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ITU-T

TELECOMMUNICATION
STANDARDIZATION SECTOR
OF ITU

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(03/98)

**SERIES E: OVERALL NETWORK OPERATION,
TELEPHONE SERVICE, SERVICE OPERATION AND
HUMAN FACTORS**

Operation, numbering, routing and mobile services –
International operation – Operation of international
telephone services

International shared cost service

ITU-T Recommendation E.154

(Previously CCITT Recommendation)

ITU-T E-SERIES RECOMMENDATIONS

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

OPERATION, NUMBERING, ROUTING AND MOBILE SERVICES**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
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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.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**QUALITY OF SERVICE, NETWORK MANAGEMENT AND TRAFFIC ENGINEERING****NETWORK MANAGEMENT**

International service statistics	E.400-E.409
International network management	E.410-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.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

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

ITU-T RECOMMENDATION E.154

INTERNATIONAL SHARED COST SERVICE

Summary

The *International Shared Cost Service (ISCS)* enables an ISCS customer in one country to be assigned one or more special telephone numbers in other countries which allow ISCS callers in those countries to call the ISCS customer at a rate equivalent to a national call charge in the country of origin. All other service and call-related charges are paid by the ISCS customer.

This Recommendation provides the service description for the International Shared Cost Service (ISCS), along with information on the service ordering process and other service operational aspects.

Source

ITU-T Recommendation E.154 was prepared by ITU-T Study Group 2 (1997-2000) and was approved under the WTSC Resolution No. 1 procedure on the 9th of March 1998.

FOREWORD

ITU (International Telecommunication Union) is the United Nations Specialized Agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of the ITU. The 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 Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 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.

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As of the date of approval of this Recommendation, the 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.

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CONTENTS

	<i>Page</i>
1 Scope	1
2 References	1
3 Definition of terms.....	1
4 Service definition.....	2
5 Service management.....	3
5.1 Service ordering – General procedure.....	4
5.2 Procedures for ISCS access in the country of origin via dialling a national shared cost number (Access method No. 1).....	4
5.3 Procedures for ISCS access in the country of origin via international direct dialling of a foreign domestic shared cost number (Access Method No. 2).....	6
5.4 Procedure for ISCS access in the country of origin via dialling a universal international shared cost number (Access Method No. 3).....	6
5.5 Common service management aspects.....	7
5.6 Operational aspects	8
5.7 Data collection	8
6 Customer's service features.....	9
6.1 Announcement for caller.....	9
6.2 Geographical zone call routing	9
6.3 Variable call routing.....	9
6.4 Additional customer service statistics	10
6.5 Directory assistance/listing services.....	11
7 Operational provisions.....	11
7.1 Service operational requirements	11
7.2 Network management	12
7.3 Quality of service	12
Annex A – Access Method No. 1	12
Annex B – Access Method No. 2	17
Annex C – Access Method No. 3	20

Recommendation E.154

INTERNATIONAL SHARED COST SERVICE

(Geneva, 1998)

1 Scope

This Recommendation provides the service description for the International Shared Cost Service (ISCS), along with information on the service ordering process and other service operational aspects.

While this Recommendation only covers shared cost calling services provided using the international telephone service (Recommendation E.105) as the underlying transport mechanism, this does not preclude the same principles being applied or adapted in the future to ISCS using other transport mechanisms, networks or services. In respect of Access Method No. 3, implementation of this service will need to take account of the provisions of supporting D- and E-Series Recommendations.

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; all 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.

- CCITT Recommendation E.105 (1992), *International telephone service*.
- ITU-T Recommendation E.141 (1993), *Instructions for operators on the operator-assisted international telephone service*.

3 Definition of terms

This Recommendation defines the following terms:

- 3.1 ISCS originating ROA:** A Recognised Operating Agency (ROA) in the country of origin of the call which is responsible for ensuring the establishment of access to the international shared cost number in that country. This operator is also responsible for ensuring collection of the portion of the call charge payable by the ISCS caller.
- 3.2 ISCS terminating ROA:** The Recognised Operating Agency (ROA) in the country of call termination which is responsible for ensuring the termination of international shared cost service calls to the ISCS customer and is responsible for relations with the ISCS customer concerning the international shared cost service. This operator is also responsible for ensuring collection of the portion of the call charge payable by the ISCS customer.
- 3.3 ISCS customer:** The individual or entity who (or which) obtains an international shared cost service from an ISCS terminating ROA, and is responsible for payment of all charges due to that ISCS terminating ROA.
- 3.4 ISCS caller:** The person who places a call to an international shared cost number and pays a portion of the call charge.
- 3.5 routing number:** A number format specified by the ISCS terminating ROA which identifies the called ISCS customer and the originating country for routing purposes. The international shared cost number dialled by the ISCS caller is translated in the country of call origination to this special routing number before the call is transferred to the ISCS terminating ROA.



