

Norstar

Quality and Reliability

Your communications system is the lifeline of your business. It has a significant impact on your company's revenue, image, productivity, efficiency, safety, security, and stability. That in mind, you can't afford anything less than the best in reliability when it comes to your communications system.

In the telecommunications industry, reliability is measured by Mean Time Between Failure (MTBF) ratings. MTBF measures the mean time that would elapse before a failure occurs. It is most often expressed in years or as percentage of units returned annually. The MTBF rating is a design parameter used to measure the theoretical performance of products. MTBF is computed by analyzing the expected life of a product's individual components.

Nortel Networks calculates and tracks several reliability rates for Norstar products. Norstar's reliability ratings are consistently among the highest in the industry. Some of these rates are shown in the table below.

Norstar Failure Rates

Norstar Product	Predicted Failure Rate	Actual Failure Rate 12 months	Predicted MTBF (years)
Compact ICS	1.0%	.71%	100
Modular ICS	2.0%	.46%	50
Applications Module	2.1%	.47%	48
Flash Voice Mail	0.6%	.23%	167
Telephone Sets	1.2%	.22%	83

Norstar's low failure rates can be attributed to several factors. Norstar's low power consumption means the system generates less heat. Heat can degrade electrical components over time, potentially resulting in product failure. Another contributing factor to Norstar's reliability is the use of the latest technology like surface-mount components instead of through-hole components. Surface-mount components are smaller, consume less power, and generate less heat than larger through-hole components, adding years of life to Norstar products.

More than ever, your communications system is vital to the survival of your business. You simply can't afford a system that will negatively affect your revenue, image, productivity, efficiency, or the safety, security, and stability of your employees. Norstar proves its reliability year after year. You'll be confident knowing that Nortel Networks' standard-setting level of quality and reliability have made Norstar the #1 small-system choice for businesses around the world.