanges—A Place to Make Trades 160
Master Trading Agreements—Shortening the Transaction Cycle 161

#### Local Service Providers 161

AT&T 161

Competitive Local Exchange Carriers (Integrated Communications Providers) 163
Resellers and Switchless Resellers 167
Building Local Exchange Carriers (BLECs) 169
Agents 170

Summary 173

#### 5 The Public Network 175

#### Switched Services—Local and Long Distance Calling 177

Attributes of Real-Time Switching Services 178

DTMF: Access to Voice Mail and Computers 183

Store-and-Forward Switching—Nonsimultaneous Sending and Receiving 184

#### **Dedicated Services 184**

Overview of Dedicated Services 185
Network Topologies—The View from the Top 188
Declining Sales of Private Lines 192

### Virtual Private Networks—Connectivity for Remote Access, Intranets and Extranets 193

VPNs (Virtual Private Networks) for Electronic Commerce 194
VPNs for Intranet Service 194
Virtual Private Networks (VPNs) for Remote Access 195
Security on Virtual Private Networks 196

#### "The Last Mile" or Access Networks 197

End and Tandem Central Offices 199

Digital Loop Carrier Systems—Fiber Optics and Copper Cabling in the Last Mile 201

Carrier Hotels—Interconnecting Carriers and Providing Secure Space for Equipment 202

#### Optical Networking 203

Passive Optical Networks 204
Optical Add and Drop Multiplexers (OADM) 207
Optical Cross Connects (OXC)—Optical Switches 208

#### Network Intelligence and Signaling 212

Overview of Signaling 213
Background 215
Common Channel Signaling, Efficiency and Redundancy 218
Signaling System 7—The Glue for Links Between Carriers 218
SS7 Components 220

### Convergence—Technical Advances Leading to Improvements in IP Networks 221

Improvements in Routers 222
Digital Signal Processors (DSPs) 223
Voice Compression 224
Higher Capacity Networks—Optical Technologies 224
Softswitches—Programmable Switches 225
The Quality of Service Issue for Voice over IP 227
SS7 in Packet Networks 228

#### Examples of Converged Networks 229

Free Calls or Low Priced Calls over the Internet 231
H.323—A Way to Make Telephone Calls over IP 232
Prepaid Calls over the Internet 232

#### Document Sharing and Click to Talk 233

Document Sharing 233

#### Summary 235

#### Part 3

#### Advanced Technologies, The Internet and Wireless

#### 6 Specialized Network Services 239

#### T-1—24 Voice or Data Paths over One Telephone Circuit 243

Channel Banks—Connecting T-1 to Analog PBXs and Central Offices 244 DS-0 and DS-1—64,000 or 56,000 vs. 1,544,000 bps 244

Media Used for T-1 Signals 245

European vs. American and Japanese T-1—24 vs. 30 Channels 246

A Sampling of T-1 Configurations Using T-1 for Combining Voice, Fax, Video and Data 247

Fractional T-1—When 24 Paths Are Not Required 248

T-3—The Capacity of 28 T-1 Lines, 672 Channels 249

An Explanation of Time Division Multiplexing and Its Limitations 249

#### ISDN—Integrated Services Digital Network 250

Basic Rate Interface ISDN—Two Channels at 64,000 Bit per Second 253 Primary Rate Interface ISDN—24 Channels 254

#### Digital Subscriber Line Technology 257

Competitive local exchange carriers (CLECs) and DSL 261

Incumbent Telephone Company DSL Offerings 262

DSLAMs—Digital Subscriber Line Access Multiplexers 262

Obstacles to Digital Subscriber Line Availability—Cost, Ease of Implementation and Availability 263

