

**Human Factors;  
Procedure for registering a supplementary service code**

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Pursuant to the ETSI IPR Policy, no investigation, including IPR searches, has been carried out by ETSI. No guarantee can be given as to the existence of other IPRs not referenced in SR 000 314 (or the updates on the ETSI Web server) which are, or may be, or may become, essential to the present document.

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## Foreword

This ETSI Standard (ES) has been produced by ETSI Technical Committee Human Factors (HF), and is now submitted for the ETSI standards Membership Approval Procedure.

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## Introduction

Following the work done to create ETS 300 738 [1] the ETSI Technical Assembly assigned the responsibility for the registration and allocation of service codes for supplementary services used in public network services to the Human Factors Technical Committee (TC-HF).

The present document sets out application and registration procedures.

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## 1 Scope

The present document defines the procedure to be followed when applying for a code for a new supplementary service that is to be entered on the ETSI register of supplementary service codes. It also sets out the responsibilities of the parties involved in the application.

The present document is applicable to all supplementary services used in public network services.

The present document is not applicable to supplementary services implemented on Centrex or on corporate networks.

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## 2 References

The following documents contain provisions which, through reference in this text, constitute provisions of the present document.

- References are either specific (identified by date of publication, edition number, version number, etc.) or non-specific.
- For a specific reference, subsequent revisions do not apply.
- For a non-specific reference, the latest version applies.
- A non-specific reference to an ETS shall also be taken to refer to later versions published as an EN with the same number.

[1] ETS 300 738: "Human Factors (HF); Minimum Man-Machine Interface (MMI) to public network based supplementary services".

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## 3 Definitions and abbreviations

### 3.1 Definitions

For the purposes of the present document, the following definitions apply:

**Service Code (SC):** a two or three digit string used within a user command dialogue to identify a supplementary service.

**supplementary service:** an additional service provided by a network which modifies or supplements a basic telecommunications service(s).

**switching order:** an instruction sent by the user to the exchange during a condition different from the normal call set up conditions to perform a function relating to a supplementary service.

### 3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

PX	Prefix
R	Register Recall signal
SC	Service Code
SI	Supplementary Information
SO	Switching Order
SR	Separator
SX	Suffix
TB	Technical Body
TC-HF	ETSI Technical Committee Human Factors

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## 4 Supplementary service codes

A supplementary service code is a two or three digit string used within a user command dialogue to identify the supplementary service which it is required to access.

### 4.1 Use of a supplementary service code

The command dialogue used to gain access to and control of a supplementary service should contain the following fields:

- prefix (**PX**), a mandatory element;
- service code (**SC**), a mandatory element;
- separator(s) (**SR**), as required;
- supplementary information (**SI**) one or more units as required;
- suffix (**SX**), a service suffix as required.

The dialogue thus has the following syntax: **PX SC (SR SI) SX**.

Each unit of supplementary information is preceded by a separator and more than one unit of supplementary information may be included.

The dialogue can be sent by a process of overlap or en-bloc dialling. In the case of overlap sending the dialogue is preceded by a start command which is normally an "off-hook" procedure. Where the service code needs to be invoked during a call, the start command may be a "register recall" signal.

In the case of en-bloc dialling, a finish command is used to request the transmission of the dialogue which is normally an "off-hook" procedure or a "send" signal.

Further sets of supplementary information can follow the basic dialogue, one after another divided by separators.

### 4.2 Switching orders

A switching order is an instruction sent by the user to the exchange during a condition different from the normal call set up conditions in order to perform a call control function relating to particular supplementary services.

The syntax is typically (**R**) **SO**, where "R" is the register recall signal and SO is the switching order, although it is recommended that "R" should only be used where there is a specific technical need for it.

The dialogue can be sent by a process of overlap or en-bloc dialling as described in subclause 4.1.

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## 5 ETSI register of supplementary service codes

### 5.1 Purpose of the register

ETSI has responsibility for the registration and allocation of service codes for supplementary services used in public network services in order to harmonize the codes used in public telephone networks services and so improve the usability of supplementary services throughout Europe.

