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**ITU-T**

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

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**INTERNATIONAL FREEPHONE SERVICE**

**ITU-T Recommendation E.152**

(Previously "CCITT Recommendation")

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## FOREWORD

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

ITU-T Recommendation E.152 was revised by ITU-T Study Group 1 (1993-1996) and was approved under the WTSC Resolution No. 1 procedure on the 19th of July 1996.

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## 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

This Recommendation on the International Freephone Service (*Blue Book* – Melbourne, 1988) has been revised to bring it into alignment with current practice in the International Freephone Service, and to provide two additional optional ways of accessing the service:

- 1) by dialling foreign domestic freephone numbers; and
- 2) by dialling universal international freephone numbers, which use Recommendation E.164 country code 800 as a global service code, as defined in Recommendation E.169.



## **INTERNATIONAL FREEPHONE SERVICE**

*(revised in 1996)*

### **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 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 D.115 (1988), *Tariff principles and accounting for the International Freephone Service (IFS)*.
- CCITT Recommendation E.105 (1992), *International telephone service*.
- ITU-T Recommendation E.169 (1996), *Application of E.164 numbering plan for universal international freephone numbers for international freephone service*.
- ITU-T Recommendation E.141 (1993), *Instructions for operators on the operator assisted international telephone service*.

### **3 Definition of terms**

The following definitions are applicable to this Recommendation:

**3.1 IFS service access provider:** A Recognized Operating Agency (ROA) in the country of origin of the call which is responsible to ensure the establishment of access to the international freephone number in that country.

**3.2 IFS service 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 dialed 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 free phone 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 – 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.

A single domestic freephone number assigned to the IFS customer is used to accept freephone calls from other countries. The IFS caller dials the international prefix and the country code followed by the called IFS customer's domestic freephone 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 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. 2	Yes	Yes
No. 3	No	Yes

**4.3** Throughout this Recommendation, service provider A 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. Service provider B 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 service providers A and B as regards the direction of call flow.



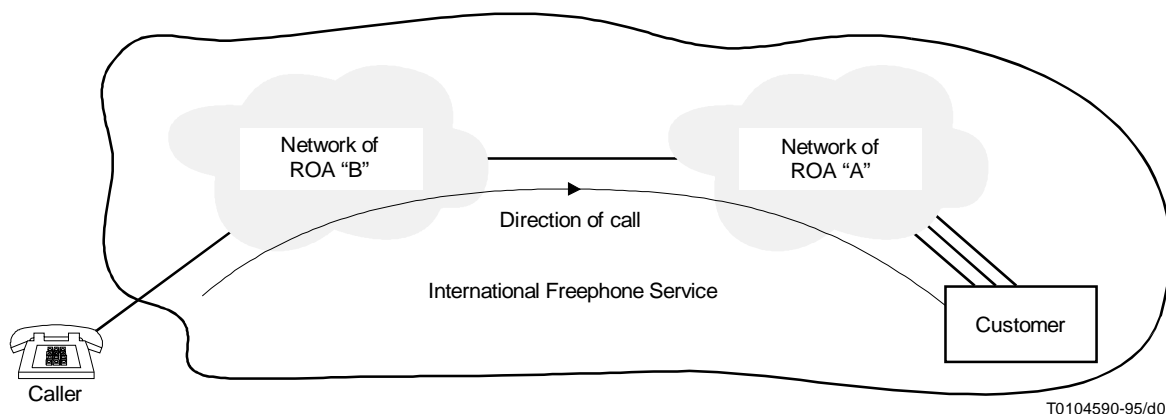


FIGURE 1/E.152  
**General environment of international freephone service**

## 5 Service management

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

Service provider A 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, service provider A has overall control responsibilities to ensure the satisfactory completion of the service order for initiation, change, suspension and disconnection of service. Service provider A and B 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 service providers A and B.

### 5.1 Service ordering – General procedure

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

Service provider B 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.

Service provider B may request service provider A to provide additional information to that specified on the service order form.

Service providers A and B 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 service providers A and B. (Service providers A and B 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**

Service providers A and B 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 freephone number reservation request by service provider A to service provider B.
- 2) Optional: National freephone number reservation confirmation by service provider B to service provider A.
- 3) Day 1: Service Order Form (SOF) issued by service provider A to service provider B..
- 4) Day 2: SOF reviewed and processed by service provider B.
- 5) Day 4: Number assigned and customer due date confirmed by service provider B and service provider A 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 freephone number request form;
- national freephone number access service order form.

