

Apparatus with one or more particular functions for connection to certain public switched telephone networks —

Part 3: Apparatus with auto-calling, auto-answering and auto-clearing facilities —

Section 3.2 Specification for auto-answering and auto-clearing facilities

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Committees responsible for this British Standard

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- Association for Payment Clearing Services
- Association of British Telephone Attachment Suppliers Ltd.
- Association of Manufacturers Allied to the Electrical and Electronic Industry (BEAMA Ltd.)
- British Approvals Board for Telecommunications
- British Radio and Electronic Equipment Manufacturers' Association
- British Security Industry Association
- British Telecommunications plc
- Business Equipment Trade Association
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- City of Kingston-upon-Hull Telephone Department
- Communications Marketing and Servicing Association
- Computing Services Association
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- Engineering Equipment and Materials Users' Association
- Independent Broadcasting Authority
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- Mobile Radio Users' Association
- National Communications Union
- OFTEL (Office of telecommunications)
- Telecommunication Engineering and Manufacturing Association (TEMA)
- Telecommunications Managers' Association
- Telecommunications Users' Association (TUA)
- UK Offshore Operators' Association Ltd.

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Foreword

This Section of BS 6789 has been prepared under the direction of the Telecommunications Standards Committee.

This Section of BS 6789 specifies requirements for apparatus with auto-answering and auto-clearing facilities and is intended for use in conjunction with BS 6789-1.

This foreword should therefore be read in conjunction with the foreword to BS 6789-1.

BS 6789-3.1, specifies requirements for apparatus with auto-calling facilities including requirements for automatic repeat attempts.

A British Standard does not purport to include all the necessary provisions of a contract. Users of British Standards are responsible for their correct application.

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Summary of pages

This document comprises a front cover, an inside front cover, pages i and ii, pages 1 to 12, an inside back cover and a back cover.

This standard has been updated (see copyright date) and may have had amendments incorporated. This will be indicated in the amendment table on the inside front cover.

0 Introduction

0.1 Explanation of this Section of BS 6789

The requirements of this Section of BS 6789 are designed to influence the time taken to answer calls automatically, firstly to help contain the amount of ineffective traffic on the public switched telephone network (PSTN) and secondly to avoid confusing callers; in the context of the latter, the possibility of the presence of paytone and the need for an answering announcement are taken into account. The requirements of this Section are tailored to the size of the risks anticipated, which are related to the circumstances in which the apparatus is intended to be used.

Where calls are mainly expected from automatic sources the maximum advisable time to answer is determined by the auto-calling time-out, and the question of caller confusion does not arise. Where human callers are concerned the time to answer is expected generally to be limited by the user's desire to deal with the call. Some instances of abnormally long delays before answering will not confuse callers because these callers will be expecting sometimes to have to wait. (These callers will then not generate more ineffective attempts to place the call.)

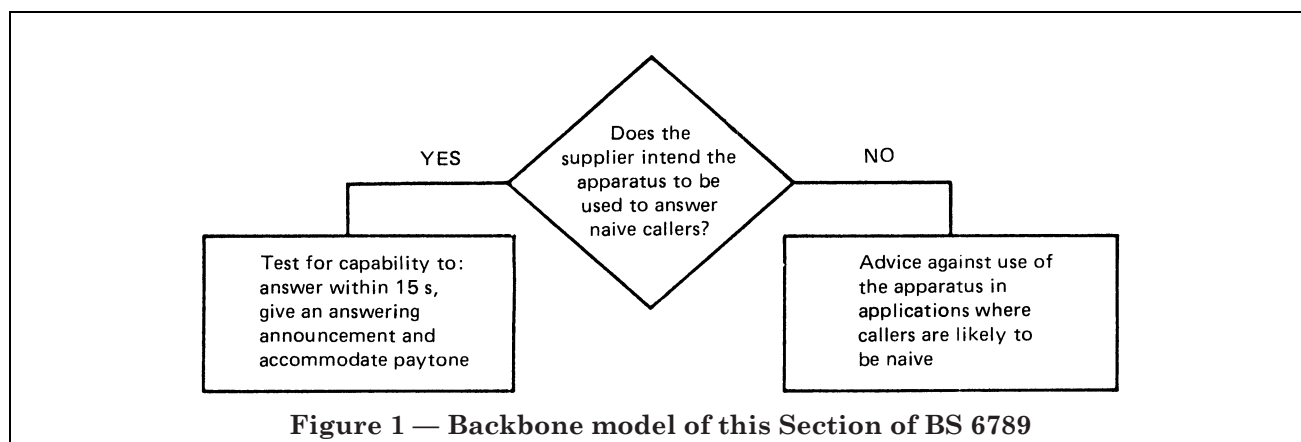
It is in the residue of cases, where callers are naive and there is some risk of the user delaying answer or otherwise causing confusion, that the requirements of this Section exert some influence; this is achieved by a requirement that the apparatus be *capable* of working effectively, and that the user be reminded of his responsibilities, rather than by laying down rigid operational requirements. This not only reflects the anticipated level of the risks but it is also in harmony with the nature of modern apparatus which is likely to be user-programmable to a fair degree.

