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**Information technology —  
Telecommunications and information  
exchange between systems — Private  
Integrated Services Network —  
Specification, functional model and  
information flows — Single Step Call  
Transfer Supplementary Service**

*Technologies de l'information — Télécommunications et échange  
d'information entre systèmes — Réseau privé à intégration de services —  
Spécifications, modèle fonctionnel et flux d'informations — Service  
supplémentaire de transfert d'appel à pas unique*

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## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 3.

In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this International Standard may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

International Standard ISO/IEC 19459 was prepared by ECMA (as ECMA-299) and was adopted, under a special “fast-track procedure”, by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, in parallel with its approval by national bodies of ISO and IEC.

Annex A of this International Standard is for information only.

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## Introduction

This International Standard is one of a series of Standards defining services and signalling procedures applicable to Private Integrated Services Networks (PISNs). The series uses the ISDN concepts as developed by ITU-T and conforms to the framework of International Standards for Open Systems Interconnection as defined by ISO/IEC.

This International Standard specifies the Single Step Call Transfer (SSCT) supplementary service.

This International Standard is based upon the practical experience of ECMA member companies and the results of their active and continuous participation in the work of ISO/IEC JTC 1, ITU-T, ETSI and other international and national standardization bodies. It represents a pragmatic and widely based consensus.

There is currently no equivalent service specified by ITU-T or ETSI for public ISDN.

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# Information technology — Telecommunications and information exchange between systems — Private Integrated Services Network — Specification, functional model and information flows — Single Step Call Transfer Supplementary Service

## 1 Scope

This International Standard specifies the Supplementary Service (SS) Single Step Call Transfer (SSCT), which is applicable to various basic services supported by Private Integrated Services Networks (PISN). Basic services are specified in ISO/IEC 11574.

SS-SSCT is a supplementary service that enables an SSCT user, user A, to transform an existing call between user A and user B into a new call between user B and a user C whereby user A does not have a call established with user C prior to call transfer.

Supplementary service specifications are produced in three stages, according to the method described in ETS 300 387. This International Standard contains the stage 1 and stage 2 specifications of SS-SSCT. The stage 1 specification (clause 6) specifies the general feature principles and capabilities. The stage 2 specification (clause 7) identifies the Functional Entities involved in the supplementary service and the information flows between them.

## 2 Conformance

In order to conform to this International Standard, a stage 3 standard shall specify signalling protocols and equipment behaviour that are capable of being used in a PISN which supports the supplementary service specified in this International Standard. This means that, to claim conformance, a stage 3 standard is required to be adequate for the support of those aspects of clause 6 (stage 1) and clause 7 (stage 2) which are relevant to the interface or equipment to which the stage 3 standard applies.

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## 3 Normative references

The following normative documents contain provisions which, through reference in this text, constitute provisions of this International Standard. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. However, parties to agreements based on this International Standard are encouraged to investigate the possibility of applying the most recent editions of the normative documents indicated below. For undated references, the latest edition of the normative document referred to applies. Members of ISO and IEC maintain registers of currently valid International Standards.

ISO/IEC 11571:1998, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Networks - Addressing*.

ISO/IEC 11574:2000, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Network - Circuit-mode 64 kbit/s bearer services - Service description, functional capabilities and information flows*.

ISO/IEC 11579-1:1994, *Information technology - Telecommunications and information exchange between systems - Private integrated services network - Part 1: Reference configuration for PISN Exchanges (PINX)*.

ISO/IEC 13864:1995, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Network - Specification, functional model and information flows - Name identification supplementary services*.

ISO/IEC 13865:1995, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Network - Specification, functional model and information flows - Call transfer supplementary service*.

ISO/IEC 13869:1995, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Network - Inter-exchange signalling protocol - Call transfer supplementary service*.

ISO/IEC 14136:1995, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Network - Specification, functional model and information flows - Identification supplementary services*.

# ISO/IEC 19459:2001(E)

ETS 300 387:1994, *Private Telecommunication Network (PTN); Method for the specification of basic and supplementary services.*

ITU-T Rec. I.112:1993, *Vocabulary of terms for ISDNs.*

ITU-T Rec. I.210:1993, *Principles of telecommunication services supported by an ISDN and the means to describe them.*

ITU-T Rec. Z.100:1999, *Specification and description language (SDL).*

## 4 Terms and definitions

For the purposes of this International Standard, the following terms and definitions apply.