### **5.2.2 Requirements before issuing the service order**

Service provider A may have reason prior to the issue of a service order to request service provider B 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, service provider B will allocate the next spare number and notify service provider A. Service provider A can then request additional numbers if required. If the IFS customer has no preference for a specific number, any number may be assigned by service provider B from the available unassigned numbers.

This process will be accomplished by using the form in Annex A, or a similar one.

Service provider B will advise service provider A 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.

Service provider B should guarantee the reservation of the allocated national freephone number for 60 days. After this period, service provider B 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, service provider B may cancel the reservation. In all cases, service provider B should promptly notify service provider A 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 service provider B.
- 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 service provider B reclaiming those numbers for reassignment.
- Service provider B 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, service provider B's number reassignment policy will be followed.
- Service provider B makes the final decision on any freephone number used.

### **5.2.5 Service disconnection**

Based on the request of an IFS customer, service provider A will originate an SOF to disconnect the international freephone service. Service providers A and B 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 Procedures for IFS access in the country of origin via international direct dialling of a foreign domestic freephone number (Access Method No. 2)**

### **5.3.1 Service provisioning**

Service providers A and B 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) Day 1: Service Order Form (SOF) issued by service provider A to service provider B.
- 2) Day 2: SOF reviewed and processed by service provider B.
- 3) Day 4: Customer due date confirmed by service provider B and service provider A advised.
- 4) Day 7: Service activation.
- 5) Day 8: Testing.
- 6) Day 10: Testing completed/customer due date.

The following forms are used during service provisioning (see Annex B):

- foreign domestic freephone number service order form.

### **5.3.2 Requirements before issuing the service order**

There are no specific preservice order issuing requirements for this service application, apart from a general requirement that callers in the country of service provider B be able to dial foreign domestic freephone numbers and that calling party billing for these calls be suppressed. However, if the existing domestic freephone number assignment is not appropriate for this access method, service provider A may allocate a special number for the implementation of this service feature. In this case, the number assignment is a national matter for service provider A.

### **5.3.3 Preparation of the service order form**

The service order form for this service access method can be found in Annex B along with the detailed instructions on the preparation of the form.

### **5.3.4 Policy for assignment of numbers used for access to foreign domestic freephone numbers**

Since the number assignment is a national matter for service provider A, no specific policy is indicated.

### **5.3.5 Service disconnection**

Based on the request of an IFS customer, service provider A will originate an SOF to disconnect the international freephone service. Service providers A and B 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.

## **5.4 Procedure for IFS access in the country of origin via dialling a universal international freephone number (Access Method No. 3)**

### **5.4.1 Service provisioning**

Service providers A and B 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, service provider A is required to obtain a number assignment from the UIFN Registrar, and confirm service activation to the UIFN Registrar, using the procedures in Recommendation E.169.

For the initial activation of a UIFN the following steps apply. Steps 1, 2, 7 and 9 do not apply for subsequent activations of the UIFN in additional countries.

Steps:

- 1) UIFN Request by service provider A to UIFN Registrar.
- 2) UIFN reservation confirmed by UIFN Registrar to service provider A.
- 3) Day 1: Service Order Form (SOF) issued by service provider A to service provider B.
- 4) Day 2: SOF reviewed and processed by service provider B.
- 5) Day 4: Customer due date confirmed by service provider B and service provider A advised.
- 6) Day 7: Service activation.

- 7) Day 7: UIFN activation notification by service provider A to UIFN Registrar.
- 8) Day 8: Testing.
- 9) Day 9: UIFN assignment confirmation by UIFN Registrar to service provider A.
- 10) Day 10: Testing completed/customer due date.

The following forms may be used during service provisioning:

- universal international freephone number request form (see Recommendation E.169);
- universal international freephone number access service order form (see Annex C);
- universal international freephone number status notification form (see Recommendation E.169).

#### **5.4.2 Requirements before issuing the service order**

Service provider A should obtain a UIFN assignment from the UIFN Registrar using the procedures and forms which appear in Recommendation E.169.

#### **5.4.3 Preparation of the service order form**

The service order form for this service access method can be found in Annex C, along with detailed instructions on the preparation of the form.

A copy of the completed UIFN request form received from the UIFN Registrar should be attached by service provider A to the service order form.

#### **5.4.4 Policy for assignment of universal international freephone numbers**

The policy for assignment of universal international freephone numbers can be found in Recommendation E.169.

#### **5.4.5 Service disconnection**

Based on the request of an IFS customer, service provider A will originate an SOF to disconnect the international freephone service. Service providers A and B 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.

