International Telecommunication Union

ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

E.152

(05/2006)

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

International operation – Operation of international telephone services

International freephone service

ITU-T Recommendation E.152

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ITU-T Recommendation E.152

International freephone service

Summary

Experience with the International Freephone Service has shown that carriers have developed their own service order forms that are different to Annexes A, B, C and D of the existing Recommendation. Consequently, the service order forms have been amended to better suit the actual need for information exchange between carriers. In addition, a global change has been made to ensure that the use of terms and definitions are consistent throughout the Recommendation.

Source

ITU-T Recommendation E.152 was approved on 11 May 2006 by ITU-T Study Group 2 (2005-2008) under the Resolution 1 procedure.

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 Assembly (WTSA), 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 WTSA 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 Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

Compliance with this Recommendation is voluntary. However, the Recommendation may contain certain mandatory provisions (to ensure e.g. interoperability or applicability) and compliance with the Recommendation is achieved when all of these mandatory provisions are met. The words "shall" or some other obligatory language such as "must" and the negative equivalents are used to express requirements. The use of such words does not suggest that compliance with the Recommendation is required of any party.

INTELLECTUAL PROPERTY RIGHTS

ITU draws attention to the possibility that the practice or implementation of this Recommendation may involve the use of a claimed Intellectual Property Right. ITU takes no position concerning the evidence, validity or applicability of claimed Intellectual Property Rights, whether asserted by ITU members or others outside of the Recommendation development process.

As of the date of approval of this Recommendation, ITU had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementors are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database.

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International freephone service

1 Scope

This Recommendation provides the service description for the International Freephone Service (IFS), along with information on the service ordering process and other service operational aspects.

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; 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. The reference to a document within this Recommendation does not give it, as a stand-alone document, the status of a Recommendation.

– ITU-T Recommendation D.115 (2004), *Tariff principles and accounting for the International Freephone Service (IFS)*.

– ITU-T Recommendation E.105 (1992), *International telephone service*.

– ITU-T Recommendation E.169.1 (2001), *Application of Recommendation E.164 numbering plan for universal international freephone numbers for international freephone service*.

3 Terms and definitions

This Recommendation defines the following terms:

3.1 **IFS access provider**: A Recognized Operating Agency (ROA) in the country of origin of the call which is responsible for ensuring the establishment of access to the international freephone number in that country.

3.2 **IFS provider**: The Recognized Operating Agency (ROA) which provides the international freephone service to the IFS customer and is responsible for all relations with the IFS customer concerning the international freephone service.

3.3 **IFS customer**: The individual or entity who (or which) obtains an international freephone service from an IFS service provider, and is responsible for payment of all charges due to that IFS service provider.

3.4 **IFS caller**: The person who places a call to an international freephone number.

3.5 **routing number**: A number format specified by the IFS service provider which identifies the called IFS customer and the originating country for routing purposes. The international freephone number dialled by the IFS caller is translated in the country of call origination to this special routing number before the call is transferred to the IFS service provider.

4 Service definition

4.1 The **international freephone service (IFS)**: Enables an IFS customer in one country to be assigned one or more special telephone numbers in other countries which allow IFS callers in those countries to call the IFS customer free of charge. All service and call-related charges are paid by the IFS customer.

4.2 The international freephone service is provided by bilateral agreement between IFS service providers and IFS service access providers. Participating IFS service providers and IFS service access providers may choose to adopt any, or all, of the specific access methods indicated below:

a) **Access Method No. 1** – Access in the country of origin via dialling a national freephone number.

A number is assigned to the IFS customer from the available national freephone numbers in each country from which the IFS customer wishes to receive IFS calls. The IFS caller dials the national freephone number, which is translated into a routing number and routed to the country of destination.

Due to variations in freephone number structure among countries, it is likely that the assigned number cannot be the same in each country.

NOTE 1 – Some countries may use within their national numbering scheme differing national prefixes for freephone numbers which terminate calls within the country and for freephone numbers which terminate calls in another country. For the purpose of this Recommendation, both are national freephone numbers.

b) **Access Method No. 2** – Access in the country of origin via international direct dialling of a foreign domestic freephone number.

Access Method 2 has been withdrawn from this Recommendation.

NOTE 2 – Although Access Method No. 2 has been withdrawn as an access method for IFS, the same dialling format may still be used for caller-paid IDD calls to domestic freephone numbers in other countries.

c) **Access Method No. 3** – Access in the country of origin via dialling a universal international freephone number.

A unique Universal International Freephone Number (UIFN) that is the same throughout the world is assigned to the IFS customer. The IFS caller dials the international prefix followed by the UIFN, which is translated into a routing number and routed to the country of destination.

A UIFN facilitates uniform global access to the IFS customer from all IFS service access providers who choose to offer this feature. The UIFN should be portable, giving IFS customers the ability to retain their UIFNs when changing IFS service providers.

The UIFN access method can only be used where the international freephone service requested by the IFS customer is between two or more countries.

The following chart compares some aspects of each of the access methods:

Access method	Country of destination identified in the dialled number	One universally unique number
No. 1	No	No
No. 3	No	Yes

4.3 Throughout this Recommendation, the IFS provider is the provider of the international freephone service to the IFS customer and is responsible for all relations with the IFS customer concerning the international freephone service. The IFS access provider is the ROA in the country of origin of the call that is responsible for the establishment of the access to the international freephone number in that country. Figure 1 depicts the relationship of the IFS provider and the IFS access provider as regards the direction of call flow.

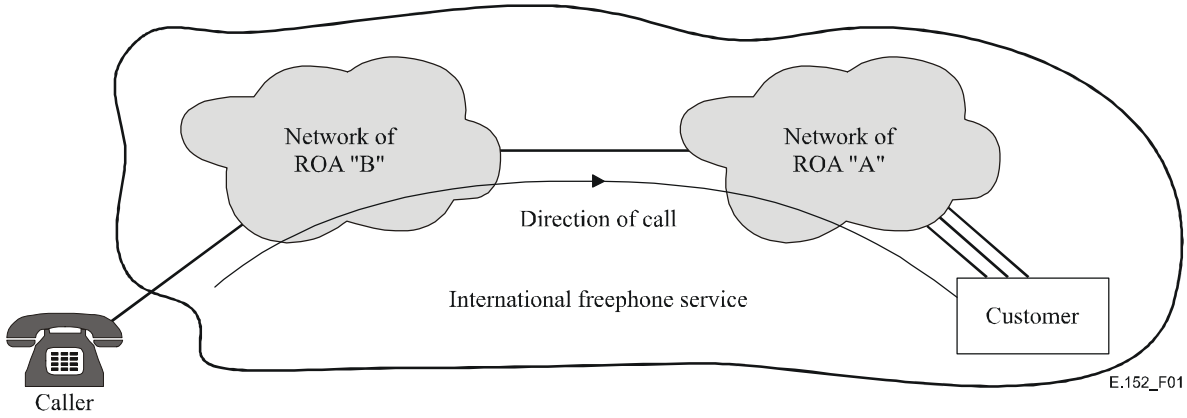

Figure 1/E.152 – General environment of international freephone service

5 Service management

This clause contains the administrative procedures concerning service ordering, service operation, number assignment, and data collection for each of the two IFS access methods (known as methods 1 and 3 for historical reasons).

