



EUROPEAN
TELECOMMUNICATION
STANDARD

FINAL DRAFT
pr **ETS 300 713**

December 1996

Source: ETSI TC-NA

Reference: DE/NA-010015

ICS: 33.020

Key words: ISDN, PSTN, supplementary service, stage 1, VOT

**Integrated Services Digital Network (ISDN);
Public Switched Telephone Network (PSTN);
Televoting (VOT) service;
Service description**

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 4 92 94 42 00 - Fax: +33 4 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		7
1	Scope	9
2	Normative references	10
3	Definitions	10
4	Abbreviations	11
5	Description	11
5.1	Core requirements	11
5.2	Optional requirements	12
5.2.1	Televoting event partial result presentation	12
5.2.2	One user's Multiple Calls Restrictions (MCR)	12
5.2.3	Origin Dependent Control (ODC)	12
5.2.4	Origin Dependent Routing (ODR)	12
5.2.5	Time Dependent Routing (TDR)	12
5.2.6	Call Distribution (CD)	12
5.2.7	Originating User Prompter (OUP)	13
5.2.8	Customer Profile Management (CPM)	13
5.2.9	Customized Recorded Announcements (CRA)	13
5.2.10	Call Logging (LOG)	14
5.2.11	Statistical information (STAT)	14
5.2.12	Real Time Information (RTI)	14
5.2.13	Escape for Special Processing (ESP)	14
5.2.14	Subscriber Control of Activation/Deactivation (CAD)	14
5.2.15	Flexible Allocation of call Charges (FAC)	14
6	Procedures	15
6.1	Provision and withdrawal	15
6.2	Normal procedures	15
6.2.1	Registration and erasure	15
6.2.1.1	Core requirements	15
6.2.1.2	Optional requirements	15
6.2.2	Activation and deactivation	16
6.2.2.1	Core requirements	16
6.2.2.2	Optional requirements	16
6.2.3	Invocation and operation	16
6.2.3.1	Core requirements	16
6.2.3.2	Optional requirements	17
6.2.4	Interrogation	17
6.2.4.1	Core requirements	17
6.2.4.2	Optional requirements	17
6.3	Exceptional procedures	18
6.3.1	Registration and erasure	18
6.3.1.1	Core requirements	18
6.3.1.2	Optional requirements	18
6.3.2	Activation and deactivation	18
6.3.2.1	Core requirements	18
6.3.2.2	Optional requirements	18
6.3.3	Invocation and operation	18
6.3.3.1	Core requirements	18
6.3.3.2	Optional requirements	18
6.3.4	Interrogation	18
6.3.4.1	Core requirements	18
6.3.4.2	Optional requirements	18

7	Interworking requirements	19
7.1	Interworking between ISDNs, PSTNs and mobile networks	19
7.2	Interworking with private networks	19
7.3	Co-operation between network operators and service providers	19
8	Interaction with ISDN supplementary services	19
8.1	Advice of charge services	19
8.1.1	Charging information at call set-up time	19
8.1.2	Charging information during the call	19
8.1.3	Charging information at the end of the call	19
8.1.4	Charging information on request	19
8.2	Call waiting	20
8.3	Call hold	20
8.4	Explicit call transfer	20
8.5	Number identification services	20
8.5.1	Calling line identification presentation	20
8.5.2	Calling line identification restriction	20
8.5.3	Connected line identification presentation	20
8.5.4	Connected line identification restriction	20
8.6	Closed user group	20
8.7	Call completion services	21
8.7.1	Completion of calls to busy subscriber	21
8.7.2	Completion of calls on no reply	21
8.8	Conference services	21
8.8.1	Conference call, add-on	21
8.8.2	Meet-me conference	21
8.9	Direct dialling in	21
8.10	Diversion services	21
8.10.1	Call forwarding unconditional	21
8.10.2	Call forwarding busy	21
8.10.3	Call forwarding no reply	22
8.10.4	Call deflection	22
8.10.5	Selective call forwarding	23
8.10.6	Call forwarding unconditional to a service centre	23
8.11	Freephone	23
8.12	Malicious call identification	23
8.13	Multiple subscriber number	23
8.14	Sub-addressing	23
8.15	Terminal portability	24
8.16	Three party service	24
8.17	User-to-user signalling	24
8.18	In-call modification	24
8.19	Hunting services	24
8.19.1	Line hunting	24
8.19.2	Trunk hunting	24
8.20	Support of private numbering plans	24
8.21	Call barring services	24
8.21.1	Fixed outgoing call barring	24
8.21.2	User controlled outgoing call barring	24
8.22	Remote control service	24
8.23	Reverse charging	24
8.23.1	Reverse charging at call set up time	24
8.23.2	Unconditional reverse charging	24