The ETSI register of allocated service codes is intended to be published widely and regularly updated by the ETSI secretariat in co-operation with the Chairmen of the relevant ETSI technical bodies. The up-to-date Register shall be accessible from the ETSI web site, together with the contact point for enquiries and applications for the allocation of codes for new services.

## 5.2 Content of the register

The ETSI register of supplementary service codes contains a listing of supplementary services, identified by their titles and associated with their allocated service code and/or switching order(s). Each service is defined in a manner which is intended to be unambiguous and worded in user related terms. A reference is given to the source of each definition.

## 5.3 Use of the register

The ETSI register of supplementary service codes shall provide a primary source of reference to available supplementary services. It shall provide a standard listing of service names in English together with the recommended supplementary service codes and switching orders.

The use of the register should prevent the proliferation of different codes for the same service and the list of supplementary service definitions should assist service providers when considering the creation of new services.

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# 6 Application and registration procedures

## 6.1 Procedure

Service codes can only be allocated when the supplementary service to which the code is to be assigned has been fully described. The allocation of a code can be proposed and a code can be reserved for a period of one year. If a sufficient description of the service has not been produced within that year, the code shall be made free for another allocation.

Similar rules govern the allocation of switching orders.

The procedure for a service provider of a supplementary service who wishes to obtain a new code are then as follows:

- A service provider considers that he has available a new supplementary service.
- He then consults ETSI register of titles and definitions to see if such a supplementary service has been described before.
- If his "new" supplementary service is not described in the register he provides a definition of his service to the ETSI Secretariat and lays claims to a title and a service code.
- The Secretariat then checks the code list for conflicts, if none are found it confirms the allocation and adds the code title and definition as a provisional entry to the register on the ETSI web site.
- At the same time, the ETSI Secretariat informs the Chairman of TC-HF and the Chairmen of other relevant Technical Bodies (TBs) of the new provisional entry.
- If any Chairman is dissatisfied with the definition provided for the new service the ETSI Secretariat is informed and the ETSI Secretariat seeks clarification from the service provider.
- The Secretariat receives any further description of the supplementary service provided by the service provider within 12 months and forwards them to the relevant TB Chairmen.
- The TB Chairmen agree that the description provided is "sufficient" and the code is then confirmed as a valid entry in the register.

During the provisional 12 months, any ETSI member may register as an interested party with the ETSI Secretariat so as to be kept informed of progress on the registration of the code and shall have the opportunity to comment on the definition or on the claimed code. The interested party may provide the "sufficient" description if the original registrant fails to do so.

## 6.2 Responsibilities of the applicant

A service provider who wishes to use a new supplementary service should first consult the ETSI register supplementary service codes with particular attention to the list of titles and definitions to see if such a supplementary service has been described before.

If his "new" supplementary service is not described in the register a definition of the service may then be provided to the ETSI Secretariat and a title and a service code may be claimed using the form given in Annex A.

When the ETSI Secretariat is satisfied that the form is correctly completed and the code, title and definition have been entered as a provisional entry to the register on the ETSI web site that service and code may be used.

During the provisional 12 months, the service provider shall provide any clarification necessary to his definition of the service.

## 6.3 Responsibilities of the ETSI Secretariat

Upon receipt of a completed application form, the ETSI Secretariat shall check it for correctness and refer back to the applicant if necessary. When a correctly completed form is received the Secretariat shall check the code list for conflicts, and, if none are found, shall confirm the allocation to the applicant and add the code title and definition as a provisional entry to the register on the ETSI web site,

At the same time, the ETSI Secretariat shall inform the Chairmen of TC-HF and the Chairmen of the other relevant TBs of the new provisional entry.

If the description provided is considered insufficient, the Chairman of TC-HF shall inform the Secretariat who shall in turn seek clarification from the applicant.

Any further description of the supplementary service provided by the service provider within 12 months shall be forwarded by the ETSI Secretariat to the relevant TB Chairmen.