The IFS provider has the responsibility of processing all applications received on behalf of their IFS customer and will:

– obtain numbers requested by the IFS customer if available or an acceptable alternative;

– ensure that IFS customers do not promote their assigned international freephone number before the customer due date;

– notify the IFS customer that:

  a) international freephone numbers are intended to allow IFS callers to call the IFS customer and may not be sold, licensed, or traded. Nor may they be transferred, except in the case of a merger, acquisition, or joint venture. The IFS customer must inform their IFS service provider of any such transfer;

  b) the assignment of an international freephone number does not create an ownership interest, right or claim to the international freephone number on the part of the IFS customer.

As the originator and interface with the IFS customer, the IFS provider has overall control responsibilities to ensure the satisfactory completion of the service order for initiation, change, suspension and disconnection of service. The IFS provider and the IFS access provider should each appoint a contact person responsible for all general matters relating to IFS (a "service manager"), as well as specific contacts for service ordering, testing and fault reporting. Information on these contacts should be exchanged between the IFS provider and the IFS access provider.

5.1 Service ordering – General procedure

The IFS provider will originate the service order on behalf of the IFS customer. The service order is sent via telefax or other mutually agreed telecommunication to the IFS access provider. A separate service order form should be sent to each IFS access provider from whom the IFS customer wishes to receive calls.

The IFS access provider will verify the information on the Service Order Form (SOF) and, subject to acceptance of the request for service on behalf of the IFS customer, will programme the work necessary to activate the service on the date requested by the IFS customer.

The IFS access provider may request the IFS provider to provide additional information to that specified on the service order form.

The IFS provider and the IFS access provider should each indicate one contact point for the exchange of service orders.

The forms as illustrated in Annexes A, B, C or D as appropriate will be used as the SOF by the IFS provider and the IFS access provider. (The IFS provider and the IFS access provider may bilaterally agree to specify mandatory components of the SOF, such as "SOF Type", and so on).

NOTE – The annexes to this Recommendation form an integral part of the Recommendation.

5.2 Procedures for IFS access in the country of origin via dialling a national freephone number (Access Method No. 1)

5.2.1 Service provisioning

The IFS provider and the IFS access provider should endeavour whenever possible to complete all stages of service provisioning within ten working days after the service order form is issued. However, there should be some latitude in the stages of service provision to take account of variations in time of day, workdays, holidays, etc. which exist around the world.

The following steps in the provisioning process are recommended:

Step	IFS provider	IFS access provider
1	Receive order from customer.	
2	Check details of order.	
3	Allocate routing number.	
4	Provision routing number in IN. NOTE 1 – Some carriers wait until they receive the SOF back from the IFS access provider. NOTE 2 – Some carriers wait until the customer due date.	
5	Prepare SOF and send to IFS access provider.	
6		Receive SOF.
7		Check details of SOF.
8		Allocate access number.
9		Provision access number with routing number as detailed on the SOF.
10		Make test call. NOTE – This cannot be done at this stage for some IFS providers since the number has not yet been provisioned at their end.
11		Return SOF to IFS provider with details of the allocated access number and test result.
12	Receive SOF back from IFS access provider.	
13	Record access number in customer database.	

Step	IFS provider	IFS access provider
14	If the routing number was not provisioned at Step 4: – provision routing number now; – request test call; – advise customer of access number.	
15		Make test call, if requested.
16		Return test call request to IFS provider with result.
17	Advise customer of access number and that the number is ready for service.	

The following forms may be used during service provisioning (see Annex A):

– National freephone number request form;

– National freephone number access service order form.

5.2.2 Requirements before issuing the service order

The IFS provider may have reason prior to the issue of a service order to request the IFS access provider for a national freephone number assignment (for an IFS customer who wants a specific number and/or to verify the period of notice required for service initiation). A list of up to ten customer-preferred freephone numbers (within the range available) can be submitted.

If the specified number and alternatives are not available, the IFS access provider will allocate the next spare number and notify the IFS provider. The IFS provider can then request additional numbers if required. If the IFS customer has no preference for a specific number, any number may be assigned by the IFS access provider from the available unassigned numbers.

This process will be accomplished by using the form in Annex A, or a similar one.

The IFS access provider will advise the IFS provider of the national freephone number allocated within two working days of receiving the request.

This process will be accomplished by using the form in Annex A, or a similar one.

The IFS access provider should guarantee the reservation of the allocated national freephone number for 60 days. After this period, the IFS access provider reserves the right to cancel the reservation if another customer has made a request for it.

If no SOF is received after a number has been reserved for more than 60 days, the IFS access provider may cancel the reservation. In all cases, the IFS access provider should promptly notify the IFS provider about the cancellation of any reserved numbers.

5.2.3 Preparation of the service order form

The service order form for this service access method can be found in Annex A, along with the detailed instructions on the preparation of the form.

5.2.4 Policy for assignment of national freephone numbers in the country of origin for use in the international freephone service

The policy can be summarized as follows:

– The numbers will be those specified by the IFS access provider.

– IFS customer requested numbers may be assigned if available.

– Reserved and assigned numbers are intended for the IFS customer's communication service, and are not to be sold, licensed, or traded. Nor may they be transferred, except in the case

of a merger, acquisition, or joint venture. Any attempt to do so may result in the IFS access provider reclaiming those numbers for reassignment.

– The IFS access provider will not charge any additional fee for an IFS customer-requested number.
– The reservation or assignment of a national freephone number does not create an ownership interest, right or claim to the national freephone number on the part of the IFS customer.
– IFS customers are not to promote their number(s) before the customer due date.
– When an existing international freephone service is disconnected, the IFS access provider's number reassignment policy will be followed.
– The IFS access provider makes the final decision on any freephone number used.

5.2.5 Portability

The competitive telecommunications environment requires that a customer can change his IFS service provider without changing access number or losing service. Portability from one IFS service provider to another is best ensured through the single SOF process described in detail in Annex D.

The above procedure is preferred, but if for some reason it cannot be applied, portability may also be carried out by having the current IFS service provider send a disconnect order to the IFS service access provider and having the new IFS service provider send a new service order to the IFS service access provider. Both these service orders must be marked "Portability" in the remarks section and be matched by the IFS service access provider to avoid service interruptions.

