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ITU-T

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STANDARDIZATION SECTOR
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**SERIES F: NON-TELEPHONE TELECOMMUNICATION
SERVICES**

Message handling services

**Service and operational requirements of the
voice-mail store-and-forward service**

ITU-T Recommendation F.472

(Previously CCITT Recommendation)

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ITU-T RECOMMENDATION F.472**SERVICE AND OPERATIONAL REQUIREMENTS OF THE
VOICE-MAIL STORE-AND-FORWARD SERVICE****Summary**

This Recommendation defines the general principles and basic operational requirements of the voice-mail store-and-forward service provided by service providers using computer-controlled voice-mail systems and Voice-mail Store-and-Forward Units (Voice SFU). Although voice-mail system access will be, predominantly, from within the same country in which the Voice SFU is situated, this Recommendation sets out the minimum service requirements that should be fulfilled to allow international extension of the service. International extension of this service is achieved by the interconnection with one or more other Voice SFUs, across national boundaries using automated transit facilities for the purpose of transfer and delivery of voice-mail messages.

Source

ITU-T Recommendation F.472 was prepared by ITU-T Study Group 7 (1997-2000) and was approved under the WTSC Resolution No. 1 procedure on the 9th of August 1997.

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/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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Recommendation F.472

SERVICE AND OPERATIONAL REQUIREMENTS OF THE VOICE-MAIL STORE-AND-FORWARD SERVICE

(Geneva, 1997)

1 Scope

This Recommendation defines the general principles and basic operational requirements of the voice-mail store-and-forward service provided by service providers using computer-controlled voice-mail systems and Voice-mail Store-and-Forward Units (Voice SFU). Although voice-mail system access will be, predominantly from within the same country in which the Voice SFU is situated, this Recommendation sets out the minimum service requirements that should be fulfilled to allow international extension of the service. International extension of this service is achieved by the interconnection with one or more other Voice SFUs, across national boundaries using automated transit facilities for the purpose of transfer and delivery of voice-mail messages.

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.

- ITU-T Recommendation F.471 (1997), *Operational requirements for the interconnection of voice-mail store-and-forward units*.
- ITU-T Recommendation F.400/X.400 (1996), *Message handling: System and service overview*.
- CCITT Recommendation F.440 (1992), *The voice messaging service*.
- CCITT Recommendation X.440 (1992), *Message handling systems: Voice messaging system*.
- CCITT Recommendation G.721 (1990) (See ITU-T Recommendation G.726.)
- CCITT Recommendation G.726 (1990) (Has replaced former CCITT Recs. G.721 and G.723), *40, 32, 24, 16 kbit/s Adaptive Differential Pulse Code Modulation (ADPCM)*.
- ITU-T Recommendation G.728 – Annex G (1994), *16 kbit/s fixed point specification*.

3 Abbreviations

This Recommendation uses the following abbreviations:

ADPCM	Adaptive Differential Pulse Code Modulation
DEST	Destination
EOS	Elements of Service
Rec.	Recommendation
SFU	Store-and-Forward Unit
VMS	Voice-mail System
VM S&F	Voice-mail Store-and-Forward