### **5.5 Common service management aspects**

#### **5.5.1 Directory assistance/listing**

Directory assistance and/or listing in Country B may be provided as an option by service provider B and if so can be obtained at the option of the customer of service provider A. If IFS customers wish to have their freephone number included in the directory assistance system and/or directory listing, this must be specified in the SOF.

#### **5.5.2 Access capabilities/line definition**

Service provider A will indicate the actual number of access lines at the disposal of its IFS customer. This may be used for network management purposes.

#### **5.5.3 Service authorization**

Service providers A and B will activate the service a few days prior to the customer due date. This will allow proper testing and verification of the service before the customer due date.

#### **5.5.4 Preservice testing**

Service provider A will verify operation of the IFS customer's access number and will perform preservice testing during the days preceding the SOF due date.

Service provider B will test the service on the day before the SOF due date at the latest.

IFS customers are not to promote their number(s) before the customer due date.

#### **5.5.5 Service order control**

As the originator and interface with the IFS customer, service provider A should have overall control responsibilities to assure satisfactory completion of the service order and initiation of service.

#### **5.5.6 Service abuse**

Service provider B will notify service provider A of any unusual or abusive use of international freephone calling. Service provider A should attempt to correct the situation as quickly as possible.

Examples of service abuse could be:

- the generation of significant IFS call volumes which the IFS customer has no intention of answering; or
- an unscrupulous person using IFS to access an IFS customer's PABX for the purpose of making outgoing calls at the IFS customer's expense.

In extreme cases, service provider B may terminate service to an IFS customer who has shown an inability or lack of desire to control their international freephone service.

Service provider B will consult with service provider A prior to taking any action.

### **5.6 Operational aspects**

#### **5.6.1 Operations centres**

Service provider A and B should each specify an operations centre which will be responsible for preservice testing, trouble investigation and clearance, and service performance tracking.

#### **5.6.2 Preservice testing**

Each new international freephone number will be tested using the IFS customer number prior to the customer due date. On the customer due date, a final call will be made from the originating country to verify a caller's ability to call the IFS customer.

#### **5.6.3 Service faults**

Investigation and clearance of service faults shall be done in accordance with the relevant M-Series Recommendations.

### **5.7 Data collection**

#### **5.7.1 Collection of originating country performance data**

Statistical data from originating international freephone exchange(s) will be used to provide traffic statistics for outgoing IFS calls.

Available data will be specified by bilateral agreement.

#### **5.7.2 Exchange of customer performance data**

There will be no charge for the exchange of such information between service providers A and B. If the reports are supplied to the IFS customer, service provider A will decide the charge and will not reimburse service provider B.

## **6 Customers service features**

In principle, the basic IFS is operated as described under clause 5 above. As a service provider option, IFS customers may be offered additional service features, as described below.

### **6.1 Announcement for caller**

Announcements for IFS callers may be network-generated at call origin by service provider B, for example to inform the caller that the call will not be charged, an announcement may be given to the caller after dialling a freephone number; or part of the IFS customer call handling provided in the destination country by service provider A.

### **6.2 Geographical zone call routing**

In general, a call placed to an international freephone number from anywhere within a country or service area will route to the specified destination for the IFS customer. However, a customer may be able to request that the origination of IFS calls be limited to a restricted geographic area within the country or service area.

This feature may be provided at the option of service provider B.

### **6.3 Variable call routing**

A variety of variable call routing applications can be provided in response to specific IFS customer requirements. It should be noted that certain applications could result in an IFS call originating and terminating in the same country. The routing of such calls is a national matter.

#### **6.3.1 Point of origin call routing**

This feature permits an IFS customer to specify different IFS call destinations depending on where the IFS call originated. These points of origin can be differentiated by national boundaries or sub-divisions within a country, such as linguistic areas, economic or political districts, etc. Independent of the point of origin, the IFS caller would dial the same international freephone number.

This feature may be provided at the option of service provider B or if information as to the origin of call is available by service provider A.

#### **6.3.2 Time-dependent call routing**

This feature enables IFS customers to route their traffic to alternative destinations or to an announcement at specified times of the day or days of the week. The destinations may vary depending on:

- time (hour - minute);
- day of the week (Su - Mo - Tu - We - Th - Fr - Sa).

This feature may be provided at the option of service provider A.