Any other applicant who registers as an interested party with the ETSI Secretariat shall be kept informed of progress on the registration of the code and should be offered the opportunity to provide a sufficient description if the original registrant fails to do so.

When the Chairman of TC-HF informs the ETSI Secretariat that the description provided is "sufficient", the code is then confirmed as a valid entry in the register.

If 12 months has passed before the process has been completed the ETSI Secretariat shall inform the Chairman of TC-HF who shall decide whether the code application should be considered as failed.

If a code application is considered failed, the Secretariat shall so inform the applicant and the code shall be made available for other use.

## 6.4 Responsibilities of the TC-HF Chairman

The TC-HF Chairman shall act as a central co-ordination point for the consultation process with the Chairmen of the other relevant TBs.

The Chairman shall receive from the ETSI Secretariat details of a new provisional entry.

If the description provided is considered insufficient, the Chairman of TC-HF shall inform the ETSI Secretariat who shall in turn seek clarification from the applicant.

As soon as the description provided is considered sufficient, the Chairman of TC-HF shall instruct the ETSI Secretariat to confirm that the code application is valid.



If the ETSI Secretariat informs the Chairman of TC-HF that 12 months has passed and that the process has not been completed the Chairman of TC-HF shall decide whether the code application should be considered as failed and instruct the ETSI Secretariat accordingly.

## 6.5 Use of a provisional code

During the provisional 12 months, any service provider may use the code at his own risk, with the possibility that the code may not finally be accepted into the ETSI register.

Any such service provider may register as an interested party with the ETSI Secretariat so as to be kept informed of progress on the registration of the code and shall be offered the opportunity to provide a sufficient description of the supplementary service if the original applicant fails to do so.

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## Annex A (normative): Request form for a supplementary service code

Notwithstanding the provisions of the copyright clause related to the text of the present document, ETSI grants that users of the present document may freely reproduce the request form in this annex so that it can be used for its intended purposes and may further publish the completed request form.
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### A.1 Notes for applicant

The following two pages provide an application form to register a new supplementary service code. The form may be photocopied to use for an application.

In "1", please provide a contact department as well as a contact name in case of staff changes.

In "2", provide the name that you propose for the supplementary service for which you wish to register a code. Describe the network type(s) over which you intend to offer the service, e.g. PSTN, ISDN, GSM etc.

Give the date by which you expect the service to be provided.

In "3" provide a definition of the supplementary service in sufficient detail to distinguish it from any other service. Also give the proposed supplementary service code and switching order(s) if relevant.

In "4" provide a general description of the operation of the service as seen by the user, i.e. not a technical description.

After completion of the form (provided as electronic attachment), retain a completed copy for yourself and send the application to:

**European Telecommunications Standards Institute**

**Attention TC-HF**

**ETSI F-06921 Sophia Antipolis Cedex**

**FRANCE**

You shall receive an acknowledgement and your application shall be dealt with by TC-HF and other TBs as soon as possible.

Return address: European Telecommunications Standards Institute  
 ETSI F-06921 Sophia Antipolis Cedex  
 FRANCE

## APPLICATION TO REGISTER A NEW SUPPLEMENTARY SERVICE CODE

### 1 Service provider

Contact name and department:

\_\_\_\_\_

Address:

\_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

e-mail address: \_\_\_\_\_

### 2 Proposed service name:

\_\_\_\_\_

Offered in network types: \_\_\_\_\_

Date of provision: \_\_\_\_\_

### 3 Full definition of the service:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Proposed code: \_\_\_\_\_ Switching order(s) if any: \_\_\_\_\_

### 4 Description of service (as seen by user):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*For ETSI use:*

Date received: \_\_\_\_\_ Proposed code accepted date: \_\_\_\_\_

Alternative code assigned and date \_\_\_\_\_

Ref. entry in database \_\_\_\_\_

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## History

<b>Document history</b>				
V1.1.1	September 1998	Membership Approval Procedure	MV 9848:	1998-09-29 to 1998-11-27