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Integrated Services Digital Network (ISDN); Freephone (FPH) supplementary service;
Service description

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Foreword

This European Telecommunication Standard (ETS) has been produced by the Network Aspects (NA) Technical Committee of the European Telecommunications Standards Institute (ETSI).

In accordance with CCITT Recommendation I.130 [1], the following three level structure is used to describe the supplementary telecommunications services as provided by European public telecommunications operators under the pan-European Integrated Services Digital Network (ISDN):

- Stage 1: is an overall service description, from the user's standpoint;
- Stage 2: identifies the functional capabilities and information flows needed to support the service described in stage 1; and
- Stage 3: defines the signalling system protocols and switching functions needed to implement the service described in stage 1.

This ETS details the stage 1 aspects (overall service description) for the Freephone (FPH) supplementary service. The stage 2 and stage 3 aspects are detailed in ETR 209 (1996) and ETS 300 210 (1996), respectively.

Transposition dates	
Date of adoption of this ETS:	1 March 1996
Date of latest announcement of this ETS (doa):	30 June 1996
Date of latest publication of new National Standard or endorsement of this ETS (dop/e):	31 December 1996
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1 Scope

This standard defines the stage one of the Freephone (FPH) supplementary service for the pan-European Integrated Services Digital Network (ISDN) as provided by European public telecommunications operators. Stage one is an overall service description from the user's point of view (see CCITT Recommendation I.130 [1]), but does not deal with the details of the human interface itself.

This standard defines the interworking requirements of private ISDNs with the public ISDN.

In addition this standard specifies the base functionality where FPH supplementary service is provided to the user via a private ISDN.

This standard does not specify the additional requirements where FPH supplementary service is provided to the user via a telecommunications network that is not an ISDN but does include interworking requirements of other networks with the public ISDN.

Interactions with supplementary services not listed in clause 8 are outside the scope of this standard.

Charging principles are outside the scope of this standard, unless specific service requirements are stated. These requirements deal with the allocation of certain call charges to particular users.

The FPH supplementary service enables to allocate to the served user the charges for calls placed to the freephone number.

The FPH supplementary service is applicable to all circuit-switched telecommunication services.

This standard is applicable to the stage two and stage three standards for the ISDN FPH supplementary service. The terms "stage two" and "stage three" are also defined in CCITT Recommendation I.130 [1]. Where the text indicates the status of a requirement (i.e. as strict command or prohibition, as authorisation leaving freedom, or as a capability or possibility), this shall be reflected in the text of the relevant stage two and stage three standards.

Furthermore, conformance to this standard is met by conforming to the stage three standards with the field of application appropriate to the equipment being implemented. Therefore, no method of testing is provided for this standard.

2 Normative references

This standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to, or revisions of any of these publications apply to this standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publication referred to applies.

- [1] CCITT Recommendation I.130 (1988): "Method for the characterisation of telecommunication services supported by an ISDN and network capabilities of an ISDN".
- [2] CCITT Recommendation I.112 (1988): "Vocabulary of terms for ISDNs".
- [3] CCITT Recommendation I.210 (1988): "Principles of telecommunication services supported by an ISDN and the means to describe them".
- [4] CCITT Recommendation Q.9 (1988): "Vocabulary of switching and signalling terms".
- [5] CCITT Recommendation E.164 (1991): "Numbering plan for the ISDN era".

3 Definitions

For the purposes of this standard, the following definitions apply:

Integrated Services Digital Network (ISDN): see CCITT Recommendation I.112 [2], paragraph 2.3, definition 308.

Service; telecommunications service: see CCITT Recommendation I.112 [2], paragraph 2.3, definition 201.

Supplementary service: see CCITT Recommendation I.210 [3], paragraph 2.4.

ISDN number: a number conforming to the numbering plan and structure specified in CCITT Recommendation E.164 [5].

Basic access: see CCITT Recommendation Q.9 [4], paragraph 1, definition 1551.

Primary rate access: see CCITT Recommendation Q.9 [4], paragraph 1, definition 1552.

Served user: the customer who has subscribed to the FPH supplementary service.

Freephone number: a set of digits assigned by the service provider to a served user upon subscription to the FPH supplementary service. The freephone number forms the subscriber number part of the ISDN number, and in conjunction with a service access code, the freephone number forms the national part of an ISDN number (see CCITT Recommendation E.164 [5]).

Freephone call: a call made to the freephone number.

Service access code: digits assigned to the FPH supplementary service, which forms the national destination code part of an ISDN number. In conjunction with a freephone number, the service access code forms the national part of an ISDN number.

Access arrangement: installations (e.g. PABX) and/or terminals connected to the served user's access (e.g. primary rate access).

Routing area: an area from which calls using a given freephone number are routed to one access arrangement or to a set of access arrangements according to other requirements.

Service profile: a record containing instructions for freephone call handling.

4 Symbols and abbreviations

FPH	Freephone
ISDN	Integrated Services Digital Network
PSTN	Public Switched Telephone Network

5 Description

5.1 Core requirements

The FPH supplementary service shall be available to users who are attached to the network via a basic access or a primary rate access.

The FPH supplementary service enables to allocate to the served user the charges for calls placed to the freephone number.

NOTE 1: For an interim period, some service providers may allocate charges to the calling user.

5.2 Optional requirements

5.2.1 General

The optional requirements contain functionalities additional to the core requirements, that customise the service according to specific subscriber's needs. These additional parts may be either offered to all service provider's customers, or to a group or even to a single customer.

Some possible service provider's options are listed hereafter, but the service provider may offer other additional options.

5.2.2 Time dependent control

The served user is enabled to modify the handling of the call according to the time interval (e.g., time of day, day of week) in which the call is placed.

5.2.3 Time dependent routing

The served user is enabled to specify the routing destination(s), e.g. access arrangement(s) or announcement(s), according to the date and time when the call was originated. The time interval may be specified by the served user.

5.2.4 Origin dependent control

The served user is enabled to select the origination (e.g., calling line identity, geographic area) from which the service may be used.

5.2.5 Origin dependent routing

The served user is enabled to specify the routing destination(s), i.e. access arrangement(s) or announcement(s), according to the area from which the call was originated. The routing area(s) may be specified by the served user.

5.2.6 Call limiter

The served user is enabled to specify the maximum number of simultaneous calls to a given access arrangement. Alternative action shall be taken on calls exceeding the call limit, e.g. rejection.

5.2.7 Call distribution

The served user is enabled to specify the distribution mechanism for calls to be shared between different access arrangements.

The distribution mechanism is outside the scope of this standard. It may be, for example, percentage-based, i.e. the calls are routed to the different access arrangements according to a percentage, or circular, i.e. the calls are routed to the different access arrangements with a uniform load.

5.2.8 Alternative destination on busy/no reply

The served user is enabled to re-route to an alternative access arrangement freephone calls meeting busy condition or no positive response at the scheduled destination.

5.2.9 Call queueing

The served user is enabled to place in queue freephone calls meeting a busy condition, and to connect them as soon as a free condition is detected. The calling user shall be given an indication that the call is queued. The queueing mechanism is outside the scope of this standard.