#### **6.3.3 Date-dependent call routing**

IFS customers may require temporary changes in their normal routing or interruptions in their normal service to take account of public holidays, business vacations, seasonal requirements, etc. Date-dependent call routing provides a specified handling that is different from that which would normally be scheduled for the specific date.

The deactivation, reactivation or destinations may vary depending on:

- date (day - month - year).

This feature may be provided at the option of service provider A.

#### **6.3.4 Variable (follow-me) call routing**

IFS customers may also require temporary changes in their specified call routing for special events or campaigns. The traffic will be routed to these alternative destinations when requested by the IFS customer. The follow-me feature is intended for non-periodic routing changes.

The IFS customer may either activate the follow-me number by contacting service provider A's customer service centre who will enter the request into the system on behalf of the IFS customer, or the IFS customer may interact with the system directly. In both cases, the traffic will then be routed to the alternative destination instead of the normal destination. It should be possible to also schedule the request for activation of the follow-me number in advance.

This feature may be provided at the option of service provider A.

### **6.3.5 Call completion on busy (traffic-dependent) call routing**

The purpose of this feature is to complete calls which encounter a busy. Three sub-features which may be provided at the option of service provider A are possible:

#### **6.3.5.1 Diversion of calls to alternative destinations**

This sub-feature provides the capability to have calls that encounter busy to be routed to an alternative destination specified by the IFS customer. A series of alternative destinations may be specified. If none of these alternative destinations are available, the call will be given a busy indication, or the queuing sub-feature may be applied.

#### **6.3.5.2 Queueing of calls**

This sub-feature provides the capability to have call attempts that encounter busy on all available destinations, to be held in a queue until an IFS customer line becomes available. If a line becomes available, the call will be taken out of the queue on the FIFO principle (first in-first out) and routed to the IFS customer.

#### **6.3.5.3 Recorded announcements**

This sub-feature provides the capability to route a call that cannot be completed to a recorded announcement. Depending on the reason for unsuccessful call, different announcements can be provided:

If the call is prevented by network congestion, the IFS caller should receive usual network tones and announcements.

If the call is prevented by congestion at the IFS destination access, the announcements provided should be according to the optional arrangements subscribed to by the IFS customer.

## **6.4 Additional customer service statistics**

This feature provides the capability to give more information about the usage and performance of the IFS customer's service.

This feature may be provided at the option of service provider A. The provision of some of the types of information listed may require the cooperation of service provider B.

### **6.4.1 Real-time information**

The following call-specific information could be given to the IFS customer during the call, e.g. on a terminal. For example:

- freephone indicator showing if the incoming call is a freephone call;
- telephone number of the caller, if available;
- origin of the call;
- charging information related to the call.

Other information could be given to the IFS customer via a terminal, such as:

- usage of the customer lines;
- number of calls in the queue;
- accounting (billing) information of the last accounting period;
- number of seizures/call attempts in a specified period;
- number of successful calls for a specified period.



## 6.4.2 Data analysis

Traffic data may be processed by service provider A and given to the customer on a periodic (e.g. monthly) basis.

- a) For IFS calls:
  - date and time of call;
  - number of the caller, if available;
  - origin of the call;
  - call answer time of the customer;
  - duration of the call.
- b) Call attempt profile:
  - counts of call attempts for a specific period (e.g. 5-minute, 15-minute, or 60-minute periods) can be listed according to their origin.

## 6.5 Directory assistance/listing services

Directory assistance listing of the international freephone number in the country of call origin may be provided at the option of service provider B for the IFS customer.

Directory listing of the international freephone number in the country of call origin may also be obtained at the option of service provider B for the IFS customer.

# 7 Operational provisions

## 7.1 Service operational requirements

### 7.1.1 Service provider A should:

- a) apply the provisions of Recommendation D.115 as regards the tariff and accounting principles applicable to the IFS;
- b) collect call data for international billing and accounting purposes;
- c) take appropriate action to prevent fraud;
- d) carry out traffic observations as may be appropriate;
- e) identify an incoming routing number for special handling, as follows:
  - verify the validity of the received number;
  - translate the received number into the domestic number of the IFS customer;
  - route the call to the proper destination.