### 4.1 External definitions

This International Standard uses the following terms defined in other documents:

- Basic service (ITU-T Rec. I.210)
- Call (Basic call) (ISO/IEC 11574)
- PISN Number (ISO/IEC 11571)
- Private Integrated Services Network (PISN) (ISO/IEC 11579-1)
- Private Integrated services Network eXchange (PINX) (ISO/IEC 11579-1)
- Service (ITU-T Rec. I.112)
- Signalling (ITU-T Rec. I.112)
- Supplementary Service (ITU-T Rec. I.210)
- User (ISO/IEC 11574)

This International Standard refers to the following basic call Functional Entities (FE) defined in ISO/IEC 11574:

- Call Control (CC)
- Call Control Agent (CCA)

This International Standard refers to the following basic call inter-FE relationships defined in ISO/IEC 11574:

- r1
- r2
- r3

This International Standard refers to the following basic call information flows defined in ISO/IEC 11574:

- SETUP request/indication
- SETUP response/confirm
- RELEASE request/indication
- REPORT request/indication
- INFORMATION request/indication

This International Standard refers to the following service elements defined for basic call control in ISO/IEC 11574:

- Call History

### 4.2 Other definitions

**4.2.1 Additional network feature (ANF) :** A capability provided by a PISN, not generally directly to a user, over and above that of the Basic call.

**4.2.2 Original Call, Original Connection :** The call established between user A and user B.

**4.2.3 New Call, New Connection :** The new call established between user B and user C.

**4.2.4 User A, Transferring User :** The served user, i.e. the user requesting Single Step Call Transfer.

**4.2.5 User B, Transferred User :** The other user in user A's original call.

**4.2.6 User C, Transferred-To User :** The user to whom the call is transferred to.



## 5 List of acronyms

ANF	Additional Network Feature
CC	Call Control (Functional Entity)
CCA	Call Control Agent (Functional Entity)
FE	Functional Entity
FEA	Functional Entity Action
ISDN	Integrated Services Digital Network
PINX	Private Integrated services Network eXchange
PISN	Private Integrated Services Network
SDL	Specification and Description Language
SS	Supplementary Service
SS-SSCT	Supplementary Service Single Step Call Transfer
TE	Terminal Equipment

## 6 SS-SSCT stage 1 specification

### 6.1 Description

#### 6.1.1 General description

SS-SSCT is a service which enables a served user (user A) to transfer an active call (with user B) to a user (user C) which has no call established either to user A or to user B. The active call can either be an incoming call to user A or an outgoing call from user A.

On successful completion of SS-SSCT user B and user C can communicate with each other and user A will no longer be involved in a call with user B or user C.

#### 6.1.2 Qualifications on applicability to telecommunication services

SS-SSCT is applicable to all basic services defined in ISO/IEC 11574.

### 6.2 Procedure

#### 6.2.1 Provision/withdrawal

SS-SSCT shall be generally available to all PISN users with the ability to invoke it.

#### 6.2.2 Normal procedures

##### 6.2.2.1 Activation, deactivation and interrogation

Not applicable.

##### 6.2.2.2 Invocation and operation

User A, having an active call with user B, may invoke SS-SSCT to transfer the active call to a user (user C) which has no call established either to user A or to user B. The Original call can either be an incoming call to user A or an outgoing call from user A.

If, after invoking SS-SSCT, the number of the transferred-to user C supplied by user A is not complete, the transferred user B is requested to complete the number of the transferred-to user C.

It shall not be necessary to place the Original call on hold prior to invocation of SS-SSCT, although the call may be held. The result of successful SS-SSCT shall be a new call between the transferred user B and the transferred-to user C. Both users B and C may be informed of the transfer, and the name and the number of the other user if available and not subject to restriction. User A is no longer involved in the communication.

User A may decide when the original connection shall be released: either upon the new connection starting ringing or upon being through connected.

#### 6.2.3 Exceptional procedures

##### 6.2.3.1 Activation, deactivation, and interrogation

Not applicable.