- 9 Interaction with other services.....25
 - 9.1 Universal access number25
 - 9.2 Card calling services.....25
 - 9.2.1 Charge card calling25
 - 9.2.2 Virtual card calling25
 - 9.3 Premium rate service.....25
 - 9.4 Televoting25

- Annex A (informative): The three level structure.....26

- History.....27

Blank page

Foreword

This final draft European Telecommunication Standard (ETS) has been produced by the Network Aspects (NA) Technical Committee of the European Telecommunications Standards Institute (ETSI), and is now submitted for the Voting phase of the ETSI standards approval procedure.

In analogy with CCITT Recommendation I.130 (refer to annex A), the first stage of the following three level structure is used to describe the telecommunications service as provided by European public telecommunications operators.

- Stage 1: is an overall service description, from the service subscriber's and user's stand-point;
- Stage 2: identifies the functional capabilities and information flows needed to support the service described in stage 1; and
- Stage 3: defines the signalling system protocols and switching functions needed to implement the service described in stage 1.

This ETS details the stage 1 aspects (overall service description) for the Televoting (VOT) service, taking into account the various network architectures, e.g. Intelligent Network (IN).

The application of stage 2 and stage 3 may be different when the service is supported on an IN environment.

Proposed transposition dates	
Date of latest announcement of this ETS (doa):	3 months after ETSI publication
Date of latest publication of new National Standard or endorsement of this ETS (dop/e):	6 months after doa
Date of withdrawal of any conflicting National Standard (dow):	6 months after doa

Blank page

1 Scope

General

This European Telecommunication Standard (ETS) defines the stage 1 description of the Televoting (VOT) service. Stage 1 is an overall service description, primarily from the service subscriber's and user's point of view, but does not deal with the details of the human interface itself. This ETS includes information applicable to network operators, service providers and terminal, switch and database manufacturers.

This ETS specifies the requirements where the service is provided to the user via a telecommunications network that is either the pan European Integrated Services Digital Network (ISDN) or any other Public Switched Telephone Network (PSTN) as provided by European public telecommunications operators.

The requirements different from those of the basic call where the VOT service is provided to the user via a mobile network are outside the scope of this ETS. However, if calls to the VOT service originate or terminate in a mobile network and any special procedure above those for the basic calls has to be performed, this should be stated in the subclause 7.1 dealing with the interworking between ISDNs, PSTNs and mobile networks.

This ETS contains the core requirements for the VOT service which are sufficient to provide a complete service.

This ETS also documents some additional requirements which can be implemented (but do not have to be implemented).

Furthermore, additional functionalities not documented in this ETS may be implemented. The requirements of which are considered outside the scope of this ETS and consequently outside the scope of the corresponding stage 2 and stage 3 standards. This additional functionality may be on a network-wide basis, or particular to one or a group of users. Such additional functionality shall not compromise conformance to the core requirements of the service.

Charging principles are outside the scope of this ETS, unless specific service requirements are stated. These requirements deal with the allocation of certain call charges to particular users.

Interactions with services/supplementary services not listed in clauses 8 and 9 are outside the scope of this ETS.

Interactions between optional VOT service features and ISDN supplementary services are outside the scope of this ETS, unless specific indication is given.

Definition and applicability

The VOT service allows a service subscriber to know the number of calls placed to particular numbers during the time period of a televoting event (e.g. giving the service subscriber the capability to survey the opinion of the caller using the telephone network).

The VOT service is applicable to all telecommunication services using the CCITT Recommendation E.164 [2] numbering plan.

