



INTERNATIONAL TELECOMMUNICATION UNION

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

E.153

(10/96)

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

Operation, numbering, routing and mobile services –
International operation – Operation of international
telephone services

Home country direct

ITU-T Recommendation E.153

(Previously CCITT Recommendation)

ITU-T E-SERIES RECOMMENDATIONS

OVERALL NETWORK OPERATION, TELEPHONE SERVICE, SERVICE OPERATION AND HUMAN FACTORS

<i>OPERATION, NUMBERING, ROUTING AND MOBILE SERVICES</i>	
INTERNATIONAL OPERATION	E.100–E.229
Definitions	E.100–E.103
General provisions concerning Administrations	E.104–E.119
General provisions concerning users	E.120–E.139
Operation of international telephone services	E.140–E.159
Numbering plan of the international telephone service	E.160–E.169
International routing plan	E.170–E.179
Tones in national signalling systems	E.180–E.199
Maritime mobile service and public land mobile service	E.200–E.229
OPERATIONAL PROVISIONS RELATING TO CHARGING AND ACCOUNTING IN THE INTERNATIONAL TELEPHONE SERVICE	E.230–E.299
Charging in the international telephone service	E.230–E.249
Procedures for remuneration of Administrations for facilities made available	E.250–E.259
Measuring and recording call durations for accounting purposes	E.260–E.269
Establishment and exchange of international accounts	E.270–E.299
UTILIZATION OF THE INTERNATIONAL TELEPHONE NETWORK FOR NON-TELEPHONY APPLICATIONS	E.300–E.329
General	E.300–E.319
Phototelegraphy	E.320–E.329
ISDN PROVISIONS CONCERNING USERS	E.330–E.399
<i>QUALITY OF SERVICE, NETWORK MANAGEMENT AND TRAFFIC ENGINEERING</i>	
NETWORK MANAGEMENT	E.400–E.489
TRAFFIC ENGINEERING	E.490–E.799
QUALITY OF TELECOMMUNICATION SERVICES: CONCEPTS, MODELS, OBJECTIVES AND DEPENDABILITY PLANNING	E.800–E.899

For further details, please refer to ITU-T List of Recommendations.

FOREWORD

The ITU-T (Telecommunication Standardization Sector) is a permanent organ of the International Telecommunication Union (ITU). The 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 their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 1 (Helsinki, March 1-12, 1993).

ITU-T Recommendation E.153 was prepared by ITU-T Study Group 1 (1993-1996) and was approved by the WTSC (Geneva, 9-18 October 1996).

NOTE

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

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CONTENTS

	<i>Page</i>
1 Scope	1
2 References	1
3 Definition of terms	1
4 Service definitions.....	2
5 Operational procedures	2
6 Commercial arrangements.....	3
7 Charging and accounting.....	4

SUMMARY

Home country direct is an optional feature of the international telephone service which enables a caller in one country to access directly the home country direct service provider in a second country for the purpose of placing a call terminating within the second country. This feature shall be provided on the basis of a bilateral agreement between the cooperating ROAs.

Home country direct involves a two-stage international call and will require the home country direct service provider to have a bilateral agreement in place with the service access provider.

HOME COUNTRY DIRECT

(Geneva, 1996)

1 Scope

This Recommendation describes home country direct, which is an optional feature within the international telephone service.

2 References

The following ITU-T Recommendations, and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision; all users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published.

- CCITT Recommendation E.105 (1992), *International telephone service*.
- ITU-T Recommendation E.116 (1997), *International telecommunication charge card service*.
- ITU-T Recommendation E.141 (1993), *Instructions for operators on the operator-assisted international telephone service*.
- ITU-T Recommendation E.152 (1996), *International freephone service*.
- ITU-T Recommendation E.169 (1996), *Application of Recommendation E.164 numbering plan for universal international freephone numbers for international freephone service*.
- ITU-T Recommendation D.116 (1996), *Charging and accounting principles relating to the home country direct telephone service*.
- ITU-T Recommendation D.120 (1996), *Charging and accounting principles for the international charge card service*.

3 Definition of terms

This Recommendation defines the following terms.

3.1 caller: The person requesting the home country direct feature and providing information for the payment of telecommunication services.

3.2 service access provider: The Recognized Operating Agency (ROA) in the country of call origination providing access and telecommunication transport to the home country direct service provider on behalf of the caller.