5.2.6 Service disconnection

Based on the request of an IFS customer, the IFS provider will originate an SOF to disconnect the international freephone service. The IFS provider and the IFS access provider must exchange the necessary information with each other and must complete all the necessary procedures for disconnection by the date requested by the IFS customer.

The procedures for service provisioning should apply to service disconnection as appropriate.

5.3 Procedure for IFS access in the country of origin via dialling a universal international freephone number (Access Method No. 3)

5.3.1 Service provisioning

The IFS provider and the IFS access provider should endeavour whenever possible to complete all stages of service provisioning within ten working days after the service order form is issued. However, there should be some latitude in the stages of service provision to take account of variations in time of day, workdays, holidays, etc. which exist around the world.

For the initial activation of a UIFN, the IFS provider is required to obtain a number assignment from the UIFN Registrar, and confirm service activation to the UIFN Registrar, using the procedures in ITU-T Rec. E.169.1.

For the initial activation of a UIFN, the following steps apply. Steps 4, 5, 6 and 20 do not apply for subsequent activations of the UIFN in additional countries.

The following steps in the provisioning process are recommended:

Step	IFS provider	IFS access provider
1	Receive order from customer.	
2	Check details of order.	
3	Allocate routing number. NOTE – Some carriers wait until they have received the allocated UIFN from the UIFN Registrar before allocating the routing number.	
4	Request UIFN Registrar to allocate a UIFN.	
5	Receive notification of allocated UIFN from UIFN Registrar.	
6	Record UIFN in customer database.	
7	Advise customer of allocated UIFN. NOTE – Some carriers advise the customer later.	
8	Provision routing number in IN. NOTE 1 – Some carriers wait until they receive the SOF back from the IFS access provider. NOTE 2 – Some carriers wait until the customer due date.	
9	Prepare SOF and send to IFS access provider.	
10		Receive SOF.
11		Check details of SOF.
12		Provision UIFN with routing number as detailed on the SOF.
13		Make test call. NOTE – This cannot be done at this stage for some IFS providers since the number has not yet been provisioned at their end.
14		Return SOF to IFS provider with test result.
15	Receive SOF back from IFS access provider.	
16	If the routing number was not provisioned at Step 8: – provision routing number now; – request test call.	
17		Make test call, if requested.
18		Return test call request to IFS provider with result.
19	Advise customer of access number (if not advised earlier) and that the number is ready for service.	
20	Notify activation of the UIFN to UIFN Registrar and receive UIFN assignment confirmation from UIFN Registrar.	

The following forms may be used during service provisioning:

– Universal international freephone number request form (see ITU-T Rec. E.169.1);

– Universal international freephone number access service order form (see Annex B);

– Universal international freephone number status notification form (see ITU-T Rec. E.169.1).

5.3.2 Requirements before issuing the service order

The IFS provider should obtain a UIFN assignment from the UIFN Registrar using the procedures and forms which appear in ITU-T Rec. E.169.1.

5.3.3 Preparation of the service order form

The service order form for this service access method can be found in Annex B along with detailed instructions on the preparation of the form.

A copy of the completed UIFN request form received from the UIFN Registrar should be attached by the IFS provider to the service order form.

5.3.4 Policy for assignment of universal international freephone numbers

The policy for assignment of universal international freephone numbers can be found in ITU-T Rec. E.169.1.

5.3.5 Portability

The competitive telecommunications environment requires that a customer can change his IFS service provider without changing access number or losing service. Portability from one IFS service provider to another is best ensured through the single SOF process described in detail in Annex C.

The above procedure is preferred, but if for some reason it cannot be applied, portability may also be carried out by having the current IFS service provider send a disconnect order to the IFS service access provider and having the new IFS service provider send a new service order to the IFS service access provider. Both these service orders must be marked "Portability" in the remarks section and be matched by the IFS service access provider to avoid service interruptions.

5.3.6 Service disconnection

Based on the request of an IFS customer, the IFS provider will originate an SOF to disconnect the international freephone service. The IFS provider and the IFS access provider must exchange the necessary information with each other and must complete all the necessary procedures for disconnection by the date requested by the IFS customer.

The procedures for service provisioning should apply to service disconnection as appropriate.

5.4 Common service management aspects

5.4.1 Directory assistance/listing

Directory assistance and/or listing in Country B may be provided as an option by the IFS access provider and if so can be obtained at the option of the customer of the IFS provider. If IFS customers wish to have their freephone number included in the directory assistance system and/or directory listing, this must be specified in the SOF.

5.4.2 Access capabilities/line definition

The IFS provider will indicate the actual number of access lines at the disposal of its IFS customer. This may be used for network management purposes.

5.4.3 Service authorization

The IFS provider and the IFS access provider will activate the service a few days prior to the customer due date. This will allow proper testing and verification of the service before the customer due date.

5.4.4 Pre-service testing

The IFS provider will verify operation of the IFS customer's access number and will perform pre-service testing during the days preceding the SOF due date.

The IFS access provider will test the service on the day before the SOF due date at the latest.

IFS customers are not to promote their number(s) before the customer due date.

5.4.5 Service order control

As the originator and interface with the IFS customer, the IFS provider should have overall control responsibilities to assure satisfactory completion of the service order and initiation of service.

5.4.6 Service abuse

The IFS access provider will notify the IFS provider of any unusual or abusive use of international freephone calling. The IFS provider should attempt to correct the situation as quickly as possible.

Examples of service abuse could be:

– the generation of significant IFS call volumes which the IFS customer has no intention of answering; or

– an unscrupulous person using IFS to access an IFS customer's PABX for the purpose of making outgoing calls at the IFS customer's expense.

In extreme cases, the IFS access provider may terminate service to an IFS customer who has shown an inability or lack of desire to control their international freephone service.

The IFS access provider will consult with the IFS provider prior to taking any action.

5.5 Operational aspects

5.5.1 Operations centres

The IFS provider and the IFS access provider should each specify an operations centre which will be responsible for pre-service testing, trouble investigation and clearance, and service performance tracking.

5.5.2 Pre-service testing

Each new international freephone number will be tested using the IFS customer number prior to the customer due date. On the customer due date, a final call will be made from the originating country to verify a caller's ability to call the IFS customer.

5.5.3 Requests for test calls

An IFS provider who wishes to request that the IFS access provider make a test call to an existing international freephone number should make the request on a special form similar to the one in Annex D. A SOF should not be used to request a test call.

5.5.4 Service faults

Investigation and clearance of service faults shall be done in accordance with the relevant M-series Recommendations.