If this ETS is applicable to the stage 2 and stage 3 standards for the VOT service, where the text indicates the status of a requirement (i.e. as strict command or prohibition, as authorization leaving freedom, as a capability or a possibility), this shall be reflected in the relevant stage 2 and stage 3 standards.

Conformity to this ETS is implicitly covered by the conformity of the underlying protocols to their specifications.

2 Normative references

This ETS incorporates by dated or undated reference, provision 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 or revisions of any of these publications apply to this ETS only when incorporated in it by amendments or revision. For undated references, the latest edition of the publication referred to applies.

- [1] ETS 300 345 (1994): "Integrated Services Digital Network (ISDN); Interworking between public ISDNs and private ISDNs for the provision of telecommunication services: General aspects".
- [2] CCITT Recommendation E.164 (1991): "Numbering plan for the ISDN era".

3 Definitions

For the purposes of this ETS, the following definitions apply:

alternative destination: A destination defined in a service subscriber profile of the service subscriber and that may be:

- a) a customer installation; or optionally
- b) a predefined recorded announcement provided by the network; or optionally
- c) a customized recorded announcement provided by the network.

calling user: Entity which originates a call to the VOT service.

catchment area: The area from which the service subscriber has agreed to receive televoting calls.

core service feature: Particular service feature fundamental to the telecommunication service, i.e. in the absence of this service feature, the telecommunication does not make sense as a commercial offering to the service subscriber.

customer: Service subscriber.

destination user: Entity to which VOT service calls are directed.

destination: The destination is an installation corresponding to a number out of the CCITT Recommendation E.164 [2] numbering plan.

network operator: Entity which provides the network operating elements and resources for the execution of the VOT service.

non-running record: A record containing the service subscriber parameters currently not in operation.

optional service feature: Service feature added to core feature to optionally enhance a service offering.

Routing area: An area from which calls using a given televoting number are routed to one destination or to a set of destinations according to other optional service features as defined by the service subscriber in the running record. A Routing area may coincide or may be a subset of the catchment area.

running record: A record containing the service subscriber parameters used by the service and currently in operation.

service feature: Specific aspect of a telecommunication service that can also be used in conjunction with other telecommunication services or service features as part of a commercial offering. It is either a core part of a telecommunication service or an optional part offered as an enhancement to a telecommunication service.

service provider: Entity which offers the VOT service for subscription. The network operator may be the service provider.

service subscriber profile: Service subscriber related data needed by the service in order to handle calls.

service subscriber: Entity which subscribes to the VOT service.

service: That which is offered by a network operator to its customers in order to satisfy a telecommunication requirement.

subscription period: A period during which the VOT service is available to the service subscriber.

televoting call: A call to a televoting number.

televoting event: A televoting event is identified by one or more televoting number(s) and by one or more time period(s) during which the VOT service provides tallies of calls placed to the televoting number(s).

televoting number: Set of digits constituted of two parts forming the national part of a CCITT Recommendation E.164 [2] number. The first part is a set of digits, forming the national destination code part. The second part is a set of digits assigned by the service provider to a service subscriber at subscription, identifying this specific service subscriber and forming the subscriber number part.

4 Abbreviations

For the purposes of this ETS, the following abbreviations apply:

CAD	subscriber Control of Activation/Deactivation
CD	Call Distribution
CPM	Customer Profile Management
CRA	Customized Recorded Announcements
ESP	Escape for Special Processing
FAC	Flexible Allocation of call Charges
ISDN	Integrated Services Digital Network
LOG	call Logging
ODR	Origin Dependent Routing
OUP	Originating User Prompter
PSTN	Public Switched Telephone Network
RTI	Real Time Information
STAT	Statistical information
TDR	Time Dependent Routing
VOT	Televoting

5 Description

5.1 Core requirements

The VOT service allows a service subscriber to know the number of calls placed to particular televoting number(s) during a televoting event (e.g. giving the service subscriber the capability to survey the opinion of the caller using the telephone network).

One or more televoting numbers are assigned to the televoting event and activated for the time period(s) requested by the service subscriber.

Each call completed to a televoting number increases a counter related to the dialled televoting number.

