



# **GSM** **T**ECHNICAL **S**PECIFICATION

**GSM 02.72**

July 1996

Version 5.0.0

---

Source: ETSI TC-SMG

Reference: TS/SMG-010272Q

ICS: 33.060.50

**Key words:** Digital cellular telecommunications system, Global System for Mobile communications (GSM)



## **Digital cellular telecommunications system (Phase 2+); Call Deflection Service description, Stage 1 (GSM 02.72)**

**ETSI**

European Telecommunications Standards Institute

**ETSI Secretariat**

**Postal address:** F-06921 Sophia Antipolis CEDEX - FRANCE

**Office address:** 650 Route des Lucioles - Sophia Antipolis - Valbonne - FRANCE

**X.400:** c=fr, a=atlas, p=etsi, s=secretariat - **Internet:** secretariat@etsi.fr

Tel.: +33 92 94 42 00 - Fax: +33 93 65 47 16

---

**Copyright Notification:** No part may be reproduced except as authorized by written permission. The copyright and the foregoing restriction extend to reproduction in all media.

© European Telecommunications Standards Institute 1996. All rights reserved.



## Contents

Foreword.....	5
1 Scope .....	7
2 Normative references .....	7
3 Definitions and Abbreviations .....	7
3.1 Definitions .....	7
3.2 Abbreviations .....	7
4 Description .....	8
4.1 General Description .....	8
4.2 Applicability to telecommunication services.....	8
5 Normal Procedures with successful outcome .....	8
5.1 Provision .....	8
5.2 Withdrawal .....	8
5.3 Registration.....	8
5.4 Erasure .....	8
5.5 Activation.....	9
5.6 Deactivation .....	9
5.7 Invocation.....	9
5.8 Interrogation.....	9
5.9 Normal Operation.....	9
5.10 Charging requirements .....	9
6 Exceptional procedures or unsuccessful outcome.....	10
6.1 Invocation and operation.....	10
7 Interactions with other supplementary services .....	10
7.1 Calling Line Identification Presentation (CLIP) .....	10
7.2 Calling Line Identification Restriction (CLIR) .....	10
7.3 Connected Line Identification Presentation (COLP) .....	10
7.4 Connected Line Identification Restriction (COLR) .....	10
7.5 Call Forwarding Unconditional (CFU) .....	10
7.6 Call Forwarding on mobile subscriber Busy (CFB).....	10
7.7 Call Forwarding on No Reply (CFNRy) .....	11
7.8 Call Forwarding on mobile subscriber Not Reachable (CFNRc) .....	11
7.9 Call Deflection (CD) .....	11
7.10 Call Waiting (CW) .....	11
7.11 Call Hold (CH).....	11
7.12 Multi-party (MPTY) .....	11
7.13 Closed User Group (CUG).....	11
7.14 Advice of Charge (AoC).....	11
7.15 Barring of All Outgoing Calls (BAOC) .....	11
7.16 Barring of all Outgoing International Calls (BOIC) .....	11
7.17 Barring of all Outgoing International Calls except those direct to the Home PLMN Country (BOIC-exHC) .....	12
7.18 Barring of All Incoming Calls (BAIC) .....	12
7.19 Barring of Incoming Calls when roaming outside the home PLMN country (BIC-Roam) ..	12
7.20 Explicit Call Transfer (ECT) .....	12
7.21 Completion of Calls to Busy Subscriber (CCBS) .....	12
7.22 Support of Private Numbering Plan (SPNP) .....	12
7.23 Multiple Subscriber Profile (MSP) .....	12
7.24 User-To-User Signalling (UUS).....	12

8	Interworking Considerations .....	12
	Annex A (informative): Deviations to the ISDN service Call Deflection .....	13
	History .....	14

## Foreword

This Global System for Mobile communications Technical Specification (GTS) has been produced by the Special Mobile Group (SMG) Technical Committee (TC) of the European Telecommunications Standards Institute (ETSI).

This GTS defines the stage 1 of Call Deflection (CD) which enables the served mobile subscriber to respond to an incoming call offered by the network by requesting redirection of this call to another number specified in the response within the digital cellular telecommunications system (Phase 2/Phase 2+).

GTS are produced by TC-SMG to enable the GSM Phase 2+ specifications to become publicly available, prior to submission for the formal ETSI standards approval procedure to become European Telecommunications Standards (ETS). This ensures the earliest possible access to GSM Phase 2+ specifications for all Manufacturers, Network operators and implementors of the Global System for Mobile communications.