3.3 home country direct service provider: The ROA accepting payment information, performing the verification process, recording the details of the call, and initiating call establishment.

3.4 service delivery provider: The ROA providing telecommunication transport at the call destination.

NOTE – The service delivery provider may also be the home country direct service provider and in some cases, the service access provider.

3.5 routing number: A number specified by and identifying the home country direct service provider for routing purposes. The access number dialled by the caller is translated by the service access provider to this special routing number before the call is transferred to the home country direct service provider.

4 Service definitions

4.1 home country direct¹⁾: Home country direct is an optional feature of the international telephone service which enables a caller in one country to access directly the home country direct service provider in a second country for the purpose of placing a call terminating within the second country. This feature shall be provided on the basis of a bilateral agreement between the cooperating ROAs.

Home country direct involves a two-stage international call and will require the home country direct service provider to have a bilateral agreement in place with the service access provider. See Figure 1.

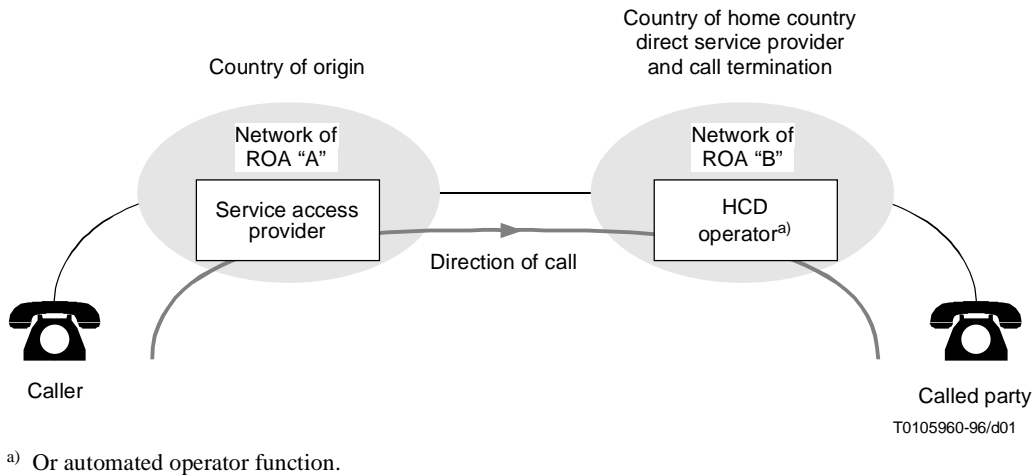


Figure 1/E.153 – Home country direct

4.2 home country beyond²⁾: Home country beyond is a particular case of home country direct which enables a caller in one country to access directly a home country direct service provider of a second country for the purpose of placing a call terminating outside of the second country.

Home country beyond involves a two-stage international call and will require the home country direct service provider to have bilateral agreements in place with both the service access provider and the service delivery provider which will permit calls between the origin and destination countries involved. See Figure 2.

5 Operational procedures

The service access provider in the country of call origination should allocate and activate access numbers to home country direct service providers. Where universal international freephone numbers (see Recommendations E.152 and E.169) are used for access to the home country direct service, the service access provider is only responsible for the activation of the number.

The caller will select an access number for the required home country direct service provider.