When a call is completed, the calling user shall receive an acknowledgement (e.g. an announcement).

After the televoting event is finished, the number of calls registered during the event shall be made available to the service subscriber.

NOTE: Mass calling is a call flow control feature that is used by network operators to enable processing of instantaneous and high-volume traffic. This feature cannot be subscribed to by the service subscriber.

5.2 Optional requirements

The optional requirements contain functionalities additional to the core requirements, that customize the service according to specific service subscriber's need. These additional parts may be offered either to all the service provider's customers, or to a group or even to a single customer.

Some possible optional service features are listed hereafter, but the service provider may offer other optional service features.

5.2.1 Televoting event partial result presentation

Partial result may be given to the service subscriber while the televoting event is in progress. This information will be required on demand or at predefined time intervals.

5.2.2 One user's Multiple Calls Restrictions (MCR)

This feature prevents a calling user from placing two calls in a given time period to a given called number(s).

5.2.3 Origin Dependent Control (ODC)

This feature enables the service subscriber to specify the origination from which the service may be used. Such selection may be based for instance:

- on the geographical area the call originates from;
- on the calling line identity, using a screening blacklist (calls are rejected when calling line identity is found in the screening list);
- on the calling line identity, using a screening whitelist (calls are rejected when calling line identity is not found in the screening list).

5.2.4 Origin Dependent Routing (ODR)

This feature enables the service subscriber to split the service catchment area into different Routing areas, and to specify the Routing destination(s) for each Routing area. The Routing areas may be specified by the service subscriber.

5.2.5 Time Dependent Routing (TDR)

This feature allows the service subscriber to specify the Routing destination(s) according to a selected time interval. At a given point in time, an originated call is routed to the destination as defined for the time interval in which the given point in time matches. The time interval may be specified by the service subscriber.

NOTE: The time interval may for instance take into account the day of year, day of week, time of day.

5.2.6 Call Distribution (CD)

This feature allows the service subscriber to specify the distribution mechanisms for calls to be shared between different destinations.

NOTE: Distribution mechanisms may be for example:

- managed according to the availability of destination users to be able to accept the calls;

- circular distribution, where calls are routed to the different destinations with a uniform load;
- percentage distribution, where calls are routed to the different destinations according to a percentage.

5.2.7 Originating User Prompter (OUP)

This feature enables to prompt the user to enter information to be used by the service logic to continue the process of the call.

5.2.8 Customer Profile Management (CPM)

This feature allows the service subscriber to manage one or several handling profiles (televoting non-running records currently not in operation) and to control which record is running or not running.

If the service provider does not permit the service subscriber to own several profiles, i.e. does not implement non-running records, this feature shall allow the service subscriber to modify the profile when in operation.

This feature may also permit the modification of service parameters. Parameters that can be modified may be:

- catchment area;
- Routing areas;
- calling line identity;
- time intervals;
- destinations;
- alternative destinations;
- type of service request;
- call distribution;
- call re-Routing;
- call limiter;
- call queuing;
- call logging;
- originating user prompter.

The service subscriber's access to the customer profile management shall require an authentication procedure. Customization may require additional authentication procedures.

5.2.9 Customized Recorded Announcements (CRA)

This service feature enables the subscriber to specify customized terminating announcements to be played to the calling user. Such announcements may be provided by the service provider or remote recorded by the service subscriber.

5.2.10 Call Logging (LOG)

This feature enables the service subscriber to obtain from the service provider detailed information on calls and/or call attempts placed to the service.

The information to be provided may be one or a combination of the following:

- calling party number;
- destination number;
- time and date;
- charge;
- call result (connected, busy, barred, not answered, etc.);
- any service specific information.

5.2.11 Statistical information (STAT)

This feature enables the service subscriber to obtain, from the service provider, statistical information on calls placed to the VOT service.

Such information may be for example daily traffic curve, traffic analysis per Routing area, performance evaluation.

5.2.12 Real Time Information (RTI)

This feature enables the service subscriber to obtain, from the service provider, real time statistical information on calls placed to the service.

5.2.13 Escape for Special Processing (ESP)

This feature enables the service provider to determine conditions (time conditions, sampling, etc.) on which some calls to the service shall be specially processed.