The contents of this GTS are subject to continuing work within TC-SMG and may change following formal TC-SMG approval. Should TC-SMG modify the contents of this GTS it will then be republished by ETSI with an identifying change of release date and an increase in version number as follows:

Version 5.x.y

where:

- y     the third digit is incremented when editorial only changes have been incorporated in the specification;
  
- x     the second digit is incremented for all other types of changes, i.e. technical enhancements, corrections, updates, etc.

Reference is made within this GTS to GSM-TSs (note).

NOTE:     TC-SMG has produced documents which give the technical specifications for the implementation of the digital cellular telecommunications system. Historically, these documents have been identified as GSM Technical Specifications (GSM-TSs). These TSs may have subsequently become I-ETTs (Phase 1), or ETs/ETSI Technical Reports (ETRs) (Phase 2). TC-SMG has also produced ETSI GSM TSs which give the technical specifications for the implementation of Phase 2+ enhancements of the digital cellular telecommunications system. These version 5.x.x GSM Technical Specifications may be referred to as GTs.

Blank page

## 1 Scope

Call Deflection (CD) enables the served mobile subscriber to respond to an incoming call offered by the network by requesting redirection of this call to another number specified in the response. The CD supplementary service can only be invoked before the connection is established by the served mobile subscriber, i.e. in response to the offered call, or during the period that the served subscriber is being informed of the call. The served subscriber's ability to originate calls is unaffected by the CD supplementary service.

## 2 Normative references

This specification incorporates by dated and undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this specification only when incorporated in it by the amendment or revision. For undated references, the latest edition of the publication referred to applies.

- [1] GSM 01.04 (ETR 100): "Digital cellular telecommunications system (Phase 2); Abbreviations and acronyms".
- [2] GSM 02.04 (ETS 300 503): "Digital cellular telecommunication system (Phase 2); General on supplementary services".

## 3 Definitions and Abbreviations

### 3.1 Definitions

**(call) forwarding:** A general term applied to any functionality whereby a call is redirected automatically by the network to another user. The forms of forwarding are: unconditional, busy, no reply and not reachable.

**deflected-to subscriber:** A subscriber to whom the call is redirected as a result of the CD supplementary service. The deflected-to subscriber may be a subscriber of any network.

**diversion:** A general term which includes all forms of call forwarding and call deflection whereby calls are redirected by the user instead of being answered.

**served subscriber:** The mobile subscriber to whom the CD supplementary service is provided.

**subscriber A:** The calling subscriber in a call which is subject to diversion. The subscriber A may be a subscriber of any network.

### 3.2 Abbreviations

For the purposes of this ETS the following abbreviations apply, in addition, abbreviations used in this ETS are listed in GSM 01.04 (ETR 100) [1].

CD                                      Call Deflection

## 4 Description

### 4.1 General Description

The CD Supplementary Service enables the served mobile subscriber to respond to an incoming call offered by the network by requesting redirection of this call to another number specified in the response. The CD supplementary service can only be invoked before the connection is established by the served mobile subscriber, i.e. in response to the offered call during the period that the served subscriber is being informed of the call. The served subscriber's ability to originate calls is unaffected by the CD supplementary service.

A maximum number of diversions is permitted for each call with an upper limit of five diversions. When counting the number of diversions, all types of diversions are included. As a network operator option the maximum number of diversions shall be in the range of one to five diversions per call. If the limit of successive diversions of a call is already reached an unsuccessful call setup indication is sent backward to the network originating the call.

The invocation of Call Deflection can either be an automatic response from the mobile station to the offered call (use pre-programmed information) or may be the result of an action by the served subscriber. The mobile station related procedures to pre-program and display the deflected-to number is out of the scope of this specification.

If the CD service is provisioned and there is no service violation, the request will be accepted, the connection to the served mobile station will be released (with an appropriate notification) and a call towards the deflection-to subscriber will be established.

### 4.2 Applicability to telecommunication services

The applicability of this supplementary service is defined in GSM 02.04 (ETS 300 503) [2].

## 5 Normal Procedures with successful outcome

### 5.1 Provision

The supplementary service will be provisioned for all Basic Services subscribed to and to which it is applicable.

The service can be offered with one subscription option. The option applies to all Basic services subscribed to. It shall be possible to select only one value.

Subscription option:	Value
Calling subscriber receives notification that her call has been deflected	- Yes
	- No

### 5.2 Withdrawal

The supplementary service will be withdrawn at the subscriber's request or for service provider reasons.

### 5.3 Registration

Not applicable.

### 5.4 Erasure

Not applicable.



## 5.5 Activation

Within the network the service is activated for the whole subscription period. This supplementary service shall be activated by the service provider as a result of provision.