Documents

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Recommendation E.154 (03/98)

1

4 Service definition

4.1 The **International Shared Cost Service (ISCS)** enables an ISCS customer in one country to be assigned one or more special telephone numbers in other countries which allow ISCS callers in those countries to call the ISCS customer at a rate equivalent to a national call charge in the country of origin. All other service and call-related charges are paid by the ISCS customer.

4.2 The international shared cost service is provided by bilateral agreement between an ISCS originating ROA and an ISCS terminating ROA.

4.3 The exchange of the following information between the participating ROAs is considered to be essential prior to the service being made available:

- ISCS originating ROA's numbering arrangements;
- ISCS originating ROA's national charge bands;
- ISCS terminating and originating ROA's local service requirements (operating Code of Practice);
- bilateral agreement of the payment by the ISCS terminating ROA to the ISCS originating ROA for provision of access;
- contact points for each of the ROAs in respect of all general matters relating to ISCS as well as specific contacts for exchange of service orders, testing and fault reporting.

4.4 Participating ISCS originating ROAs and ISCS terminating ROAs may choose to adopt any, or all, of the specific access methods indicated below:

- a) Access Method No. 1 – Access in the country of call origination via dialling a national shared cost number.

A number is assigned to the ISCS customer from the available national shared cost numbers in each country from which the ISCS customer wishes to receive ISCS calls. The ISCS caller dials the national shared cost number, which is translated into a routing number and routed to the country of destination. In the country of origin there may exist more than one charge band for shared cost calling.

Due to variations in shared cost number structure among countries, it is likely that the assigned number cannot be the same in each country.

NOTE – Some countries may use within their national numbering scheme differing national prefixes for shared cost numbers which terminate calls within the country and for shared cost numbers which terminate calls in another country. For the purpose of this Recommendation, both are national shared cost numbers.

- b) Access Method No. 2 – Access in the country of call origination via international direct dialling of a foreign domestic shared cost number.

A single domestic shared cost number assigned to the ISCS customer is used to accept shared cost calls from other countries. The ISCS caller dials the international prefix and the country code followed by the called ISCS customer's domestic shared cost number, which is translated into a routing number and routed to the country of destination.

- c) Access Method No. 3 – Access in the country of call origination via dialling a universal international shared cost number.

A unique *Universal International Shared Cost Number (UISCN)* that is the same throughout the world is assigned to the ISCS customer. The ISCS caller dials the international prefix followed by the UISCN, which is translated into a routing number and routed to the country of destination.

A UISCN facilitates uniform global access to the ISCS customer from all ISCS originating ROAs who choose to offer this feature. The UISCN should be portable, giving ISCS customers the ability to retain their UISCN when changing ISCS service providers.

The UISCN access method can only be used where the international shared cost service requested by the ISCS customer is between two or more countries.

Table 1 compares some aspects of each of the access methods.

Table 1/E.154 – Characteristics of access methods

Access method	Country of destination identified in the dialled number	One universally unique number
No. 1	No	No
No. 2	Yes	Yes
No. 3	No	Yes

4.5 Throughout this Recommendation, the terminating ROA is the provider of the international shared cost service to the ISCS customer and is responsible for all relations with the ISCS customer concerning the international shared cost service. The originating ROA is the ROA in the country of origin of the call that is responsible for the establishment of the access to the international shared cost number in that country.

Figure 1 depicts the relationship of terminating and originating ROAs as regards the direction of call flow.