**6.2.3.2 Invocation and operation**

SS-SSCT shall be rejected if the interconnection of user B and user C is not permitted. If the new call fails or if SS-SSCT is rejected user A shall be informed and the Original call between user A and user B shall be unaffected.

Failure of the new call also includes inter-digit timeout due to user B failing to complete the number of user C in a timely manner.

**6.3 Interaction with other supplementary services and ANFs**

Interactions with other supplementary services and ANFs for which PISN standards were available at the time of publication of this International Standard are specified below.

**6.3.1 Calling Line Identification Presentation (SS-CLIP)**

No interaction.

**6.3.2 Connected Line Identification Presentation (SS-COLP)**

No interaction.

**6.3.3 Calling/Connected Line Identification Restriction (SS-CLIR)**

User B's restriction requirements from the original call shall be used to restrict the presentation of user B's number to user C in a transferred call.

**6.3.4 Calling Name Identification Presentation (SS-CNIP)**

No interaction.

**6.3.5 Calling Name Identification Restriction (SS-CNIR)**

User B's restriction requirements from the original call shall be used to restrict the presentation of user B's name to user C in a transferred call.

**6.3.6 Connected Name Identification Presentation (SS-CONP)**

No interaction.

**6.3.7 Completion of Call to Busy Subscriber (SS-CCBS)**

No interaction.

**6.3.8 Completion of Call on No Reply (SS-CCNR)**

No interaction.

**6.3.9 Call Transfer (SS-CT)**

SS-SSCT shall not be initiated during SS-CT.

SS-CT shall not be initiated during SS-SSCT.

**6.3.10 Call Forwarding Unconditional (SS-CFU)**

The new call can be subject of call forwarding unconditional.

**6.3.11 Call Forwarding Busy (SS-CFB)**

The new call can be subject of call forwarding busy.

**6.3.12 Call Forwarding No Reply (SS-CFNR)**

The new call can be subject of call forwarding on no reply.

**6.3.13 Call Deflection (SS-CD)**

The new call can be subject of call deflection.

**6.3.14 Path Replacement (ANF-PR)**

No interaction.

NOTE 1 - Path Replacement may be invoked as a direct consequence of performing single step call transfer.

**6.3.15 Call Offer (SS-CO)**

No interaction.

**6.3.16 Call Intrusion (SS-CI)**

User A shall not be able to invoke SS-SSCT during the impending intrusion state or the intrusion state.

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**6.3.17 Do not Disturb (SS-DND)**

No interaction.

**6.3.18 Do not Disturb Override (SS-DNDO)**

No interaction.

**6.3.19 Advice of Charge (SS-AOC)****6.3.19.1 Advice of Charge: charging information at call set-up time (AOC-S)**

If, prior to transfer, user A was receiving AOC-S information for the original call, at the time of single step call transfer, SS-AOC-S shall be stopped. If at the time of the single step call transfer it is decided that user A will not be charged for the call prior to transfer, then the specific rate "free of charge from the beginning" shall be given to user A prior to stopping SS-AOC-S.

User A shall not be allowed to invoke SS-AOC-S on a call resulting from transfer.

After transfer, SS-AOC-S may be invoked for user B either automatically or on request from the user. It shall not be possible to invoke SS-AOC-S until after user C has answered. AOC-S information in that case may contain charges incurred prior to transfer (as specific rate "flat rate").

**6.3.19.2 Advice of Charge: charging information during the call (AOC-D)**

If, prior to transfer, user A was receiving AOC-D information for the original call, then at the time of transfer, the (sub)total charges shall be sent to user A and SS-AOC-D shall be stopped. If at the time of the transfer it is decided that user A will not be charged for the call prior to transfer, then the (sub)total charges sent to user A will have value "0" or "free of charge".

NOTE 2 - The charges will be total charges if user A is not charged for the call resulting from transfer and sub-total charges otherwise.

User A shall not be allowed to invoke SS-AOC-D on a call resulting from transfer.

After transfer SS-AOC-D may be invoked for user B (or C) either automatically or on request from the user. It shall not be possible to invoke SS-AOC-D until after user C has answered. If the user for which SS-AOC-D is invoked is to be charged for the call resulting from transfer, AOC-D information in that case may contain charges incurred prior to transfer.

