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Integrated Services Digital Network (ISDN); Public Switched Telephone Network (PSTN); Framework for the provision of calling party name information

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Integrated Services Digital Network (ISDN); Public Switched Telephone Network (PSTN); Framework for the provision of calling party name information

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Foreword

This Technical Report (TR) has been produced by ETSI Technical Committee Services and Protocols for Advanced Networks (SPAN).

The present document describes the general requirements for presenting calling name information to users connected to PSTN or ISDN. The ability of the calling party to restrict the presentation of its name is also covered.

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1   Scope

The present document gives a set of requirements, observations and areas of further investigations to be used in order to base further actions in ETSI, regarding services that deal with presenting and restricting calling name information to users connected to PSTN or ISDN. The following supplementary services are within the scope of the present document:

-   Calling Name Identification Presentation (CNIP) is a supplementary service which is offered to the called user and which provides name information associated with the calling user (calling party name) to the called user;

-   Calling Name Identification Restriction (CNIR) is a supplementary service which is offered to the calling user to prevent presentation of the user's name information to the called user.

The identification of requirements is based on analysing existing or emerging European standards and international recommendations on calling name information. Furthermore, due to the obvious clear analogy with CLI services, European standards on CLI management for PSTN and ISDN users have been taken into account.

The CNIP and CNIR services on the PSTN and ISDN are offered in United States of America and Canada, where the market is more developed especially in terms of residential phone services and business applications. These services are considered enhanced CLI services. Within Europe some service providers are performing field trials.

The following aspects are excluded from the scope of the present document:

a)   Interactions with supplementary services;

b)   Quality of service;

c)   Charging aspects.

2   References

The following documents contain provisions which, through reference in this text, constitute provisions of the present document.

•   References are either specific (identified by date of publication, edition number, version number, etc.) or non-specific.

•   For a specific reference, subsequent revisions do not apply.

•   For a non-specific reference, the latest version applies.

•   A non-specific reference to an ETS shall also be taken to refer to later versions published as an EN with the same number.

[1]   ETS 300 659-1: "Public Switched Telephone Network (PSTN); Subscriber line protocol over the local loop for display (and related) services; Part 1: On hook data transmission".

3   Abbreviations

For the purposes of the present document, the following abbreviations apply:

    CLI   Calling Line Identity
    CNI   Calling Name Identity
    CNIP   Calling Name Identification Presentation
    CNIR   Calling Name Identification Restriction
    IA5   International Alphabet N°5
    IAM   ISDN User Part Initial Address Message
    ISDN   Integrated Services Digital Network
    PSTN   Public Switched Telephone Network

4 Analysis of requirements

4.1 General issues

CNI is name information associated with a specific calling party number. The length, format and character set of the CNI should be defined in order to meet the different characteristics of European names. A minimum length should be agreed to facilitate interworking between networks. The provision of a new service that transmits names requires the development or updating of terminals to be able to display the received characters set. In PSTN protocol over the local loop (ETS 300 659-1 [1]) a name parameter coded in IA5 is specified.

> **Observation 1:** Further investigation is required into the characteristics of the CNI and the impact on ISDN and PSTN terminals.

Although one can imagine that most of the regulations applicable to a CLI number may be extended to a name service, it is clear that a name service may need some more specific regulation. For example, ex-directory subscribers who do not want the association between their number and their name to be published may request even stronger restrictions concerning the delivery of their names than of their numbers, or they may agree to have their names transmitted but not their numbers.

> **Observation 2:** Different regulations are expected for calling name services (e.g. for ex-directory subscribers).

Depending on national regulations, some networks may define categories of subscriber that have the ability to override the presentation restriction and have the CNI presented (e.g. the police). The ability to have such override category is a national option.

> **Observation 3:** The ability to have categories of user that have the possibility to override the presentation restriction of CNI should be taken into account.

Both CNI and CLI may be delivered if the called user is subscribed to both CNIP and CLIP. Likewise, both CNI and CLI may be treated as "private" or "public" for that particular incoming call taking into account the network stored values associated with CLI and CNI of the calling user, or regardless the network stored values associated.

> **Observation 4:** Allow the capability to provide both CNI and CLI, and if possible invoke restriction or release of one or both with a single command.

> **Observation 5:** Evaluate if the override category for CNIR could be related to the override category of CLIP.

> **Observation 6:** Due to clear analogy with CLI services, the definition of CNIP and CNIR should be tightly linked with the definition of CLIP and CLIR services.

4.2 Description of CNI presentation

As mentioned above, in the present document, the calling name information may apply across analogue interfaces, ISDN basic rate interfaces and primary rate interfaces. In the PSTN, the delivery of the calling name identity to the served user can occur either on-hook:

> a) prior to ringing; or

> b) during the ringing phase (e.g. during the first long silent interval).

or off-hook. Additional information may be provided with the CNI (e.g. date, time, etc.).

> **Observation 7:** In the PSTN, the CNIP supplementary service should allow the capability of providing CNI either in the on-hook or off-hook condition.

In the ISDN, the network should deliver the CNI at call set-up time.

> **Observation 8:** In the ISDN, the CNIP supplementary service should allow the capability to provide CNI at the same time as a call establishment request.

Care must be taken to safeguard users against incompatible presentation of CNI for PSTN and ISDN in order to allow maximum interworking.

Observation 9: Ensure that definitions for CNIP for PSTN and ISDN users are as similar as possible.

Considering that different representations of names may be desired by calling users for different calls, a distinction could be made between various name presentation styles, e.g.:

1. personal (perhaps including informal version of first name);

2. formal (perhaps including titles);

3. business (perhaps including function title).

It is proposed that the calling user should be able to choose the style of presentation of the calling user name.

Observation 10: The calling user could optionally be able to change per call the style of presentation of the calling user's name from the default presentation style to another defined presentation style.

Considering that:

1. for fixed line applications, in general, the actual end user may be any member of a select group of physical end users;

2. different physical end users have unique names.

it is proposed that the following possibilities be supported:

- as a network provider option, the end user is allowed to choose one of the predefined names known to the network, by means of a simple procedure, on a per-call basis;

- as a network provider option, the end user is allowed to provide a user -defined name to be used for presentation to the called party.

Observation 11: The calling user could optionally be able to select per call the actual name to be presented from a predefined set of names known to the network.
The calling user could optionally provide per call the name to be used for presentation to the called party.

4.3 Description of CNI restriction

The calling party should have the capability of controling the release of calling name identification on a per-line basis or a call by call basis.

Observation 12: The capability to restrict the callers CNI information on a per-line basis or a per call basis should be provided in order to protect customers in certain circumstances.

Permanent and temporary restriction of the presentation of the callers CNI must be provided from the service provider to interested parties, however the called party must be informed that presentation has been withheld and thereby have the choice of whether or not to accept the call. A service provider may provide several service options, that apply separately to each analogue line or ISDN number. The following service profile options are possible:

- CNIR mode: permanent (invoked for all calls), or temporary (specified by user per call);

- Default for temporary mode: presentation restricted, or presentation not restricted.

Similarly to the CLIR service, a service definition is required that enables the calling party to prevent presentation of CNI to the called party.

Observation 13: Ensure that the CNIR services for PSTN and ISDN users are as similar as possible.