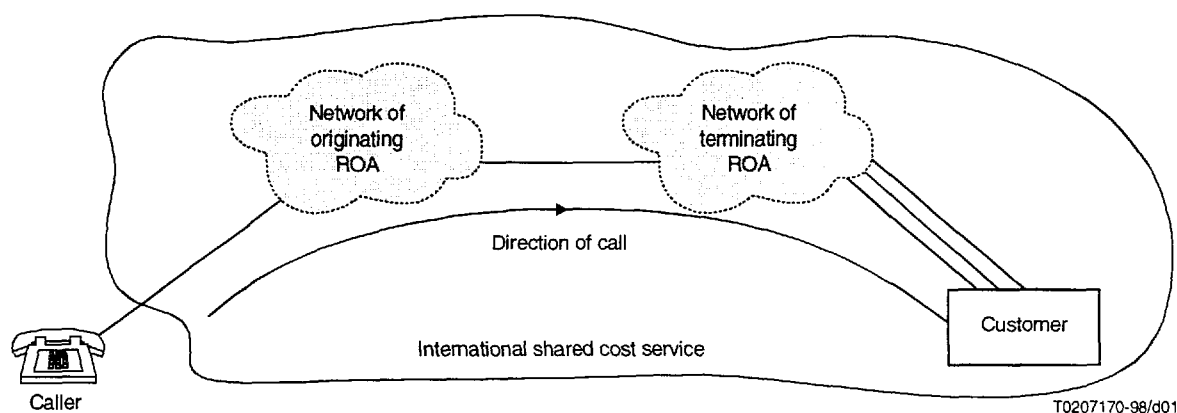


Figure 1/E.154 – General environment of international shared cost service

5 Service management

This clause contains the administrative procedures concerning service ordering, service operation, number assignment, and data collection for each of the three ISCS access methods.

The terminating ROA has the responsibility of processing all applications received on behalf of their ISCS customer and will

- obtain numbers requested by the ISCS customer if available or an acceptable alternative;
- ensure that ISCS customers do not promote their assigned international shared cost number before the customer due date;
- notify the ISCS customer that:
 - a) international shared cost numbers are intended to allow ISCS callers to call the ISCS 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 ISCS customer must inform their ISCS service provider of any such transfer;
 - b) the assignment of a international shared cost number does not create an ownership interest, right or claim to the international shared cost number on the part of the ISCS customer.

As the interface with the ISCS customer, the terminating ROA has overall control responsibilities to ensure the satisfactory completion of the service order for initiation, change, suspension and disconnection of service. Terminating and originating ROAs should each appoint a contact person responsible for all general matters relating to ISCS (a "service manager"), as well as specific contacts for service ordering, testing and fault reporting. Information on these contacts should be exchanged between terminating and originating ROAs.

5.1 Service ordering – General procedure

The terminating ROA will originate the service order on behalf of the ISCS customer. The service order is sent via telefax or other mutually agreed telecommunication to the originating ROA. A separate service order form should be sent to each originating ROA from whom the ISCS customer wishes to receive calls.

The originating ROA will verify the information on the *Service Order Form (SOF)* and, subject to acceptance of the request for service on behalf of the ISCS customer, will programme the work necessary to activate the service on the date requested by the ISCS customer.

The originating ROA may request the terminating ROA to provide additional information to that specified on the service order form.

Terminating and originating ROAs should each indicate one contact point for the exchange of service orders.

The forms as illustrated in Annexes A, B or C, as appropriate, will be used as the SOF by terminating and originating ROAs. (Terminating and originating ROAs may bilaterally agree to specify mandatory components of the SOF, such as "SOF type", and so on.)

5.2 Procedures for ISCS access in the country of origin via dialling a national shared cost number (Access method No. 1)

5.2.1 Service provisioning

Terminating and originating ROAs 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.

Steps:

- 1) Optional National shared cost number reservation request by the terminating ROA to the originating ROA.
- 2) Optional National shared cost number reservation confirmation by the originating ROA to the terminating ROA.
- 3) Day 1 Service Order Form (SOF) issued by the terminating ROA to the originating ROA.
- 4) Day 2 SOF reviewed and processed by the originating ROA.
- 5) Day 4 Number assigned and customer due date confirmed by the originating ROA and the terminating ROA advised.
- 6) Day 7 Service activation.
- 7) Day 8 Testing.
- 8) Day 10 Testing completed/Customer due date.

The following forms may be used during service provisioning (See Annex A):

- National shared cost number request form;
- National shared cost number access service order form.