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SERIES E: OVERALL NETWORK OPERATION,
TELEPHONE SERVICE, SERVICE OPERATION AND
HUMAN FACTORS

Operation of the international service

**Treatment of calls considered as terminating
abnormally**

ITU-T E.300-series Recommendations – Supplement 4

(Formerly CCITT Recommendations)

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Supplement 4 to ITU-T E.300-series Recommendations

Treatment of calls considered as terminating abnormally

Source

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FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSC Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

In this publication, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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Supplement 4 to ITU-T E.300-series Recommendations

Treatment of calls considered as "terminating abnormally"

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
Afghanistan	Ringing tone							Busy tone
Algeria	Operator or ringing tone Recorded announcement proposed		Busy tone	Operator	Operator or busy tone or ringing tone			Busy tone
Argentina	Ringing tone		Normally operator; exceptionally, ringing tone	–	Ringing tone		Busy tone	
Australia	Operator, recorded announcement or number unobtainable tone		Operator or recorded announcement		Ringing tone, busy tone or recorded announcement	Number unobtainable tone, ringing tone or recorded announcement	Recorded announcement or number unobtainable tone	Congestion tone or recorded announcement
Austria	Operator or busy tone or special information tone, the latter if necessary also at the initiative of the operator	Busy tone or special information tone	Operator of recorded announcement or busy tone or special information tone; the latter may also be transmitted during the intervals of the announcement or if necessary on the initiative of the operator	Operator or recorded announcement or special information tone to be transmitted during the intervals of the announcement or on the initiative of the operator	Ringing tone or busy tone	Busy tone or special information tone	Busy tone	

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
Bahamas	Recorded announcement	Recorded announcement or unobtainable tone	–	Operator intercepted	–	Recorded announcement or unobtainable tone		Fast busy tone
Belgium	Operator. In certain cases, ringing tone (information tone complemented by a recorded announcement is proposed)	Ringing tone. In certain cases operator	Operator for individual cases; recorded announcement in case of transfer of groups of subscribers	Operator	Ringing tone. In certain cases information tone or operator	Ringing tone. In certain cases recorded announcement	Information tone with or without recorded announcement	In certain cases congestion tone
Brazil	Number unobtainable tone or recorded announcement		Operator or number unobtainable tone or recorded announcement		Busy tone or ringing tone	Number unobtainable tone or recorded announcement or operator		Busy tone
Burundi	Information tone			Operator	Ringing tone or busy tone			
Cameroon	Ringing tone or recorded announcement			Ringing tone or operator	Ringing tone or busy tone	Recorded announcement or ringing tone		Recorded announcement or busy tone
Canada	Operator or recorded announcement* * In many cases, the recorded announcement is followed by cut-through to an operator		New number from operator or automatic intercept system	Service usually provided by persons not in the employ of the Telephone Company	Operator, busy tone or ringing tone	Operator or recorded announcement	Operator, recorded announcement, busy tone, or re-order (congestion tone)	Re-order (congestion) tone or recorded announcement
Chile	Ringing tone	Ringing tone or recorded announcement	Operator or recorded announcement	Service not provided	Ringing tone or busy tone	Ringing tone	Busy tone	

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
Côte d'Ivoire	Information tone with recorded announcement			Service not provided. Ringing tone	Information tone with recorded announcement			
Cuba	Ringing tone		Operator for individual cases; operator or recorded announcement in case of transfer of groups of subscribers	Service not provided	Ringing tone or busy tone	Ringing tone	Number unobtainable tone or congestion tone	Busy tone
Cyprus	Number unobtainable tone	Ringing tone	Operator	–	Busy tone or ringing tone	Number unobtainable tone		Busy tone
Denmark	Information tone or ringing tone, or operator or recorded announcement			Operator or recorded announcement	Ringing tone	Information tone or ringing tone	Information tone	Busy tone
Djibouti	Ringing tone of low level		–	Service not provided	Ringing tone or busy tone	Ringing tone of low level	Busy tone	–
El Salvador	Busy tone	Ringing tone		Operator or ringing tone	Busy tone or ringing tone	Ringing tone	Busy tone	
Fiji	Operator or number unobtainable tone	Number unobtainable tone	Operator or number unobtainable tone	Service not provided	Number unobtainable tone. Continuous, busy or ringing tone	Ringing tone	Number unobtainable tone	Busy tone
Finland	Ringing tone or operator or recorded announcement	Ringing tone or busy tone or recorded announcement	Operator or recorded announcement or ringing tone	Operator or recorded announcement	Ringing tone or busy tone	Ringing tone or busy tone	Busy tone or information tone	Busy tone. In certain cases no tone