NOTE: For instance, for VOT, one call out of N may be routed to an operator instead of being routed on an announcement.

5.2.14 Subscriber Control of Activation/Deactivation (CAD)

This service feature enables the service subscriber to deactivate and reactivate the service, i.e. to disable and re-enable the use of the service by the service user.

5.2.15 Flexible Allocation of call Charges (FAC)

This service feature enables the service subscriber to specify the part of the call charges applying to the calling user and/or the service subscriber, e.g. free of charge, regular charging, split charging or premium rate charging.

The charging method shall be selected at subscription time.

6 Procedures

6.1 Provision and withdrawal

This service shall be provided for a specified time period by prior arrangement with the service provider.

The VOT service shall be withdrawn by the service provider upon service subscriber's request, at the end of the specified time period or for service provider reasons.

The VOT service shall be made available to all calling users without prior arrangements.

6.2 Normal procedures

6.2.1 Registration and erasure

6.2.1.1 Core requirements

Following the arrangement between the service provider and the service subscriber, the service provider shall register the service subscriber profile in the network (running record). This profile shall be made of two sets of parameters:

- parameters under the service provider's exclusive responsibility (e.g. the televoting number);
- parameters that can be modified by both service provider and service subscriber.

Record consistency shall be checked by the service provider at registration.

6.2.1.2 Optional requirements

The service subscriber may subscribe to the service for a subscription period T1 - T2. Within this subscription period, the service subscriber may arrange several televoting events with individual result presentation (see figure 1).

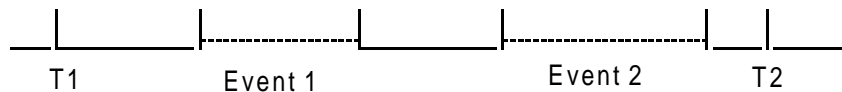


Figure 1: Televoting subscription period with two televoting events

The service provider and the authorized service subscriber may register non-running records that represent alternative action programs, thus allowing the service subscriber to activate, either directly or through service provider action, any record from the registered ones against the televoting number, in such a way that there is always one and only one running record for each televoting number.

If the service provider implements non-running records, the service subscriber may not modify the running record in real time.

Record consistency shall be checked by the service provider at modification.

The service subscriber's access to register or modify non-running records shall be subject to:

- a previous agreement with the service provider;
- a check on the authorization by means of an authentication procedure (possible mechanisms may include the identification of the authorized installation/terminal and/or passwords);
- a restriction on the set of parameters that may be modified (the list of such parameters is a service provider's choice).

It may also be subject to:

- a restriction on the set of parameters that may be registered/modified (the list of such parameters shall be a service provider's choice);
- a restriction on the range of values to be given to such parameters.

The registration of records shall also be possible through service provider action.

The service subscriber shall, either directly or through service provider action, erase non-running records.

6.2.2 Activation and deactivation

6.2.2.1 Core requirements

The service subscriber profile shall be initially activated at the beginning of the televoting event and deactivated at the end of the televoting event by the service provider.

6.2.2.2 Optional requirements

The service is activated for each televoting event by the service subscriber. For each activation, the counter(s) is (are) reset.

The service is deactivated at the end of the televoting event by the service subscriber or automatically.

The service subscriber can indicate which of the profiles is to be used for control of the VOT service. When the service subscriber indicates that a profile is to be used for control of the VOT service, this shall replace any profile currently in use. The service subscriber can, either directly or through the service provider action, activate or deactivate a record.

6.2.3 Invocation and operation

6.2.3.1 Core requirements

The service is invoked automatically by the network when a calling user originates a call using a televoting number.

Calling user:

When making a televoting call, the calling user shall dial a televoting number associated with the televoting event.

When a call is completed, the calling user shall receive an acknowledgement (e.g. an announcement).

Network operations:

The network shall perform the following operations:

- identifying the service request according to the dialled televoting number;
- rejecting calls placed outside the time window for the televoting event;
- handling the televoting call according to the running record of the service subscriber, i.e. increment the counter related to the dialled televoting number;
- sending an acknowledgement (e.g. announcement) to the calling user;
- charging the user and creating a record for statistical purposes.