5.6 Data collection

5.6.1 Collection of originating country performance data

Statistical data from originating international freephone exchange(s) will be used to provide traffic statistics for outgoing IFS calls.

Available data will be specified by bilateral agreement.

5.6.2 Exchange of customer performance data

There will be no charge for the exchange of such information between the IFS provider and the IFS access provider. If the reports are supplied to the IFS customer, the IFS provider will decide the charge and will not reimburse the IFS access provider.

6 Customer service features

In principle, the basic IFS is operated as described under clause 5 above. As a service provider option, IFS customers may be offered additional service features, as described below.

6.1 Announcement for caller

Announcements for IFS callers may be network-generated at call origin by the IFS access provider (for example, to inform the caller who dials a freephone number that the call will not be charged) or as part of the IFS customer call handling provided in the destination country by the IFS provider.

6.2 Geographical zone call routing

In general, a call placed to an international freephone number from anywhere within a country or service area will route to the specified destination for the IFS customer. However, a customer may be able to request that the origination of IFS calls be limited to a restricted geographic area within the country or service area.

This feature may be provided at the option of the IFS access provider.

6.3 Variable call routing

A variety of variable call routing applications can be provided in response to specific IFS customer requirements. It should be noted that certain applications could result in an IFS call originating and terminating in the same country. The routing of such calls is a national matter.

6.3.1 Point of origin call routing

This feature permits an IFS customer to specify different IFS call destinations depending on where the IFS call originated. These points of origin can be differentiated by national boundaries or sub-divisions within a country, such as linguistic areas, economic or political districts, etc. Independent of the point of origin, the IFS caller would dial the same international freephone number.

This feature may be provided at the option of the IFS access provider or if information as to the origin of call is available by the IFS provider.

6.3.2 Time-dependent call routing

This feature enables IFS customers to route their traffic to alternative destinations or to an announcement at specified times of the day or days of the week. The destinations may vary depending on:

– time (hour – minute);

– day of the week (Su – Mo – Tu – We – Th – Fr – Sa).

This feature may be provided at the option of the IFS provider.

6.3.3 Date-dependent call routing

IFS customers may require temporary changes in their normal routing or interruptions in their normal service to take account of public holidays, business vacations, seasonal requirements, etc. Date-dependent call routing provides a specified handling that is different from that which would normally be scheduled for the specific date.

The deactivation, reactivation or destinations may vary depending on:

– date (day – month – year).

This feature may be provided at the option of the IFS provider.

6.3.4 Variable (follow-me) call routing

IFS customers may also require temporary changes in their specified call routing for special events or campaigns. The traffic will be routed to these alternative destinations when requested by the IFS customer. The follow-me feature is intended for non-periodic routing changes.

The IFS customer may either activate the follow-me number by contacting the IFS provider's customer service centre who will enter the request into the system on behalf of the IFS customer, or the IFS customer may interact with the system directly. In both cases, the traffic will then be routed to the alternative destination instead of the normal destination. It should be possible to also schedule the request for activation of the follow-me number in advance.

This feature may be provided at the option of the IFS provider.

6.3.5 Call completion on busy (traffic-dependent) call routing

The purpose of this feature is to complete calls which encounter a busy. Three sub-features which may be provided at the option of the IFS provider are possible:

6.3.5.1 Diversion of calls to alternative destinations

This sub-feature provides the capability to have calls that encounter busy to be routed to an alternative destination specified by the IFS customer. A series of alternative destinations may be specified. If none of these alternative destinations are available, the call will be given a busy indication, or the queueing sub-feature may be applied.

6.3.5.2 Queueing of calls

This sub-feature provides the capability to have call attempts that encounter busy on all available destinations, to be held in a queue until an IFS customer line becomes available. If a line becomes available, the call will be taken out of the queue on the FIFO principle (first-in first-out) and routed to the IFS customer.

6.3.5.3 Recorded announcements

This sub-feature provides the capability to route a call that cannot be completed to a recorded announcement. Depending on the reason for unsuccessful call, different announcements can be provided:

– If the call is prevented by network congestion, the IFS caller should receive usual network tones and announcements.

– If the call is prevented by congestion at the IFS destination access, the announcements provided should be according to the optional arrangements subscribed to by the IFS customer.

6.4 Additional customer service statistics

This feature provides the capability to give more information about the usage and performance of the IFS customer's service.

This feature may be provided at the option of the IFS provider. The provision of some of the types of information listed may require the cooperation of the IFS access provider.

6.4.1 Real-time information

The following call-specific information could be given to the IFS customer during the call, e.g., on a terminal. For example:

– freephone indicator showing if the incoming call is a freephone call;
– telephone number of the caller, if available;
– origin of the call;
– charging information related to the call.

Other information could be given to the IFS customer via a terminal, such as:

– usage of the customer lines;
– number of calls in the queue;
– accounting (billing) information of the last accounting period;
– number of seizures/call attempts in a specified period;
– number of successful calls for a specified period.

6.4.2 Data analysis

Traffic data may be processed by the IFS provider and given to the customer on a periodic (e.g., monthly) basis.

a) For IFS calls:
   – date and time of call;
   – number of the caller, if available;
   – origin of the call;
   – call answer time of the customer;
   – duration of the call.

b) Call attempt profile:
   – counts of call attempts for a specific period (e.g., 5-minute, 15-minute, or 60-minute periods) can be listed according to their origin.

6.5 Directory assistance/listing services

Directory assistance listing of the international freephone number in the country of call origin may be provided at the option of the IFS access provider for the IFS customer.

Directory listing of the international freephone number in the country of call origin may also be obtained at the option of the IFS access provider for the IFS customer.

7 Operational provisions

7.1 Service operational requirements

7.1.1 The IFS provider should:

a) apply the provisions of ITU-T Rec. D.115 as regards the tariff and accounting principles applicable to the IFS;

b) collect call data for international billing and accounting purposes;

c) take appropriate action to prevent fraud;

d) carry out traffic observations as may be appropriate;

e) identify an incoming routing number for special handling, as follows:

- verify the validity of the received number;
- translate the received number into the domestic number of the IFS customer;
- route the call to the proper destination.

7.1.2 The IFS access provider should:

a) ensure the free-of-charge character of the call for the caller;

b) take appropriate action to prevent fraud;

c) monitor the network and take action to prevent congestion resulting from an excessive number of calls in a short period of time;

d) carry out traffic observations as may be appropriate;

e) allow IFS calls to be placed from any public or private telephone terminal;

f) screen IFS calls for validity;

g) translate the dialled IFS number into the number format as specified by the IFS provider. This will normally be in the form of a special routing number which will be used by the IFS provider to identify the called IFS customer as well as the origin of the call. This routing number should be kept confidential. The structure of the routing number will be bilaterally agreed;

NOTE – When the IFS provider does not have the necessary capabilities for terminating IFS call processing and/or the necessary billing capabilities, the translation may be to a regular telephone number, and the call will be routed as an IDD call. In this case, the IFS access provider must provide the capabilities which cannot be provided by the IFS provider.

h) route the IFS call after translation of the dialled IFS number to an appropriate international exchange. However, in the case of UIFNs, the call may instead be routed to a national exchange when the caller and the IFS customer are in the same country.