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
France	Operator or recorded announcement			Operator	Operator or recorded announcement or busy tone or ringing tone	Operator or recorded announcement or busy tone or ringing tone		Busy tone or recorded announcement
Germany (Federal Republic of)	Special information tone, alone or with a recorded announcement (use according to Recommendation E.180)			Operator or recorded announcement	Ringing tone or busy tone	Ringing tone (alone without any other indication) or special information tone, alone or with recorded announcement	Special information tone, alone or with a recorded announcement (use according to Recommendation E.180)	Busy tone, congestion tone
Ghana	Number unobtainable tone		Ringing tone and operator	Number unobtainable tone	Ringing tone or busy tone	Number unobtainable tone		Busy tone
Guinea	Ringing tone			Operator	Busy tone or ringing tone	Number unobtainable tone		–
Hungary	Operator or ringing tone		Ringing tone or recorded announcement	Operator	Busy tone or ringing tone	Ringing tone	Special information tone (Recommendation E.180)	Busy tone
India	Number unobtainable tone		Operator or recorded announcement or number unobtainable tone	Service not provided	Number unobtainable tone			Busy tone
Ireland	Number unobtainable tone		Operator	Service not provided		Number unobtainable tone		Busy tone

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
Israel		Information tone with a recorded announcement			Busy tone or ringing tone	Information tone with a recorded announcement	Busy tone	Busy tone alone or with a recorded announcement
Italy	Busy tone or ringing tone		Operator or recorded announcement	Operator or recorded announcement	Busy tone or ringing tone	Ringing tone	Busy tone	
Jamaica	Number unobtainable tone or congestion tone or recorded announcement		Operator or recorded announcement	Call answered by a private answering service	Number unobtainable tone or congestion tone or busy tone or ringing tone	Number unobtainable tone or congestion tone or recorded announcement		Congestion tone or busy tone
Japan	Recorded announcement or operator			Recorded announcement or ringing tone	Recorded announcement or busy tone or ringing tone	Recorded announcement or operator	Recorded announcement	Busy tone or recorded announcement
Kenya	Number unobtainable tone		Operator		Number unobtainable tone			Busy tone
Korea (Rep. of)	Ringing tone or recorded announcement	Ringing tone or busy tone	Automatic intercept system or ringing tone	Recorded announcement or ringing tone	Busy tone or ringing tone	Ringing tone or recorded announcement	Busy tone or recorded announcement	Busy tone or congestion tone
Lebanon	Ringing tone (recorded announcement proposed)			Operator	Ringing tone (recorded announcement proposed)	Ringing tone	Special tone	Busy tone

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
Liberia	Ringing tone			Service not provided	Busy tone or ringing tone	Ringing tone	Number unobtainable tone	Busy tone
Luxembourg	Ringing tone or recorded announcement or congestion tone			Operator	Ringing tone or busy tone	Ringing tone or congestion tone	Busy tone or recorded announcement	Busy tone or congestion tone
Madagascar	Ringing tone			Operator	Ringing tone		Busy tone	
Malawi	Ringing tone or number unobtainable tone		Service not provided			Ringing tone or number unobtainable tone	Number unobtainable tone	Busy tone
Maldives	Ringing tone				Busy tone or ringing tone	Ringing tone	Number unobtainable tone	Busy tone
Malta	Operator or number unobtainable tone	Number unobtainable tone	Operator	Call answered by an operator or a private answering service or a call transferred to another subscriber	Number unobtainable tone			Busy tone
Mauritania	Ringing tone or operator			Operator	Ringing tone or busy tone	Ringing tone	Busy tone	
Mexico	Recorded announcement or ringing tone		Recorded announcement	Ringing tone or recorded announcement	Ringing tone or busy tone	Ringing tone	Recorded announcement or busy tone	Recorded announcement or busy tone