DSL Lite—Lower Cost Service 266

DSL—A Technical Explanation 266

#### Frame Relay—A Shared Wide Area Network Service 267

Connections to Frame Relay—Frame Relay Access Devices and Access Line Speeds 269

Frame Relay for Transmitting Voice 270

Frame Relay Pricing—Ports, Circuits and Committed Information Rate 270

Potential Congestion on Frame Relay 271

Interfacing Between Carriers' Frame Relay Networks 271

#### Gigabit Ethernet—Ethernet over Fiber in Metropolitan Areas 271

Gigabit Ethernet Providers—OLECs 272

Gigabit Ethernet Through Partners 273

Gigabit Ethernet Availability 273

The Advantages of Using Ethernet 273

Speed Options—Bandwidth on Demand 274

Gigabit Ethernet Features at Lower Prices 275

A Sample Metropolitan Area Gigabit Ethernet Configuration 275

#### ATM—Asynchronous Transfer Mode 276

Fixed-Sized Cells—Less Processing 278
Switching in Hardware—Less Address Lookup 278
Asynchronous Switching—Improving Network Utilization 278
Bursting—Selling More Than the Total Capacity 279
Scalability—The Ability to Use ATM for High- and Low-Speed Applications and IP Traffic 279
Elements of an ATM Network 280

#### SONET—Synchronous Optical Network 283

Synchronous Digital Hierarchy (SDH) and SONET 284
SONET Functions—The Four Layers 285
SONET Rings—For Greater Reliability 286
Telephone Company SONET Offerings 287
SONET Connections to Wave Division Multiplexers 288
Meshed Optical Technology—Lower Costs, More Suitable for Data than SONET 289

#### 7 Analog, Cable TV and Digital Modems and Set-Top Boxes 291

Transferring Data from Computers to Telephone Lines 292
DCE—Connections to Telephone Lines 294

### Modems—Analog Telephone Lines for Transmitting Data from Digital Devices 295

Fax Modems 296
56-Kbps Modems to Achieve Higher Speeds 296
PCMCIA Modems—Smaller Is Better 299

#### NT1S—CONNECTING DEVICES TO AN ISDN LINE 299

CSU/DSUs—Connecting Devices to a Digital Line 300

### Cable Modems—Using Cable TV Facilities for Data Communications 301

Reverse Channels for Two-Way Data Communications 302 Cable Modems 302 Cable Modems for Business and for Remote Access 305

#### Set-Top Boxes 307

Interoperable Set-Top Boxes 308
Digital Cable TV 310

Appendix: Modem Standards 311

#### 8 The Internet 315

#### The History of the Internet 317

Bulletin Board Systems (BBSs) 319

Who Runs the Internet? 319

Who Owns the Internet? 320

Peering—A Way to Exchange Data Between Networks 320

Content Delivery Networks (CDNs) and Caching—Solving the Problem of Bogged-Down Web Sites 321

Internet Services 322

#### The World Wide Web—Linking and Graphics 323

Hypertext Markup Language (HTML)—Formatting Web Pages 324

Home Pages 325

Hosting—Computers Connected to the Internet with Home Pages 327

Browsers—Moving from Web Site to Web Site 328

#### Email—Computers that Send, Store and Receive Messages 330

Email Attachments—To Aid Collaborative Projects 331

HTML Email as a Marketing Tool 332

Instant Messaging—Real-Time Text Chats 333

### Internet Service Providers, Application Service Providers and Portals 335

Dialup and Dedicated Internet Access 336

Application Service Providers (ASPs) 338

Portals—Content as Well as Internet Access 338

#### Search Engines 342

#### Internet Addresses 346

Registries—Management of Entire Top-Level Domains 346

Registrars 347

Numeric IP Addresses 347

The Structure of Internet Addresses and Adding Capacity

for More Addresses 347

New Generic Top-Level Domains (gTLDs) 348

Country Code Top-Level Domain Names (ccTLDs) 349

#### Electronic Commerce and Advertising on the Web 349

Advertising on the Web—A Source of Revenue 350

Online Commerce—What Is Profitable and Sells? 351

#### Privacy on the World Wide Web 354

Opt-out vs. Opt-in—Different Approaches to Protecting Privacy 356

#### Legal Issues 357

Post-Napster Music Industry Online Efforts 358