7.2 Network management

Advanced network management facilities may be required as IFS grows, to ensure that congestion resulting from heavy calling to one number does not adversely affect the international freephone service or other services. (See the E.410-series Recommendations.)

7.3 Quality of service

In addition to the provisions in this Recommendation, the quality of service for IFS should be comparable to that of the international telephone service, as specified in ITU-T Rec. E.105.

Annex A

IFS – National freephone number request form (Notes on preparation of national freephone number reservation request form)

The form, which is detailed below, will be used as the national freephone number request form by IFS provider and IFS access provider.

Filled out by the applicant (IFS provider)

a) Request type:
   - New: A new service involving a new national freephone number is established.
   - Change: An existing service requires modification (e.g., change from one number to another).
   - Cancel: The service does not exist yet, and the customer decides not to use this number; the number automatically goes into the pool of available numbers for immediate assignment.

b) Customer name.

c) Customer-preferred number(s): If no number(s) is/are indicated, the next available number is allocated.

e) Remarks: Enter any information pertinent to this reservation.

Filled out by the recipient (IFS access provider)

d) National freephone number: The number reserved to IFS provider for period agreed bilaterally.

e) Remarks: Enter any information pertinent to this reservation.

IFS service provider LOGO
IFS provider

International freephone service

Number allocation request

To:	*(IFS access provider Company Name)*
	(IFS access provider Contact Name)
Fax number:	+
Alternative fax number:	+
From:	*(IFS provider Company Name)*
	(IFS provider Contact Name)
	(IFS provider Fax Number)
	(IFS provider E-mail address)
Date transmitted:	

(a)	Request type: (mark with an X)	New	Change	Cancel

(b) Customer name:
(c) Customer-Preferred Numbers:
(d) Number Allocated (reserved for ___ days):

Please return to above fax once number is allocated.

(e) Remarks: _____

_____

Best regards

CONFIDENTIAL

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International freephone service

National freephone number request form

a) SOF type:
   - New: A new service involving a new freephone number is established.
   - Change: An existing service requires modification.
   - Portability: Indicates change of IFS provider (see Annex C for further details).
   - Disconnect: An existing service is completely disconnected.
   - Suspend: IFS access provider will disconnect service, but will hold the freephone number for 60 days.

b) Customer name.

c) Customer requested due date.

d) Routing number of IFS provider: Should be indicated in the format (+CC) XXXXXXXX.

e) Required number of simultaneous calls: Required when IFS access provider has a default limit of the number of simultaneous calls.

f) National freephone number: This should be filled in when a freephone number has been pre-assigned. If a customer will accept the next available freephone number, this area should be left blank.

g) Portability information: For single SOF portability (see Annex C), indicate current carrier and current routing number.

h) Test report: Indicate result of the test carried out on the customer due date.

i) Remarks: Any information by IFS provider or IFS access provider pertinent to the SOF. The remarks section can, e.g., be used for information concerning directory listings.

IFS provider LOGO
IFS provider

International freephone service

Service order form

To: *(IFS access provider Company Name)*
(IFS access provider Contact Name)
Fax number: +
Alternative fax number: +
From: *(IFS provider Company Name)*
(IFS provider Contact Name)
(IFS provider Fax Number)
(IFS provider E-mail address)
Date transmitted:

(a) SOF type: (mark with an X)	New	Change	Portability	Disconnect	Suspend

(b) Customer name:
(c) Customer required date:
(d) Routing number:
(e) Number of simultaneous calls:
(f) Freephone number:

(g) ***For portability only***	Current Carrier:	Current routing No.:

Please return to above fax once number is allocated.

(h) TEST REPORT – Please mark appropriate box with X:
Please make a test call on the day of activation and inform us of the results.

Spoke to customer	Customer recording	Ring, no answer	Carrier recording	Other

(i) Remarks: _____

_____

Best regards

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Annex B

IFS – Universal international freephone number access service order form

The form which is detailed below will be used as the SOF by the IFS provider and the IFS access provider. (Service providers may bilaterally agree to specify mandatory components of the SOF, such as "SOF type", and so on.)

a) SOF type:
   - New: A new service involving a new freephone number is established.
   - Change: An existing service requires modification.
   - Portability: indicates change of IFS provider (see Annex C for further details).
   - Disconnect: An existing service is completely disconnected.
   - Suspend: IFS access provider will disconnect service, but will hold the freephone number for 60 days.

b) Customer name.

c) Customer requested due date.

d) UIFN allocated to the customer.

e) Routing number of IFS provider: Should be indicated in the format (+CC) XXXXXXXX.

f) Required number of simultaneous calls: Required when IFS access provider has a default limit of the number of simultaneous calls.

g) Portability information: For single SOF portability (see Annex C) indicate current carrier and current routing number.

h) Test report: Indicate result of the test carried out on the customer due date.

i) Remarks: Any information by IFS provider or IFS access provider pertinent to the SOF. The remarks section can, e.g., be used for information concerning directory listings.

IFS provider LOGO
IFS provider

Universal international freephone number

Service order form

To: *(IFS access provider Company Name)*
(IFS access provider Contact Name)
Fax number: +
Alternative fax number: +
From: *(IFS provider Company Name)*
(IFS provider Contact Name)
(IFS provider Fax Number)
(IFS provider E-mail address)
Date transmitted:

(a) SOF type: (mark with an X)	New	Change	Portability	Disconnect	Suspend

(b) Customer name:
(c) Customer required date:
(d) Universal Freephone number: **+800**
(e) Routing number:
(f) Number of simultaneous calls:

(g) ***For portability only***	Current Carrier:	Current routing No.:

(h) TEST REPORT – Please mark appropriate box with X:
Please make a test call on the day of activation and inform us of the results.

Spoke to customer	Customer recording	Ring, no answer	Carrier recording	Other

(i) Remarks: _____

_____

Best regards

CONFIDENTIAL

NOTICE: The information contained in this facsimile message is intended only for the confidential use of the recipient. If the reader of the message is not the intended recipient or person responsible for delivering it to the intended recipient, you are hereby notified that you have received this communication in error, and that any review, dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this in error, please notify the sender immediately by telephone at the number set forth above and destroy this facsimile message. Thank you.

Annex C

IFS portability

This annex contains the forms that are required to carry out the single SOF portability.

