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**TELEPHONE NETWORK AND ISDN
OPERATION, NUMBERING, ROUTING
AND MOBILE SERVICE**

**TERMINAL DEVICES USED IN CONNECTION
WITH THE PUBLIC TELEPHONE SERVICE
(OTHER THAN TELEPHONES)**

ITU-T Recommendation E.117

(Previously "CCITT Recommendation")

FOREWORD

The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of the International Telecommunication Union. 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 (Helsinki, March 1-12, 1993).

ITU-T Recommendation E.117 was revised by the ITU-T Study Group 1 (1993-1996) and was approved under the WTSC Resolution No. 1 procedure on the 1st of June 1994.

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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SUMMARY

Many terminal devices are available that may be substituted for, or used in conjunction with, subscribers' telephones in the public telephone service. This Recommendation outlines some difficulties that may arise from this practice, particularly for the calling party. It also offers some guidelines to be considered when setting national requirements for terminal equipment. This Recommendation does not address issues related to PBXs, and it may not be applicable for telephone services entirely provided via the ISDN.

Recommendation E.117

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TELEPHONE SERVICE (OTHER THAN TELEPHONES)**

(revised, 1994)

1 Many terminal devices are available that may be substituted for, or used in conjunction with, subscribers' telephones. This Recommendation outlines some difficulties that may arise from this practice, particularly for the calling party. It also offers some guidelines to be considered when setting national requirements for terminal equipment. This Recommendation does not address issues related to PBXs, and it may not be applicable for telephone services entirely provided via the ISDN.

2 Such terminal devices include:

- a) a single terminating device such as:
 - a telephone answering machine to record a message;
 - a telephone answering machine providing only a recorded announcement;
 - a facsimile terminal;
 - a data modem;
- b) a switching device offering automatic access to two or more terminal devices such as a telephone and a facsimile machine;
- c) an intelligent interactive terminal, which may, for example, prompt the calling party to enter commands from a telephone DTMF keypad.

3 Difficulties may arise when a call is answered in a manner that is incompatible with the terminal capability or reasonable expectation of the calling party. A charge will normally result from an effective network connection. However, the call may have been ineffective from the viewpoint of providing the calling party with the desired transfer of information. A further concern is that, having answered the call, a device may return tones or signals that mislead the calling party into thinking that the call has not been answered, and hence, has not been charged.

4 In order to minimize the occurrence or the effect of such difficulties in the international public telephone service, administrations should consider the following:

- a) the inclusion, where practicable, of the guidelines in the annex as a part of any national requirements for terminal devices to be used in connection with the telephone service;
- b) the possibility of a subscriber's line being terminated on such an alternative device may be indicated in telephone directories (for an example, see Recommendation E.123);
- c) In the long term, a preference for making available network based solutions, rather than for devices at the customers' premises that require that every call be answered before the nature of the call can be determined.

Annex A

Guidelines in setting national requirements for use of terminal equipment

(This annex forms an integral part of this Recommendation)

A.1 Operating conditions

A.1.1 Delay in answering

If the terminal device is other than a telephone, and has been set to automatically answer calls, it should answer as soon as practicable, taking into account the need to delay answer until the calling party can be advised by the audible ringing tone that a connection has been established.

If the terminal has more than one function, e.g. a voice and a non-voice application, and it is configured for the voice application to take priority, it should delay answer for a reasonable period of time. This should allow the call to be answered manually before the non-voice application answering procedure begins.

If the terminal is configured for the non-voice application to take priority, it should answer as soon as practicable, taking account of the need to delay answer until the calling party can be advised by the audible ringing tone that a connection has been established.

If the terminal is a telephone answering and recording device, the delay before answering may be user selectable.

A.1.2 Normal conditions for metering and supervision

In answering and disconnecting a call, the device should provide normal answer and disconnect conditions on the subscriber loop. It should also provide the same normal conditions for control of metering and supervision.

A.1.3 Awareness

A.1.3.1 The calling party should be made aware of the presence of a device other than a telephone:

- a) in the case of a telephone answering machine, via a recorded announcement; or
- b) in the case of other devices, via suitable tones (or announcements).

A.1.3.2 The recorded announcement from a telephone answering machine may include, for example, the following:

- some indication that it is a recording device;
- the subscriber's name, telephone number (and location), or business;
- clear instructions as to the functioning of the device (whether a message may be recorded, and if so, the moment when a message may be recorded).

A.2 Avoidance of misleading tones

After call answer, the device should not return tones that the calling party may confuse with normal network-generated tones (particularly, simulated ringing tone).

A.3 Avoidance of interference with network signalling

The device should not interfere with network signalling. This may be achieved by following the relevant T- and V-Series Recommendations. For applications not covered there, the G-Series are relevant.

A.4 Transmission considerations

Any device using recorded announcements (including synthesized voice) should provide a level and quality of speech such that the message will be intelligible to the caller.