### 7.1.2 Service provider B should:

- a) ensure the free-of-charge character of the call for the caller;
- b) take appropriate action to prevent fraud;
- c) monitor the network and take action to prevent congestion resulting from an excessive number of calls in a short period of time;
- d) carry out traffic observations as may be appropriate;
- e) allow IFS calls to be placed from any public or private telephone terminal;
- f) screen IFS calls for validity;

- g) translate the dialled IFS number into the number format as specified by the service provider A. This will normally be in the form of a special routing number which will be used by service provider A to identify the called IFS customer as well as the origin of the call. This routing number should be kept confidential. The structure of the routing number will be bilaterally agreed;

NOTE – When service provider A does not have the necessary capabilities for terminating IFS call processing and/or the necessary billing capabilities, the translation may be to a regular PSTN number, and the call will be routed as an IDD call. In this case, service provider B must provide the capabilities which cannot be provided by service provider A.

- h) route the IFS call after translation of the dialled IFS number to an appropriate international exchange. However, in the case of UIFNs the call may instead be routed to a national exchange when the caller and the IFS customer are in the same country.

## **7.2 Network management**

Advanced network management facilities may be required as IFS grows, to ensure that congestion resulting from heavy calling to one number does not adversely affect the international freephone service or other services. (See the E.410-Series Recommendations.)

## **7.3 Quality of service**

In addition to the provisions in this Recommendation, the quality of service for IFS should be comparable to that of the international telephone service, as specified in Recommendation E.105.

## Annex A

### IFS – National Freephone Number Request Form

#### (Notes on preparation of national freephone number reservation request form)

(This annex forms an integral part of this Recommendation)

The form, which is detailed below, will be used as the national freephone number request form by service provider A and service provider B.

#### **PART A: filled out by the applicant (service provider A)**

- a) Identity of service provider A requesting the service.
- b) Identity of service provider B to whom request is being made.
- c) Coordination number: a reference number to identify the request.
- d) Date transmitted.
- e) Request type:
  - New: a new service involving a new national freephone number is established.
  - Change: an existing service requires modification (i.e. change from one number to another or change of service provider but retaining the same number).
  - Cancel: the service does not exist yet, and the customer decides not to use this number, the number automatically goes into the pool of available numbers for immediate assignment.
- f) Change: indicate the type of change.
- g) Indicate either:
  - 1) customer requests one of the numbers listed below (in order of preference); or
  - 2) customer requests any available number with no specific preference.
- h) Customer name: name of IFS customer.
- i) Expected Due Date: service will be expected to officially commence on this date.

#### **PART B: filled out by the recipient (service provider B)**

- a) Date transmitted.
- b) National freephone number: the number reserved to service provider A.
- c) Number denied: numbers requested by service provider A but not made available.
- e) Remarks: enter any information pertinent to this reservation.

# International Freephone Service

## National Freephone Number Request Form

**Part A: (filled out by the Applicant)**

Coordination No. \_\_\_\_\_

Date: \_\_\_\_\_  
Day Month Year

(Applicant – Service provider A)

(Recipient – Service provider B)

Company name

Contact name

Address

Telephone number

Fax number

Request Type (mark with an X)

New

Change

Cancel

Reason for change \_\_\_\_\_

National Freephone number requests in order of priority:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_

- 6) \_\_\_\_\_
- 7) \_\_\_\_\_
- 8) \_\_\_\_\_
- 9) \_\_\_\_\_
- 10) \_\_\_\_\_

Customer name \_\_\_\_\_

Expected customer due date \_\_\_\_\_

**Part B: (filled out by the Recipient)**

Date: \_\_\_\_\_  
Day Month Year

The following National Freephone Number \_\_\_\_\_ is reserved for 60 days.

The below National Freephone number was denied reservation, with reason:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_

- 6) \_\_\_\_\_
- 7) \_\_\_\_\_
- 8) \_\_\_\_\_
- 9) \_\_\_\_\_
- 10) \_\_\_\_\_

Remarks \_\_\_\_\_

## IFS – National Freephone Number Access

### Service Order Form

The form which is detailed below will be used as the SOF by service providers A and B. (Service providers may bilaterally agree to specify mandatory components of the SOF, such as “SOF Type”, and so on.)