1) "Customer Consent Form". This form must be filled in and signed by the customer. The form must contain all pertinent information concerning the numbers the customer wishes to port from the current IFS service provider to the new IFS provider. The customer, who also states that he will fulfil his obligations towards the current IFS provider, must sign the form.

2) "Request for Routing Information". This form is filled in by the new IFS provider and sent to the current IFS provider for obtaining the routing information necessary to the SOF (Annex A or Annex B) for portability. The "Customer Consent Form" is enclosed as an annex when the "Request for Routing Information" form is forwarded to the current IFS provider.

This annex also contains portability flow diagrams and step-by-step descriptions for the following different porting scenarios:

A – Change of IFS provider within Country A.

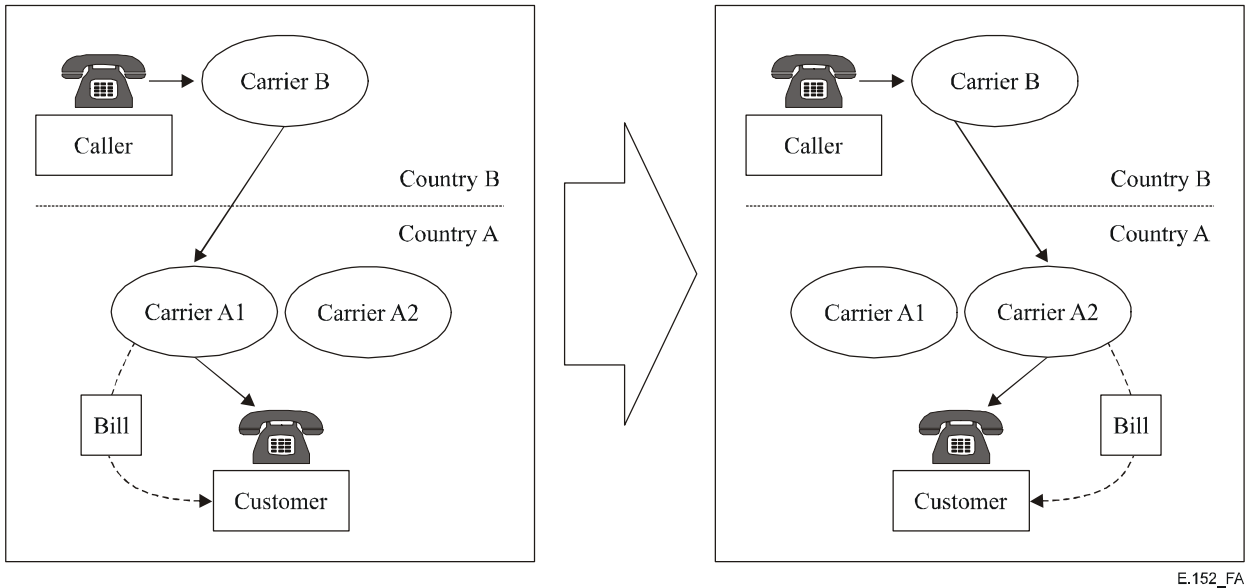
B – Change of IFS destination country/IFS provider.

C – In-country Freephone number becomes IFS number.

D – Outbound IFS number becomes in-country Freephone number.

A Change of IFS provider

A customer of Carrier A1 in Country A has an inbound IFS number from Country B. Carrier A2 in Country A wins the customer's business.



Process steps:

- Carrier A2 gets customer to sign consent form.
- Carrier A2 sends consent form to Carrier A1, asking for name of Carrier B and current routing number.

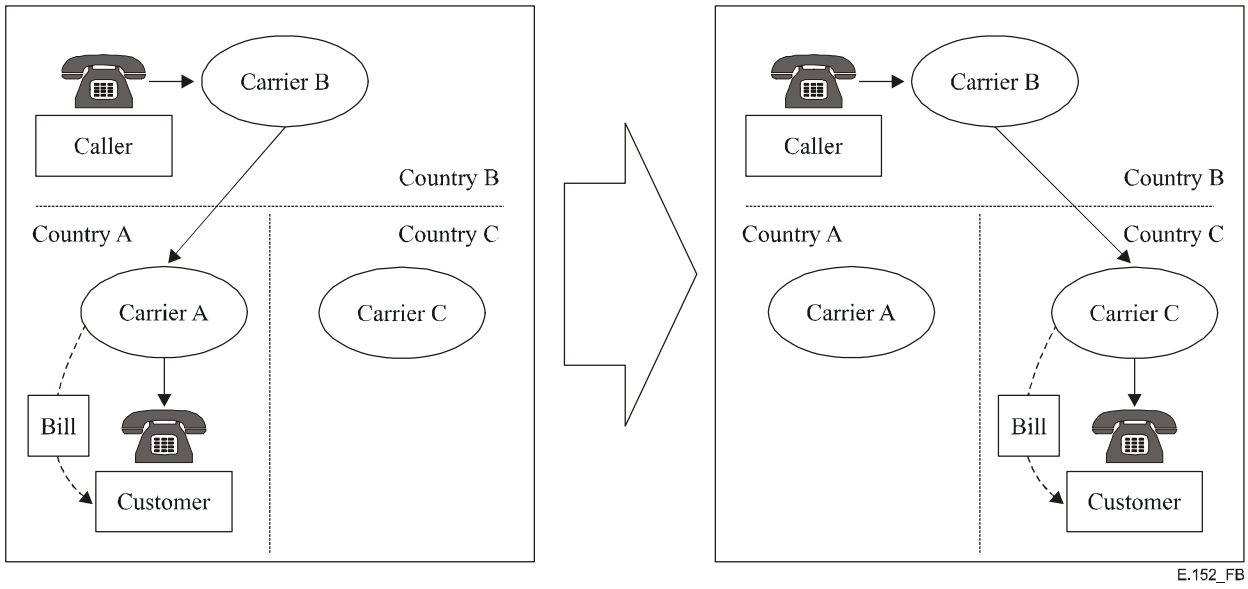
- Carrier A1 returns fax to Carrier A2, giving details of Carrier B and current routing number.
- Carrier A2 sends "Portability" Service Order Form to Carrier B, detailing:
  - current routing number for Carrier A1;
  - new routing number for Carrier A2.
- Carrier B changes routing number on specified date.
- Carrier A2 confirms the successful port to Carrier A1.
- Carrier A1 disconnect the (old) routing number.

For UIFN

- Carrier A2 sends in Annex G/E.169.1.
- If this is last UIFN relation for this number for Carrier A1, Carrier A1 sends a disconnect on Annex E/E.169.1.

B Change of IFS destination country/IFS provider

A customer of Carrier A in Country A has an inbound IFS number from Country B. Customer decides to change the number to terminate in Country C with Carrier C.