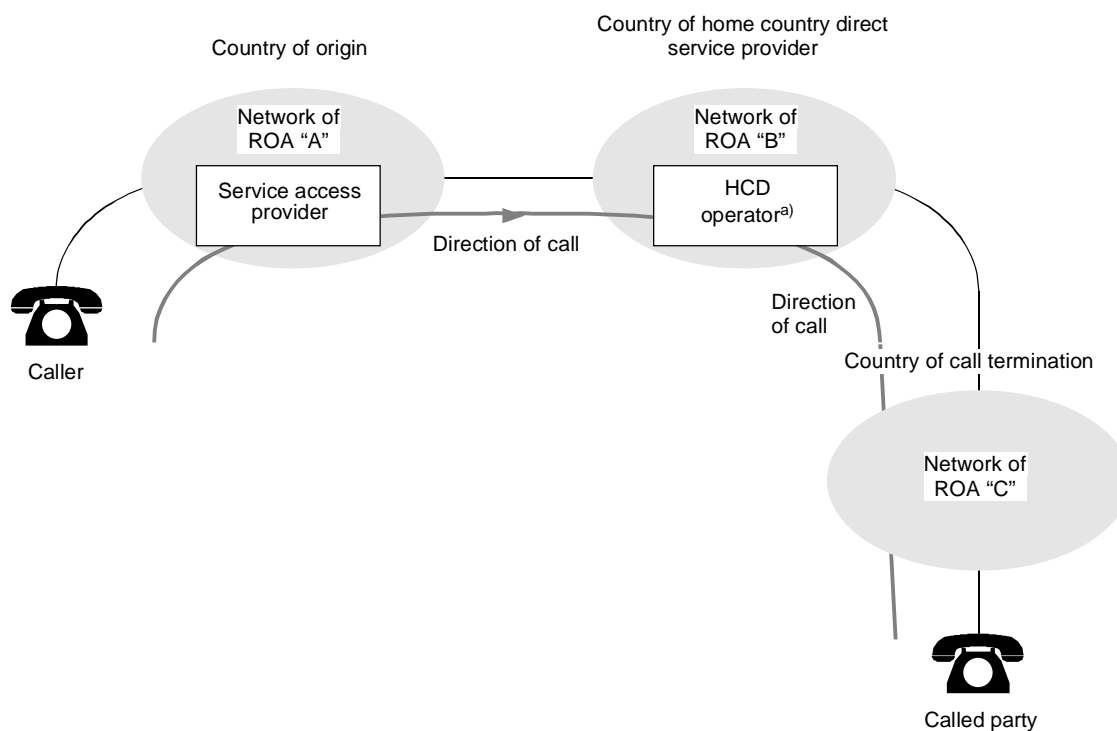
The service access provider may designate calling stations within the country of call origination which have access to the home country direct service.

The access numbers will normally be non-chargeable numbers which are translated into routing numbers and the call then routed to the home country direct service providers in the relevant countries.

The call will be connected to an operator, or an automated operator function, provided by the home country direct service provider. In the case where an automated operator function is utilized, the home country direct service provider may optionally provide an operator fall-back capability.

1) Also known as International Operator Direct Calling (IODC).

2) Also known as third country calling.



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^{a)} Or automated operator function.

Figure 2/E.153 – Home country beyond

The caller will be requested by the home country direct service provider to provide any necessary identification information, call charging or reverse charge details where relevant, the appropriate destination address, and any other information required to enable the home country direct service provider to verify the caller, provide the desired service and bill the call.

The home country direct service provider will verify the information provided, accept or deny access to the service, and complete the call via the service delivery provider.

The home country direct service provider should separately identify home country direct traffic and record accurate and complete call data.

6 Commercial arrangements

The home country direct feature depends on agreements between service access providers and home country direct service providers, including the characteristics of calls and the means of payment by the caller. Where payment by card is to be offered, the agreement may be limited to specific card-issuers cards. Major items for consideration may include, for example:

- access and routing numbers;
- calling stations from which access can be obtained;
- communication back to the country of the home country direct service provider;
- communication to countries where the home country direct service provider has an agreement with the service delivery provider in the destination country for home country beyond calls;
- basis for settlement information to be provided, service charges and special charges;

- fraud management;
- type of features and calls which may be used;
- which card-issuers cards may be accepted;
- points of contact.

7 Charging and accounting

The charging and accounting principles in respect of home country direct should be in accordance with the relevant D-Series Recommendations.

ITU-T RECOMMENDATIONS SERIES

- Series A Organization of the work of the ITU-T
- Series B Means of expression: definitions, symbols, classification
- Series C General telecommunication statistics
- Series D General tariff principles
- Series E Overall network operation, telephone service, service operation and human factors**
- Series F Non-telephone telecommunication services
- Series G Transmission systems and media, digital systems and networks
- Series H Audiovisual and multimedia systems
- Series I Integrated services digital network
- Series J Transmission of television, sound programme and other multimedia signals
- Series K Protection against interference
- Series L Construction, installation and protection of cables and other elements of outside plant
- Series M Maintenance: international transmission systems, telephone circuits, telegraphy, facsimile and leased circuits
- Series N Maintenance: international sound programme and television transmission circuits
- Series O Specifications of measuring equipment
- Series P Telephone transmission quality, telephone installations, local line networks
- Series Q Switching and signalling
- Series R Telegraph transmission
- Series S Telegraph services terminal equipment
- Series T Terminals for telematic services
- Series U Telegraph switching
- Series V Data communication over the telephone network
- Series X Data networks and open system communication
- Series Z Programming languages