



INTERNATIONAL TELECOMMUNICATION UNION

CCITT

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
CONSULTATIVE COMMITTEE

I.253.2

(08/92)

**INTEGRATED SERVICES DIGITAL
NETWORK (ISDN)**

**GENERAL STRUCTURE AND SERVICE
CAPABILITIES**

CALL HOLD

Recommendation I.253.2



Geneva, 1992

FOREWORD

The CCITT (the International Telegraph and Telephone Consultative Committee) is a permanent organ of the International Telecommunication Union (ITU). CCITT 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 Plenary Assembly of CCITT which meets every four years, establishes the topics for study and approves Recommendations prepared by its Study Groups. The approval of Recommendations by the members of CCITT between Plenary Assemblies is covered by the procedure laid down in CCITT Resolution No. 2 (Melbourne, 1988).

Recommendation I.253.2 was revised by Study Group I and was approved under the Resolution No. 2 procedure on the 4th of August 1992.

CCITT NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication Administration and a recognized private operating agency.

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Recommendation I.253.2**CALL HOLD***(revised 1992)***1 Definition**

The **Call Hold** service allows a user to interrupt communications on an existing call and then subsequently, if desired, re-establish communications. A B-channel (see Note) may or may not be reserved after the communication is interrupted to allow the origination or possible termination of other calls. Reservation must be provided by the service provider as a user option. The Call Hold service includes the retrieve operation which re-establishes communication on a B-channel between the served user and the held party.

Note – Use of the Call Hold supplementary service to hold calls by a particular terminal simultaneously using more than one B-channel is outside the scope of this Recommendation.

2 Description**2.1 General description**

When the Call Hold (HOLD) service is invoked, communication on a B-channel is interrupted and the B-channel is released from use by the existing call.

If reservation is subscribed to, a B-channel is reserved for use by the given terminal used to invoke the Call Hold supplementary service.

When a user (as identified by a terminal) places a call on hold and reservation applies, a B-channel should always be available on that user's interface so that the user may retrieve that call from hold, or set up, retrieve or connect to another call. One B-channel should be kept available for the user as long as the user:

- i) has one or more calls on hold with reservation; and
- ii) is not currently connected to any other call.

Hence, the network should not reserve more than one B-channel for the terminal used to invoke the Call Hold supplementary service.

When the served user wishes to re-establish communications, the retrieve operation is requested. The success of the retrieve operation depends on whether a B-channel was reserved and whether a B-channel is currently available to the served user.

2.2 Specific terminology

None identified.

2.3 Qualifications on the applicability to telecommunication services

The Call Hold supplementary service is applicable to all circuit mode basic telecommunication services. Although it may not be meaningful for some services, the network will not otherwise restrict its applicability.

3 Procedures**3.1 Provision/withdrawal**

The Call Hold service is provided after prior arrangement with the service provider or may be generally available. As the Call Hold service can often be used together with other supplementary services (e.g. the Call Waiting