**6.3.19.3 Advice of Charge: charging information at the end of the call (AOC-E)**

If, prior to transfer, user A was due to receive AOC-E information for the original call, and if user A continues to be charged for the call resulting from transfer, then at the time of transfer, as an implementation option, SS-AOC-E for user A may remain in progress. If SS-AOC-E remains in progress when the call resulting from transfer is released, AOC-E information (i.e. the total charges incurred for the call prior to transfer and for the call resulting from transfer) shall be sent to user A and AOC-E shall be stopped. If SS-AOC-E does not remain in progress, then at the time of transfer, user A shall be advised that final charge information is not available.

With the invocation of Call Transfer, user A may provide an identifier. If user A is to receive AOC-E information then, together with the AOC-E information, this identifier shall be returned by the PISN to user A.

If, prior to transfer, user A was due to receive AOC-E information for the original call, and if user A does not continue to be charged for the call resulting from transfer, then at the time of transfer, (i.e. when the call to user A is cleared) SS-AOC-E for user A shall be stopped and AOC-E information shall be sent to user A.

NOTE 3 - AOC-E information sent in this situation to user A can be either:

- the total charges incurred for the call prior to transfer (if user A is charged for that part of the call);
- total charges with value "0" or "free of charge" if at the time of the transfer the PISN decides that user B or user C is to be charged for the part of the call prior to transfer also.

User A shall not be allowed to invoke AOC-E only for the call resulting from transfer.

After transfer AOC-E may be invoked for user B (or C) either automatically or on request from the user. It shall not be possible to invoke SS-AOC-E until after user C has answered. If the user for which SS-AOC-E is invoked is to be charged for the call resulting from transfer, AOC-E information at the end of the call to user B (or C) may contain charges incurred prior to transfer.

**6.3.20 Recall (SS-RE)**

No interaction.

**6.3.21 Call Interception (ANF-CINT)**

A call resulting from transfer can be subject to interception if it continues to alert or wait on busy at the transferred-to user (user C) without reply.

**6.3.22 Transit Counter (ANF-TC)**

ANF-TC may apply to the establishment of the new connection during single step call transfer.

**6.3.23 Route Restriction Class (ANF-RRC)**

No interaction.

**6.3.24 Message Waiting Indication (SS-MWI)**

No interaction.

**6.3.25 Wireless Terminal Location Registration (SS-WTLR)**

No interaction.

**6.3.26 Wireless Terminal Incoming Call (ANF-WTMI)**

No interaction.

**6.3.27 Wireless Terminal Outgoing Call (ANF-WTMO)**

No interaction.

**6.3.28 Wireless Terminal Authentication of a CTM User (SS-WTAT)**

No interaction

**6.3.29 Wireless Terminal Authentication of the PISN (SS-WTAN)**

No interaction.

**6.3.30 Private User Mobility Incoming Call (ANF-PUMI)**

No interaction.

**6.3.31 Private User Mobility Outgoing Call (ANF-PUMO)**

No interaction.

**6.3.32 Private User Mobility Registration (SS-PUMR)**

No interaction.

**6.3.33 Common Information (ANF-CMN)**

No interaction.

NOTE 4 - ANF-CMN users involved in a call resulting from Single Step Call Transfer may exchange Common Information subsequent to transfer.

**6.3.34 Call Priority Interruption (Protection) (SS-CPI(P))**

No interaction.

**6.4 Interworking considerations**

The Single Step Call Transfer may take place when one or both of the calls involves interworking with a public ISDN or a public or private non-ISDN.

**6.4.1 User B and/or User C in another network**

Since the execution of the Single Step Call Transfer service need only involve the interconnection within the PISN of one end of each of the two connections (the original or/and the new call), the nature of the network (ISDN or non-ISDN) containing user B or user C makes no difference to the operation of the service as seen by user A.

The PISN shall pass on any notifications associated with the Single Step Call Transfer to the other network if the other network is capable of receiving this information, the possibilities being the notifications that Single Step Call Transfer has taken place, the name and number (if appropriate) of the other user and the other user's subaddress and compatibility information.

In the case where user B and user C are in the same network, the PISN may be able to co-operate with that network in order to effect Single Step Call Transfer in that network if that network supports a similar service (e.g. Call Transfer).

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