NOTE: No activation/deactivation procedure is needed at the user-network interface.

## 5.6 Deactivation

This supplementary service shall be deactivated by the service provider as a result of withdrawal.

## 5.7 Invocation

The CD supplementary service shall be invoked by the served mobile subscriber. There is a standardized MMI required for the invocation of the CD supplementary service by Phase 2+ mobiles.

## 5.8 Interrogation

Not applicable.

## 5.9 Normal Operation

The network offers incoming calls to the served mobile subscriber according to the normal procedure.

The served subscriber can respond to the incoming call offered normally or by invoking the CD supplementary service with an appropriate message. This appropriate message will contain the call deflection request and the deflected-to number. This deflected-to number may be accompanied by a deflected-to subaddress.

Two different cases of the CD invocation can be distinguished:

- The invocation can be either an automatic response from the mobile station to the offered call (using pre-programmed information at the mobile station) or
- may be the result of an action by the served subscriber.

If the CD supplementary service is invoked and the served mobile subscriber has subscribed to the service, the network performs the call deflection towards the indicated deflected-to number and clears the call to the called (served) mobile subscriber with a positive acknowledgement.

As a subscription option, the served mobile subscriber can request that the subscriber A receives a notification that the call has been deflected.

The deflected-to subscriber shall receive an indication that the CD supplementary service has been invoked on the call, i.e. that call has been deflected.

When multiple diversions occurs the reason for diversion given to the deflected-to subscriber should indicate the last type of diversion (e.g. the invocation of the CD supplementary service).

When calls are diverted once, i.e. due to a single invocation of the CD supplementary service, the following information shall be given to subscriber A based on the value of the served mobile subscriber's subscription option "calling subscriber receives notification that the call has been deflected":

- if the value of the subscription option is "no", then no information shall be sent to subscriber A;
- if the value of the subscription option is "yes", then an indication that the call is being deflected shall be sent to subscriber A.

## 5.10 Charging requirements

The deflecting subscriber may be charged for the deflected part of the call.

## **6 Exceptional procedures or unsuccessful outcome**

### **6.1 Invocation and operation**

If a mobile subscriber tries to invoke the CD supplementary service while not subscribed to or the network operator cannot provide the CD supplementary service for some other reasons, an indication shall be provided to the mobile subscriber to notify her with the reason of failure.

Possible causes for rejection include:

- service not subscribed to;
- deflected-to number invalid;
- deflected-to number is barred;
- use of an operator access prefix;
- insufficient information;
- deflected-to number is a special service code (see note);
- deflected-to number is served mobile subscriber's number;
- the number of diversions has reached the upper limit;
- supplementary services incompatibility;
- no call available for deflection.

NOTE: Network operators may prevent a served subscriber from invoking the CD supplementary service when the number specified for the deflected-to subscriber has special significance, e.g. emergency services, operator services. The identification of such numbers is outside the scope of this standard.

If the deflected call cannot be completed to the deflected-to subscriber the network shall clear the call towards the subscriber A and notify the subscriber A of the rejection.

## **7 Interactions with other supplementary services**

### **7.1 Calling Line Identification Presentation (CLIP)**

When a call has been deflected and the deflected-to subscriber has been provided with the CLIP supplementary service, the deflected-to subscriber shall receive the number of the subscriber A unless the CLIR supplementary service is invoked for the subscriber A.

### **7.2 Calling Line Identification Restriction (CLIR)**

No impact, i.e. when the CLIR supplementary service is applicable and invoked for subscriber A, her line identity shall not be presented to the deflected-to subscriber unless the deflected-to subscriber has an override category.

### **7.3 Connected Line Identification Presentation (COLP)**

If the served (deflecting) subscriber selects the option that the subscriber A is not notified of call deflection, then the subscriber A shall not receive the connected line identity when the call is answered, unless the subscriber A has override capability. Otherwise, no impact.

### **7.4 Connected Line Identification Restriction (COLR)**

No impact.

### **7.5 Call Forwarding Unconditional (CFU)**

No impact.

### **7.6 Call Forwarding on mobile subscriber Busy (CFB)**

No impact, i.e. neither supplementary service shall affect the operation of the other supplementary service.

NOTE: If the subscriber is not network determined user busy, then the CD supplementary service or the call forwarding on mobile subscriber busy supplementary service by indicating UDUB can be invoked, depending on the response from the served mobile subscriber.

#### **7.7 Call Forwarding on No Reply (CFNRy)**

No impact, i.e. neither supplementary service shall affect the operation of the other supplementary service.