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
Morocco	Ringing tone or recorded announcement			Operator	Busy tone or ringing tone	Ringing tone or recorded announcement	Busy tone or recorded announcement	Busy tone
Mozambique	Ringing tone	Busy tone	Service not provided		Busy tone or ringing tone	Ringing tone	Busy tone	
Nauru	Ringing tone		Service not provided		Ringing tone or busy tone	Ringing tone	Number unobtainable tone	Busy tone
Norway	Operator or recorded announcement or special information tone or busy tone or ringing tone			Operator or recorded announcement or special information tone or busy tone	Ringing tone or busy tone	Ringing tone or busy tone or special information tone	Special information tone or busy tone	Congestion tone or busy tone
Netherlands	Special information tone or recorded announcement	Special information tone	Special information tone or recorded announcement	Special information tone (Manual service); recorded announcement (Automatic service)	Ringing tone or busy tone	Special information tone or ringing tone	Special information tone or congestion or recorded announcement	Congestion tone
New Caledonia	Operator or recorded announcement			Operator	Operator or recorded announcement or busy tone or ringing tone			Busy tone or recorded announcement
New Zealand	Number unobtainable tone or ringing tone	Number unobtainable tone	Operator or recorded announcement	Service not provided	Busy tone or ringing tone	Number unobtainable tone or ringing tone	Number unobtainable tone	Disconnect or recorded announcement
Oman	Number unobtainable tone	Busy tone	Number unobtainable tone		Busy tone	Ringing tone	Number unobtainable tone	Busy tone

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
Philippines	Ringing tone or busy tone; operator or recorded announcement			Operator	Ringing tone or busy tone	Busy tone; operator recorded announcement		Busy tone
Poland	Ringing tone					Ringing tone or busy tone or special information tone followed by recorded announcement		Special information tone or busy tone
Polynesia	Operator				Ringing tone or busy tone according to the fault	Ringing tone	Busy tone	
Portugal	Busy tone or number unobtainable tone	Busy tone or number unobtainable tone	Operator or busy tone for individual cases; recorded announcement in case of groups of subscribers	Service not provided	Ringing tone or busy tone	Busy tone or number unobtainable tone	Operator or busy tone or number unobtainable tone	Busy tone
Qatar	Number unobtainable tone		Operator		Number unobtainable tone			Busy tone
Romania	"Spare line tone" or operator			Service not provided	Busy tone or ringing tone	"Spare line tone"		Busy tone
Singapore	Number unobtainable tone		Operator or recorded announcement		Ringing tone or busy tone	Number unobtainable tone		Busy tone or congestion tone
South Africa	Number unobtainable tone		Operator or recorded announcement		Ringing tone or busy tone	Number unobtainable tone		Busy tone
Spain	Special tone		Operator or recorded announcement	Operator or recorded announcement		Ringing tone	Special tone	Congestion tone

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
Swaziland	Number unobtainable tone		Operator or recorded announcement		Ringling tone or busy tone or number unobtainable tone	Number unobtainable tone		Busy tone
Sweden	Operator or information tone or recorded announcement with information tone				Ringling tone, busy tone or information tone or recorded announcement with information tone	Operator or information tone or recorded announcement with information tone		Congestion tone or no tone
Switzerland	Operator or recorded announcement			Operator	Ringling tone		Busy tone	
Suriname	Service not provided				Busy tone or ringling tone	Ringling tone or information tone	Recorded announcement or busy tone	Busy tone
Syria	Ringling tone. Operator (proposed)	Number unobtainable tone	Operator or ringling tone or recorded announcement	Ringling tone. Operator (proposed)	Ringling tone		"Barred level" tone	Busy tone
Tanzania	Number unobtainable tone		Operator		Number unobtainable tone			Busy tone
Uganda	Number unobtainable tone		Operator		Number unobtainable tone			Busy tone
USSR	Ringling tone – recorded announcement proposed		Operator or recorded announcement proposed	Recorded announcement proposed	Busy tone or ringling tone	Ringling tone	Recorded announcement proposed	Busy tone

Country of destination	Ceased line	Line out of service	Changed number	Line connected to absent subscribers service	Faulty line	Spare numbers (no subscriber)	Spare level or spare code	Congestion in the inland automatic system
United Kingdom	Number unobtainable tone		Operator or recorded announcement	Call answered by an operator or a private answering service or a call transferred to another subscriber	Number unobtainable tone or busy tone	Number unobtainable tone		Equipment engaged tone or recorded announcement
United States	Operator or recorded announcement*		New number from operator or recorded announcement*	Recorded announcement	Operator or recorded announcement	Operator or recorded announcement*	Operator or recorded announcement	Recorded (congestion) tone or recorded announcement
	* In many cases, the recording is followed by cut-through to an operator							
Uruguay	Ringing tone			Operator	Ringing tone or busy tone	Ringing tone	Busy tone	
Yugoslavia	Ringing tone; exceptionally special information tone		Normally ringing tone; exceptionally, operator or recorded announcement		Ringing tone or busy tone	Ringing tone; exceptionally special information tone	Busy tone or special information tone	Busy tone
Zambia	Number unobtainable tone	Number unobtainable tone or information tone	Operator or special information tone	Service not provided	Ringing tone or busy tone	Number unobtainable tone		Congestion tone

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