- a) Identity of service provider A requesting the service.
- b) Identity of service provider B to whom request is being made.
- c) Coordination number: a reference number to identify the order. Should be the same as used for any prior national freephone number request.
- d) Supplement number: indicates a supplement to an existing pending SOF – indicate sequentially, e.g. 001, 002, etc. The coordination number should be the same as that of the original SOF.
- e) SOF type:
  - new: a new service involving a new freephone number is established;
  - change: an existing service requires modification;
  - disconnect: an existing service is completely disconnected;
  - suspend: service provider B will disconnect service, but will hold the freephone number for 60 days.
- f) Supplement type:
  - modify: to be used when information on the original SOF needs to be changed. The “remarks” section should be used to indicate the exact information being modified.
  - due date change: to be used when the customer of service provider A cannot accept service on the original due date. It is important that service provider B does not activate the service when it cannot yet be used, or if it becomes necessary to change the due date.
  - cancel SOF: this should be received prior to the due date and will cancel the SOF and all supplements pending. The cancel SOF should contain all the information on the original SOF.
- g) National freephone number: this should be filled in when a freephone number has been pre-assigned. If a customer will accept the next available freephone number, this area should be left blank.
- h) Routing number: service provider A’s number for routing of incoming IFS calls.
- i) Customer information:
  - name;
  - address;
  - access capabilities: indicate quantity of terminating lines. (Used for network management purposes, see 5.5.2.)
- j) Customer due date: typically up to ten working days may be required by service provider B for service initiation. Service will be considered to officially commence at the time and date that service provider A has specified in the SOF and confirmed by service provider B.

Activation time: this should only be used where coordination of work is required to maintain an uninterrupted service to the customer (e.g. when a customer changes service provider). Time will be Universal Coordinated Time.

Note that service activation should take place three working days prior to the due date.
- k) Directory assistance: indicate “yes” if the customer of service provider A is to be included in the directory assistance system of service provider B, if available.

- l) Directory listing: if service provider B offers inclusions in the telephone directories for foreign IFS customers, the desired listing should be indicated by service provider A in accordance with service provider B's format requirements, as typically shown below:

Format:

- use digits for number designations;
  - use an ampersand (&) rather than “and”;
  - do not use punctuation;
  - up to 50 alphanumeric characters.
- m) Additional directory listings: if service provider B offers additional listings in alphabetical and/or classified directories, service provider A should indicate whether its customer is interested in arranging for any additional listings.
- n) Request sent: date transmitted.
- o) Request received: service provider B use only.
- p) Confirmed due date: service provider B use only.
- q) Confirmation sent: service provider B use only.
- r) Final test: date final test completed.
- s) Activation confirmed: date service activated.
- t) Remarks: enter any information pertinent to this order, e.g. notify immediately of assigned freephone number.
- u) Contact person: name of service provider A's coordinator and contact number(s).

## IFS – National Freephone Number Access

### Service Order Form

<b>a) Service Provider A</b> Name: ..... ..... Location: ..... .....	<b>b) Service Provider B</b> Name: ..... ..... Location: ..... .....	<b>c) Coordination number</b> CC - ..... <hr/> <b>d) Supplement number</b> SN - .....
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<b>e) SOF Type</b> (mark with an X)	<b>New</b>	<b>Change</b>	<b>Disconnect</b>	<b>Suspend</b>
<b>f) Supplement Type</b> (mark with an X)	<b>Modify</b>	<b>Due Date Change</b>	<b>Cancel SOF</b>	

<b>g) National Freephone Number:</b> _____ <b>h) Routing Number:</b> _____
<b>i) Customer Name:</b> _____ <b>Address:</b> _____ _____ <b>Access Capabilities:</b> _____

<b>j) Customer due date:</b> _____ Day/Month/Year _____ Activation Time	<b>k) Directory Assistance:</b> YES/NO	<b>l) Directory Listing:</b> YES/NO	<b>m) Additional Listing(s):</b> YES/NO _____ _____ _____
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<b>n) Request sent:</b> _____ Day/Month/Year	<b>o) Request Received:</b> _____ Day/Month/Year	<b>p) Confirmed due date:</b> _____ Day/Month/Year	<b>q) Confirmation sent:</b> _____ Day/Month/Year
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<b>r) Final Test:</b> _____ Day/Month/Year	<b>s) Activation Confirmed:</b> _____ Day/Month/Year
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**t) REMARKS:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**u) CONTACT PERSON:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **TELEFAX:** \_\_\_\_\_

## Annex B

### IFS – Foreign Domestic Freephone Number Access

#### Service Order Form

(This annex forms an integral part of this Recommendation)

The form which is detailed below will be used as the SOF by service providers A and B. (Service providers may bilaterally agree to specify mandatory components of the SOF, such as “SOF Type”, and so on.)