0.2 Backbone model of this Section of BS 6789

Figure 1 is an illustration of the major principle of this Section. Apparatus is considered to be suitable for answering naive callers if it can answer within 15 s, allow for paytone and give an answering announcement.

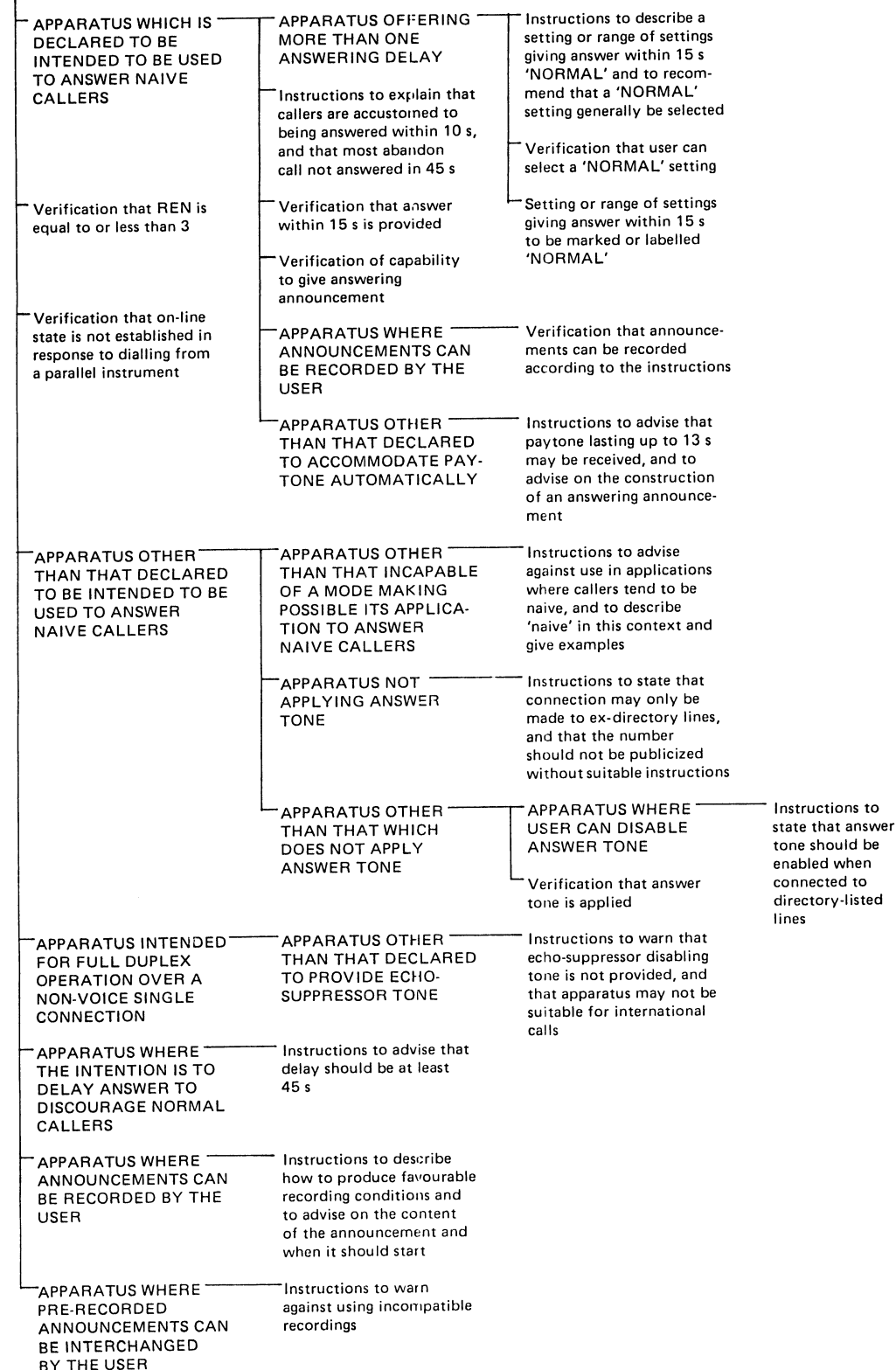
0.3 Auto-answering tree

Figure 2 and Figure 3 illustrate the provisions of this Section in detail and show how they are structured together.



Each branch of the tree is followed provided that the apparatus satisfies the qualifier at the junction. Where there is no qualifier the branch applies for all apparatus. Qualifiers are in capitals: requirements in lower-case.

AUTO-ANSWERING APPARATUS



*REN = ringer equivalence number

Figure 2 — Auto-answer tree