

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

ITU-T E-SERIES RECOMMENDATIONS

OVERALL NETWORK OPERATION, TELEPHONE SERVICE, SERVICE OPERATION AND HUMAN FACTORS

INTERNATIONAL OPERATION	
Definitions	E.100–E.103
General provisions concerning Administrations	E.104–E.119
General provisions concerning users	E.120–E.139
Operation of international telephone services	E.140–E.159
Numbering plan of the international telephone service	E.160–E.169
International routing plan	E.170–E.179
Tones in national signalling systems	E.180–E.189
Numbering plan of the international telephone service	E.190–E.199
Maritime mobile service and public land mobile service	E.200–E.229
OPERATIONAL PROVISIONS RELATING TO CHARGING AND ACCOUNTING IN THE INTERNATIONAL TELEPHONE SERVICE	
Charging in the international telephone service	E.230–E.249
Measuring and recording call durations for accounting purposes	E.260–E.269
UTILIZATION OF THE INTERNATIONAL TELEPHONE NETWORK FOR NON-TELEPHONY APPLICATIONS	
General	E.300–E.319
Phototelegraphy	E.320–E.329
ISDN PROVISIONS CONCERNING USERS	E.330–E.349
INTERNATIONAL ROUTING PLAN	E.350–E.399
NETWORK MANAGEMENT	
International service statistics	E.400–E.404
International network management	E.405–E.419
Checking the quality of the international telephone service	E.420–E.489
TRAFFIC ENGINEERING	
Measurement and recording of traffic	E.490–E.505
Forecasting of traffic	E.506–E.509
Determination of the number of circuits in manual operation	E.510–E.519
Determination of the number of circuits in automatic and semi-automatic operation	E.520–E.539
Grade of service	E.540–E.599
Definitions	E.600–E.649
Traffic engineering for IP-networks	E.650–E.699
ISDN traffic engineering	E.700–E.749
Mobile network traffic engineering	E.750–E.799
QUALITY OF TELECOMMUNICATION SERVICES: CONCEPTS, MODELS, OBJECTIVES AND DEPENDABILITY PLANNING	
Terms and definitions related to the quality of telecommunication services	E.800–E.809
Models for telecommunication services	E.810–E.844
Objectives for quality of service and related concepts of telecommunication services	E.845–E.859
Use of quality of service objectives for planning of telecommunication networks	E.860–E.879
Field data collection and evaluation on the performance of equipment, networks and services	E.880–E.899
OTHER	E.900–E.999

For further details, please refer to the list of ITU-T Recommendations.

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.

© ITU 2007

All rights reserved. No part of this publication may be reproduced, by any means whatsoever, without the prior written permission of ITU.

CONTENTS

	Page
1 Scope	1
2 References.....	1
3 Terms and definition.....	1
4 Service definition.....	1
5 Service management.....	3
5.1 Service ordering – General procedure.....	3
5.2 Procedures for IFS access in the country of origin via dialling a national freephone number (Access Method No. 1).....	4
5.3 Procedure for IFS access in the country of origin via dialling a universal international freephone number (Access Method No. 3)	6
5.4 Common service management aspects.....	8
5.5 Operational aspects.....	9
5.6 Data collection.....	10
6 Customer service features.....	10
6.1 Announcement for caller	10
6.2 Geographical zone call routing.....	10
6.3 Variable call routing	10
6.4 Additional customer service statistics	11
6.5 Directory assistance/listing services.....	12
7 Operational provisions.....	13
7.1 Service operational requirements	13
7.2 Network management.....	13
7.3 Quality of service	13
Annex A – IFS – National freephone number request form (Notes on preparation of national freephone number reservation request form).....	14
Annex B – IFS – Universal international freephone number access service order form.....	18
Annex C – IFS portability	20
Annex D – IFS – Test call request form	28

ITU-T Recommendation E.152

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.

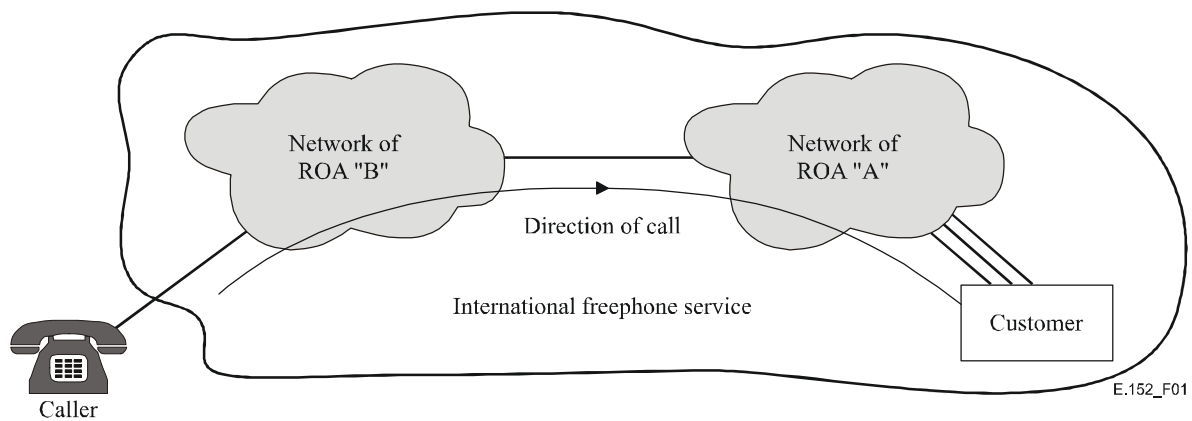


Figure 1/E.152 – General environment of international freephone service

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.