- a) Identity of service provider A requesting the service.
- b) Identity of service provider B to whom request is being made.
- c) Coordination number: a reference number to identify the order.
- d) Supplement number: indicates a supplement to an existing pending SOF – indicate sequentially, e.g. 001, 002, etc. The coordination number should be the same as that of the original SOF.
- e) SOF type:
  - new: a new service involving a new freephone number and/or new country is established;
  - change: an existing service requires modification;
  - disconnect: an existing service is completely disconnected;
  - suspend: service provider B will disconnect service.
- f) Supplement type:
  - Modify: to be used when information on the original SOF needs to be changed. The “remarks” section should be used to indicate the exact information being modified.
  - Due date change: to be used when the customer of service provider A cannot accept service on the original due date. It is important that service provider B does not activate the service when it cannot yet be used, or if it becomes necessary to change the due date.
  - Cancel SOF: this should be received prior to the due date and will cancel the SOF and all supplements pending. The cancel SOF should contain all the information on the original SOF.
- g) Dialed freephone number: this should be filled in with the country code and domestic freephone number to be dialed.
- h) Routing number: service provider A’s number for routing of incoming IFS calls.
- i) Customer information:
  - name;
  - address;
  - access capabilities: indicate quantity of terminating lines. (Used for network management purposes, see 5.5.2.)
- j) Customer due date: typically up to ten working days may be required by service provider B for service initiation. Service will be considered to officially commence at the time and date that service provider A has specified in the SOF and has been confirmed by service provider B.

Activation time: this should only be used where coordination of work is required to maintain an uninterrupted service to the customer (e.g. when a customer changes service provider). Time will be Universal Coordinated Time.

Note that service activation should take place three working days prior to the due date.
- k) Directory assistance: indicate “yes” if the customer of service provider A is to be included in the directory assistance system of service provider B, if available.



- l) Directory listing: if service provider B offers inclusions in the telephone directories for foreign IFS customers, the desired listing should be indicated by service provider A in accordance with service provider B's format requirements, as typically shown below:

Format:

- use digits for number designations;
  - use an ampersand (&) rather than “and”;
  - do not use punctuation;
  - up to 50 alphanumeric characters.
- m) Additional directory listings: if service provider B offers additional listings in alphabetical and/or classified directories, service provider A should indicate whether its customer is interested in arranging for any additional listings.
- n) Request sent: date transmitted.
- o) Request received: service provider B use only.
- p) Confirmed due date: service provider B use only.
- q) Confirmation sent: service provider B use only.
- r) Final test: date final test completed.
- s) Activation confirmed: date service activated.
- t) Remarks: enter any information pertinent to this order.
- u) Contact person: name of service provider A's coordinator and contact number(s).

# IFS – Foreign Domestic Freephone Number Access

## Service Order Form

<b>a) Service Provider A</b> Name: ..... ..... Location: ..... .....	<b>b) Service Provider B</b> Name: ..... ..... Location: ..... .....	<b>c) Coordination number</b> CC - ..... <hr/> <b>d) Supplement number</b> SN - .....
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<b>e) SOF Type</b> (mark with an X)	<b>New</b>	<b>Change</b>	<b>Disconnect</b>	<b>Suspend</b>
<b>f) Supplement Type</b> (mark with an X)	<b>Modify</b>	<b>Due Date Change</b>	<b>Cancel SOF</b>	

**g) Dialed Freephone Number:** + \_\_\_\_\_

**h) Routing Number:** \_\_\_\_\_

**i) Customer Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Access Capabilities:** \_\_\_\_\_

<b>j) Customer due date:</b> _____ Day/Month/Year _____ Activation Time	<b>k) Directory Assistance:</b> YES/NO	<b>l) Directory Listing:</b> YES/NO	<b>m) Additional Listing(s):</b> YES/NO
<b>Listing:</b> _____ _____ _____			

<b>n) Request sent:</b> _____ Day/Month/Year	<b>o) Request Received:</b> _____ Day/Month/Year	<b>p) Confirmed due date:</b> _____ Day/Month/Year	<b>q) Confirmation sent:</b> _____ Day/Month/Year
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<b>r) Final Test:</b> _____ Day/Month/Year	<b>s) Activation Confirmed:</b> _____ Day/Month/Year	
--	--	--

**t) REMARKS:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**u) CONTACT PERSON:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **TELEFAX:** \_\_\_\_\_

## Annex C

### IFS – Universal International Freephone Number Access

#### Service Order Form

(This annex forms an integral part of this Recommendation)

The form which is detailed below will be used as the SOF by service providers A and B. (Service providers may bilaterally agree to specify mandatory components of the SOF, such as “SOF Type”, and so on.)