NOTE: If the network indicates the arrival of an incoming call to the served mobile subscriber, then the CD supplementary service, or the call forwarding on no reply supplementary service can be invoked, depending on the response, or lack of response, from the served mobile subscriber.

#### **7.8 Call Forwarding on mobile subscriber Not Reachable (CFNRc)**

No impact,

#### **7.9 Call Deflection (CD)**

Not applicable.

#### **7.10 Call Waiting (CW)**

When receiving the call waiting indication, the served mobile subscriber can invoke the CD supplementary service.

#### **7.11 Call Hold (CH)**

No impact

#### **7.12 Multi-party (MPTY)**

No impact

#### **7.13 Closed User Group (CUG)**

Same as the interaction between CUG and the call forwarding supplementary services as defined in TS GSM 02.85.

#### **7.14 Advice of Charge (AoC)**

No impact

NOTE: The Advice of Charge service does not provide any information about the charge of the deflected leg of the call to the deflecting subscriber.

#### **7.15 Barring of All Outgoing Calls (BAOC)**

If the served subscriber has Barring of all outgoing calls active and operative the invocation of the CD supplementary service shall be rejected.

#### **7.16 Barring of all Outgoing International Calls (BOIC)**

If the served subscriber has barring of all outgoing international calls active and operative, any invocation of the CD supplementary service to a number not allowed by the barring program shall be rejected.

**7.17 Barring of all Outgoing International Calls except those direct to the Home PLMN Country (BOIC-exHC)**

If the served subscriber has barring of all outgoing international calls except those direct to the HPLMN Country active and operative, any invocation of the CD supplementary service to a number not allowed by the barring program shall be rejected.

**7.18 Barring of All Incoming Calls (BAIC)**

No impact.

**7.19 Barring of Incoming Calls when roaming outside the home PLMN country (BIC-Roam)**

No impact

**7.20 Explicit Call Transfer (ECT)**

No impact, i.e. neither supplementary service shall affect the operation of the other supplementary service.

NOTE: Where a network supports the option to transfer a call for which the connection has been established, to a user to which the connection has not yet been established, the transferred call can be deflected if this second subscriber invokes the CD supplementary service.

**7.21 Completion of Calls to Busy Subscriber (CCBS)**

A recall resulting from the completion of calls to busy subscribers supplementary service shall not be deflected.

Subscriber A:

If a call to the called subscriber (served subscriber) is deflected to another subscriber by the CD supplementary service and the deflected-to subscriber is busy, then a request by subscriber A to activate the completion of calls to busy subscriber supplementary service shall be rejected.

Served subscriber:

If the called subscriber (served subscriber) requests invocation of the CD supplementary service on a call resulting from the completion of calls to busy subscribers supplementary service, then the CCBS call shall be deflected as a normal call.

**7.22 Support of Private Numbering Plan (SPNP)**

No impact, i.e. neither supplementary service shall affect the operation of the other supplementary service. The served subscriber shall be able to enter the deflected-to number according to the selected numbering plan.

**7.23 Multiple Subscriber Profile (MSP)**

If a subscriber is provisioned to both the MSP and the CD service, the CD service shall be available to all profiles within a subscription.

**7.24 User-To-User Signalling (UUS)**

See TS GSM 02.87

**8 Interworking Considerations**

Non identified.

## **Annex A (informative): Deviations to the ISDN service Call Deflection**

- 1) If the call deflection request of a served subscriber is accepted and CD is invoked ISDN gives two network options:
  - a) The call to the served user is retained until the network receives an indication that the deflected-to user is informed of the call.
  - b) First the call is removed from the served subscriber and then the connection to the deflected-to subscriber is established.

GSM networks only provide network option b.

- 2) The GSM service CD does not provide the subscription option "the served user's ISDN number can be presented to the deflected-to user" to the served subscriber.
- 3) The interaction between CD and CCBS in GSM is different from the interaction between CD and CCBS in ISDN. The activation of CCBS will be rejected if the original call is deflected to a busy user. In ISDN the CCBS request applies to the original called party.
- 4) The handling of notifications to subscriber A in case of multiple diversion is not described in the way as ISDN this has been done. It is the intention of this service description to retain the same handling as it is used in present call forwarding implementations.

## History

<b>Change history</b>					
<b>SMG No.</b>	<b>TDoc. No.</b>	<b>CR. No.</b>	<b>Section affected</b>	<b>New version</b>	<b>Subject/Comments</b>
SMG#19	364/96	None		2.0.0	Submitted for approval

<b>Document history</b>	
June 1996	Creation of Version 5.0.0
July 1996	Publication of Version 5.0.0