Process steps:

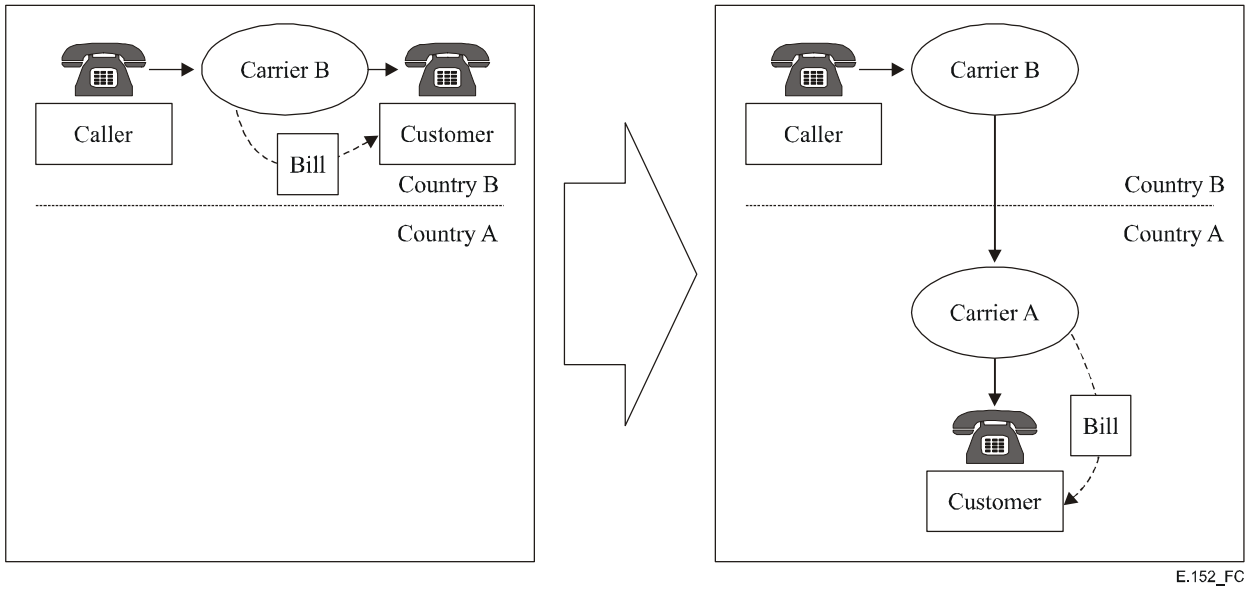
- Carrier C gets customer to sign consent form.
- Carrier C sends consent form to Carrier A, asking for name of Carrier B and current routing number.
- Carrier A returns fax to Carrier C, giving details of Carrier B and current routing number.
- Carrier C sends "Portability" Service Order Form to Carrier B, detailing:
  - current routing number for Carrier A;
  - new routing number for Carrier C.
- Carrier B changes routing number on specified date.
- Carrier C confirms the successful port to Carrier A.
- Carrier A disconnect the (old) routing number.

For UIFN

- Carrier C sends in Annex G/E.169.1.
- If this is last UIFN relation for this number for Carrier A, Carrier A sends a disconnect on Annex E/E.169.1.

C In-country freephone number becomes IFS number

Customer with an in-country (domestic) freephone number in Country B decides to change the number to an IFS number terminating in Country A.



Process steps:

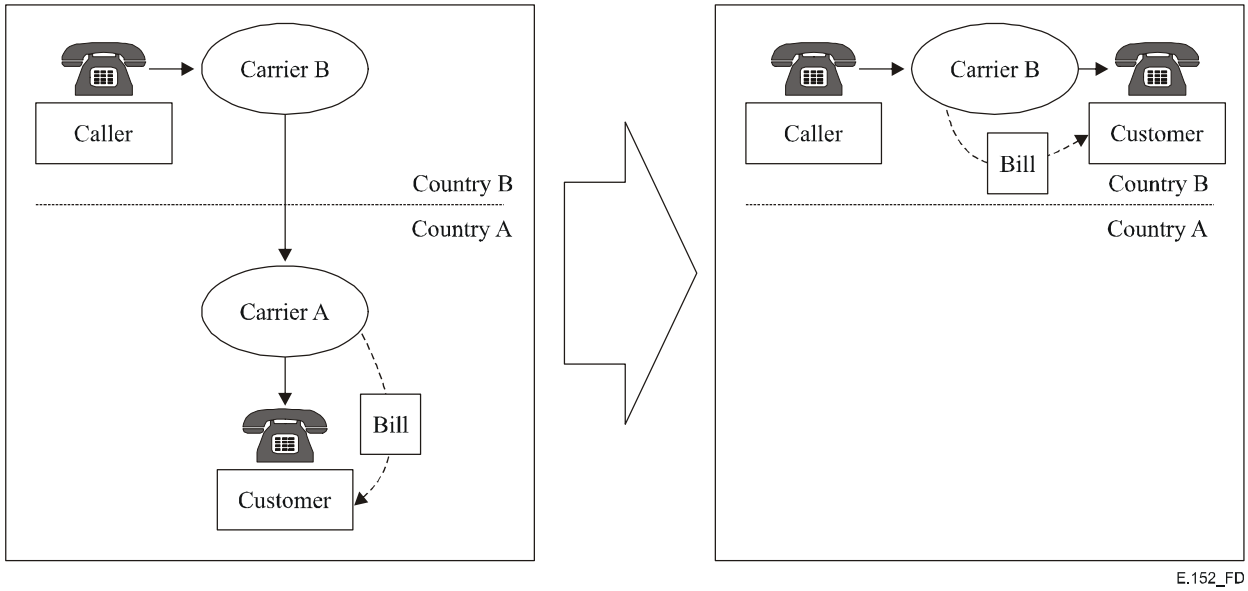
- Carrier A gets customer to sign consent form.
- Carrier A sends "Portability" Service Order Form to Carrier B, along with the customer consent form, noting in the comments:
  - that it is an existing in-country freephone number to be changed to an international Freephone number;
  - detailing the existing Freephone number and the new routing number.
- Carrier B changes the number to terminate on the new international routing number for Carrier A.

For UIFN

- Carrier A sends in Annex G/E.169.1.

D Outbound IFS number becomes in-country freephone number

Customer with an IFS number in Country B terminating in Country A decides to change the number into an in-country (domestic) Freephone number in Country B.



Process steps:

- Carrier B gets customer to sign consent form.
- Carrier B sends fax to Carrier A advising that the customer wishes to change, enclosing the customer consent form, and asking for acknowledgement of the change.
- Carrier A signs fax form and returns it to Carrier B.
- Carrier B changes the international routing number to an in-country terminating number.
- Carrier B confirms the successful port to Carrier A.
- Carrier A disconnects the (old) routing number.

