
ND1209:1999/05

PNO-ISC/SER/009

Operator Services

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PNO-ISC SERVICE DESCRIPTION NUMBER 009
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0.4 HISTORY

Revision	Date of Issue	Updated By	Description
Issue 1	April 1999	PNO-ISC Editors	First Issue

0.5 ISSUE CONTROL

PAGE	ISSUE	DATE
All	Issue 1	April 1999

0.6 REFERENCES

0.7 GLOSSARY OF TERMS

0.7.1 Abbreviations

CNI	Changed Number Interception
PNO-ISC	Public Network Operators Interconnect Standards Committee
PSTN	Public Switched Telephony Network
SVI	Service Interception

0.7.2 Terminology

The following definitions apply to Operator Services;

Calling Customer/Operator	The customer/operator in the Originating Network initiating the call.
Called Customer/Operator	The customer/operator in the Terminating Network to whom the call is directed.
Originating Network	The network to which the customer/operator who originates a call is directly connected.
Terminating Network	The network to which the customer/operator who receives a call is directly connected.
Incoming Network	The network to which a call is passed from a point of interconnection between two networks.
Intercepting Network	The network which traps a call prior to answer, which may or not be chargeable, and passes it for answer to an Operator.
Outgoing Network	The network from which a call is passed to a point of interconnection between two networks.
Operator Override	The ability given to an Operator to use superior authority to monitor and/or intervene in an existing call.

0.8 SCOPE

This document describes the operation of Operator Services between Public Networks.

1. DESCRIPTION

The basic service and the enhanced services are described in 1.1 and 1.2 respectively. The basic and enhanced services are only applicable to call types suitable for originating from and terminating on an Operator's console.

1.1 BASIC SERVICE

The basic service allows:

- 1.1.1 A calling customer in the originating network to call an operator in the terminating network to assist in the making of a call or to make a call to summon an emergency service. On calls to certain operator services Called Party control of the connection is invoked in the originating network. In this situation the release of the call, after answer, is under the control of the Operator until the Operator relinquishes the call.
- 1.1.2 An Operator in the originating network to call a customer/operator in the terminating network.
- 1.1.3 An Operator to connect together the services described in 1.1.1 and 1.1.2 above and to either remain in the call or to relinquish the Operator connection and allow it to proceed without further assistance.

Basic call protocols are employed to provide the above.

1.2 ENHANCED SERVICES

Enhanced services are of two generic types: override and interception. These generic types include more specific functionality as detailed in 1.2.1 and 1.2.2.

1.2.1 Operator Override Service

This is an enhanced service, which allows an Operator to have access to the following facilities:

- a) Originate an Override call to a number in the UK network, if the called line is already engaged on a call then depending on the type of call the Override call may be rejected.
- b) Ascertain the status of the called customer's line, eg free, busy, in service, out of service. The Operator may then:
 - i) Monitor the customer connection in a non intrusive manner so as not to degraded the quality of that connection.
 - ii) Offer a call to the customer by means of an alerting signal if the line is in the idle condition. (See 1.1.2 above)
 - iii) Interrupt an existing call and offer the customer the choice of either
 - a) continue with the existing callor
 - b) clearing the existing call and accepting the new call offered by the Operator.
 - iv) Cause the network to apply an audible indication to the customer connection to indicate to the customer that the customer connection should be returned to the idle state.

1.2.2 Interception Services

These are described below in 1.2.2.1 to 1.2.2.3

1.2.2.1 Service Interception

Service Interception (SVI) provides the Network Operator with the facility to have all calls to a customer's line intercepted by an Operator. The Operator is able to extend the call to the called customer.

The interception by the Operator may be chargeable or not on a configurable basis.

The customer's outgoing service is unaffected by this facility.

1.2.2.2 Changed Number Interception

Changed Number Interception (CNI) provides the customer and the network operator with the facility to have all calls to a particular number intercepted by an Operator in order to advise callers of the called customer's new number. This service does not allow calls to be extended to the called customer's new number. The interception by the Operator may be chargeable or not on a configurable basis.

1.2.2.3 Night Interception

Night Interception provides a customer with the facility to have either some or all calls intercepted by an Operator. This service does not allow the call to be extended to the original called customer. The interception by the Operator may be chargeable or not on a configurable basis.

1.3 INTERACTION WITH OTHER SERVICES

1.3.1 Basic Service

In the basic service a call made to or from an Operator shall be treated as a telephony service speech call apart from the automatic transfer of Basic Service Mark information if available.

1.3.2 Enhanced Service

The call made by the Operator using the service specified in 1.2.1. above shall not be acted on by any diversion service. All other services shall continue as for the basic service.

If the service specified in 1.2.2 above is required to interact with a diversion service then it shall be a network option as to which service has precedence. All other services shall continue as for the basic service.

Note: Number Portability shall have no adverse effect on these services.

1.4 CHARGING

In both the Basic and Enhanced services described above charging shall be for agreement between network operators.

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