- a) Identity of service provider A requesting the service.
- b) Identity of service provider B to whom request is being made.
- c) Coordination number: a reference number to identify the order.
- d) Supplement Number: indicates a supplement to an existing pending SOF – indicate sequentially, e.g. 001, 002, etc. The coordination number should be the same as that of the original SOF.
- e) SOF type:
  - new: a new service involving a new freephone number with service provider B is established;
  - change: an existing service requires modification;
  - disconnect: an existing service is completely disconnected;
  - suspend: service provider B will disable service for a specified period of time.
- f) Supplement type:
  - Modify: to be used when information on the original SOF needs to be changed. The “remarks” section should be used to indicate the exact information being modified.
  - Due date change: to be used when the customer of service provider A cannot accept service on the original due date. It is important that service provider B does not activate the service when it cannot yet be used, or if it becomes necessary to change the due date.
  - Cancel SOF: this should be received prior to the due date and will cancel the SOF and all supplements pending. The cancel SOF should contain all the information on the original SOF.
- g) Universal International Freephone number: this should be filled in with the UIFN which has been reserved or assigned by the UIFN Registrar.

For a new service a copy of the completed UIFN Request Form and, for expansion of an existing service to include a new country, a copy of the completed UIFN Status Notification Form, received from the UIFN Registrar, should be attached to the Service Order Form.
- h) Routing number: service provider A’s number for routing of incoming IFS calls.
- i) Customer Information:
  - name;
  - address;
  - access capabilities: indicate quantity of terminating lines. (Used for network management purposes, see 5.5.2.)

- j) Customer due date: typically up to ten working days may be required by service provider B for service initiation. Service will be considered to officially commence at the time and date that service provider A has specified in the SOF.

Activation time: this should only be used where coordination of work is required to maintain an uninterrupted service to the customer (e.g. when a customer changes service provider). Time will be Universal Coordinated Time.

Note that service activation should take place three working days prior to the due date.

- k) Directory assistance: indicate “yes” if the customer of service provider A is to be included in the directory assistance system of service provider B, if available.
- l) Directory listing: if service provider B offers inclusions in the telephone directories for foreign IFS customers, the desired listing should be indicated by service provider A in accordance with service provider B’s format requirements, as typically shown below:

Format:

- use digits for number designations;
  - use an ampersand (&) rather than “and”;
  - do not use punctuation;
  - up to 50 alphanumeric characters.
- m) Additional directory listings: if service provider B offers additional listings in alphabetical and/or classified directories, service provider A should indicate whether its customer is interested in arranging for any additional listings.
- n) Request sent: date transmitted.
- o) Request received: service provider B use only.
- p) Confirmed due date: service provider B use only.
- q) Confirmation sent: service provider B use only.
- r) Final test: date final test completed.
- s) Activation confirmed: date service activated.
- t) Remarks: enter any information pertinent to this order.
- u) Contact person: name of service provider A’s coordinator and contact number(s).

# IFS – Universal International Freephone Number Access

## Service Order Form

<b>a) Service Provider A</b> Name: _____ _____ Location: _____ _____ _____	<b>b) Service Provider B</b> Name: _____ _____ Location: _____ _____ _____	<b>c) Coordination number</b> CC - _____ <hr/> <b>d) Supplement number</b> SN - _____
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<b>e) SOF Type</b> (mark with an X)	<b>New</b>	<b>Change</b>	<b>Disconnect</b>	<b>Suspend</b>
<b>f) Supplement Type</b> (mark with an X)	<b>Modify</b>	<b>Due Date Change</b>	<b>Cancel SOF</b>	

<b>g) Universal Freephone Number:</b> + 800 _____			
<b>h) Routing Number:</b> _____			
<b>i) Customer Name:</b> _____			
<b>Address:</b> _____			
_____			
<b>Access Capabilities:</b> _____			
<b>j) Customer due date:</b> _____ Day/Month/Year _____ Activation Time	<b>k) Directory Assistance:</b> YES/NO	<b>l) Directory Listing:</b> YES/NO	<b>m) Additional Listing(s):</b> YES/NO
	<b>Listing:</b> _____		
	_____		
	_____		
<b>n) Request sent:</b> _____ Day/Month/Year	<b>o) Request Received:</b> _____ Day/Month/Year	<b>p) Confirmed due date:</b> _____ Day/Month/Year	<b>q) Confirmation sent:</b> _____ Day/Month/Year
<b>r) Final Test:</b> _____ Day/Month/Year	<b>s) Activation Confirmed:</b> _____ Day/Month/Year		

**t) REMARKS:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**u) CONTACT PERSON:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **TELEFAX:** \_\_\_\_\_