For UIFN

- If this is last UIFN relation for this number for Carrier A, Carrier A sends a disconnect on Annex E/E.169.1.

FORM TO BE USED FOR SCENARIOS A AND B

CUSTOMER CONSENT FOR CHANGE OF INTERNATIONAL FREEPHONE SERVICE PROVIDER

I select ..... (name of new service provider) to host the international Freephone numbers below, which were allocated to me. I authorize the new service provider to:

- request and receive routing information from ..... (name of current service provider) about the international Freephone numbers below allocated to me;
- arrange for calls to my international Freephone numbers detailed below to be readdressed to the network of the new service provider;
- request cancellation of existing international Freephone services provided by my current service provider.

I give this consent (Please tick as appropriate.):

☐ for myself.

☐ on behalf of a corporate customer. I confirm I have the appropriate power to give these authorizations.

Customer Name: .....

Customer Address: .....

The following international Freephone (0800) numbers are to have call readdressing applied so calls are sent to the network of my new service provider:

Country	Freephone number	Current service provider's Ref. No./Customer No.
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

I/[or customer's name] agree to continue fulfilling my responsibilities with any service provider who has a contract with me for number(s) covered by this form.

Signature: ..... Date: .....

Name: .....

Title: ..... (if appropriate)

FORM TO BE USED FOR SCENARIO C

CUSTOMER CONSENT FOR CHANGE OF NATIONAL FREEPHONE NUMBER TO INTERNATIONAL FREEPHONE NUMBER

The freephone numbers listed below are national Freephone numbers dialled in and terminating in ..... (name of country). This service is provided to me by ..... (name of current service provider).

I authorize ..... (name of new service provider) to:

- advise ..... (name of current service provider) that I wish to convert these numbers to international Freephone numbers to terminate in ..... (name of country);
- arrange for calls to my Freephone numbers detailed below to be re-addressed to my new terminating numbers in ..... (name of country);
- request cancellation of existing national Freephone services provided by my current service provider in ..... (name of country).

I give this consent (Please tick as appropriate.):

☐ for myself.

☐ on behalf of a corporate customer. I confirm I have the appropriate power to give these authorizations.

Customer Name: .....

Customer Address: .....

The following international Freephone (0800) numbers are to have call readdressing applied so calls are sent to the network of my new service provider:

Country	Freephone number	Current service provider's Ref. No./Customer No.
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

I/[or customer's name] agree to continue fulfilling my responsibilities with any service provider who has a contract with me for number(s) covered by this form.

Signature: ..... Date: .....

Name: .....

Title: .....
(if appropriate)

FORM TO BE USED FOR SCENARIO D

CUSTOMER CONSENT FOR CHANGE OF INTERNATIONAL FREEPHONE NUMBER TO NATIONAL FREEPHONE NUMBER

The freephone numbers listed below are international Freephone numbers dialled in ..... (name of country) and terminating in ..... (name of country). This service is provided to me by ..... (name of current service provider). I wish to convert these numbers to national Freephone numbers in ..... (name of country).

I authorize ..... (name of new service provider) to:

- advise ..... (name of current service provider) that I wish to convert these numbers to national Freephone numbers in ..... (name of country);
- arrange for calls to my international Freephone numbers detailed below to be readdressed to my new terminating numbers in ..... (name of country);
- request cancellation of existing international Freephone services provided by my current service provider in ..... (name of country).

I give this consent (Please tick as appropriate.):

☐ for myself.

☐ on behalf of a corporate customer. I confirm I have the appropriate power to give these authorizations.

Customer Name: .....

Customer Address: .....

The following international Freephone (0800) numbers are to have call readdressing applied so calls are sent to the network of my new service provider:

Country	Freephone number	Current service provider's ref. No./Customer No.
.....	.....	.....
.....	.....	.....
.....	.....	.....

I/[or customer's name] agree to continue fulfilling my responsibilities with any service provider who has a contract with me for number(s) covered by this form.

Signature: ..... Date: .....

Name: .....

Title: ..... (if appropriate)

Current IFS Service Provider to complete:

We acknowledge that the Freephone number detailed above is to be transferred to a national Freephone number in ..... (name of country), at the request of the customer. We will disconnect the routing number after the date of the port shown above.

Signed: ..... Name: .....

Company: ..... Date: .....

IFS/UIFN PORTABILITY REQUEST FOR ROUTING INFORMATION

Tracking Number: _____

_____ (company name) has authorized _____ (new Service Provider) to port IFS/UIFN service from _____ (current Service Provider). In order that _____ (new service provider) may comply with the request from _____ (company name) and notify the service provider(s) concerned, please supply routing number(s) associated with the IFS/UIFN listed below. Proof of UIFN number assignment has been demonstrated to _____ (new Service Provider).

IFS/UIFN	Originating Country	IFS/UIFN Access Provider	Routing Number

Proposed port date and time: _____

(new Service Provider) Contact: _____

Tel.: _____ Fax: _____

By virtue of this form, _____ (current destination carrier) acknowledges the porting of the above named customer's IFS/UIFN to _____ (new destination carrier).

As a result, the current destination carrier is not required to send disconnect orders to the access providers.

Signature (current carrier): _____ Date:_____

Name (PRINT): _____

Tel.: _____

Annex D

IFS – Test call request form

The form detailed below is to be used by the IFS provider to make a request to the IFS access provider for a test call to an existing number. A SOF should not be used to make a test call request in order to avoid confusion.

a) Freephone number: The dialled freephone number to be tested.

b) Activation date: The date the freephone number was originally activated.

c) Routing number: IFS provider's number for routing of incoming calls.

d) Customer name.

e) Test result: IFS access provider to indicate the result of the test call.

f) Remarks: Space for either the IFS provider or IFS access provider to enter any other information relevant to the test call request.

IFS provider LOGO
IFS provider

International freephone service

Test call request

To:	*(IFS access provider Company Name)*
	(IFS access provider Contact Name)
Fax number:	+
Alternative fax number:	+
From:	*(IFS provider Company Name)*
	(IFS provider Contact Name)
	(IFS provider Fax Number)
	(IFS provider E-mail address)
Date transmitted:	

Please make a test call to the following number:

(a) Freephone number:
(b) Activation date:
(c) Routing number:
(d) Customer name:

(e) TEST REPORT – Please mark the appropriate box with X.

□ Spoke to customer	□ Customer recording	□ Carrier recording
□ Ring no answer	□ Fax/Modem	□ Other:

(f) Remarks:

.....

.....

.....

.....

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Series D	General tariff principles
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Printed in Switzerland
Geneva, 2007