6.2.3.2 Optional requirements

Handling of the televoting call may take into account the possible optional features listed in subclause 5.2, e.g. restriction on calls from certain geographical areas.

When the user places a televoting call outside the specified time interval in which televoting calls can be made, or from any location which is not included in the specified range of allowed origins from which televoting calls can be made, the call shall be rejected and the user shall be given an appropriate indication.

Calling user:

The calling user may be prompted to enter additional information, which is needed by the network to complete the call.

Network operations:

In addition to the operations mentioned in subclause 6.2.3.1, the network may also perform the following operations:

- collecting and presenting to the service subscriber information given by the calling users in response to originating user prompter;
- collecting information provided by the calling user by means of call prompting;
- collecting and recording information for statistics as defined in the running record of the service subscriber.

6.2.4 Interrogation

6.2.4.1 Core requirements

After the televoting event is finished, the number of calls registered during the event shall be made available to the service subscriber.

6.2.4.2 Optional requirements

The result of the televoting event can be stored in the network and reported upon request from the service subscriber.

The service subscriber can interrogate the network by means of an appropriate control procedure.

Access for interrogation shall require an authentication procedure. Possible mechanisms may include the identification of the authorized installation/terminal and/or passwords.

The network, following the authentication, provides the required information on parameter values of the service subscriber profile. If the service provider implements non-running records, the information shall be provided for both running and non-running records.

As a service provider's option feature, the service subscriber may obtain, from the service provider, statistical information on televoting calls and/or call attempts placed to the service.

6.3 Exceptional procedures

6.3.1 Registration and erasure

6.3.1.1 Core requirements

Not applicable.

6.3.1.2 Optional requirements

Not applicable.

6.3.2 Activation and deactivation

6.3.2.1 Core requirements

Not applicable.

6.3.2.2 Optional requirements

Not applicable.

6.3.3 Invocation and operation

6.3.3.1 Core requirements

In case of failure, the calling user shall receive an indication from the network.

6.3.3.2 Optional requirements

Calling user:

In case of failure, the calling user may receive different types of network indications depending on the service subscriber profile (e.g. network congestion tone, standard terminating announcements, customized terminating announcements).

Network operations:

If no destination is available and the service subscriber has subscribed to particular features, the network provides the required capabilities (e.g. terminating announcements, etc.).

6.3.4 Interrogation

6.3.4.1 Core requirements

Not applicable.

6.3.4.2 Optional requirements

Not applicable.

7 Interworking requirements

7.1 Interworking between ISDNs, PSTNs and mobile networks

PSTNs and mobile networks shall give an indication of the area calls to the VOT service are originating from, if the support of origin dependent features between the networks is required and is subject to bilateral agreements between the operators.

7.2 Interworking with private networks

The VOT service shall be supported in a co-operative manner across the internetwork interface (i.e., public and private).

If the VOT service is provided by an ISDN, then interworking with private ISDNs shall include the requirements given in ETS 300 345 [1].

7.3 Co-operation between network operators and service providers

No additional VOT service requirements are necessary over and above those for the basic call. Provision of the VOT service requires prior bilateral arrangements between the involved parties, e.g. between network operators in two countries for an international service.

8 Interaction with ISDN supplementary services

8.1 Advice of charge services

8.1.1 Charging information at call set-up time

Calling user:

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

Called user:

Advice of charge information shall not be sent to the called user.

8.1.2 Charging information during the call

Calling user:

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

Called user:

Advice of charge information shall not be sent to the called user.

8.1.3 Charging information at the end of the call

Calling user:

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

Called user:

Advice of charge information shall not be sent to the called user.

8.1.4 Charging information on request

Calling user:

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

Called user:

Advice of charge information shall not be sent to the called user.

8.2 Call waiting

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

8.3 Call hold

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

8.4 Explicit call transfer

If a call to the VOT service is transferred due to the explicit call transfer supplementary service being in operation at the served user's access, the calling user shall not receive information that the call has been transferred, nor shall the calling user receive the transferred-to number.

8.5 Number identification services

8.5.1 Calling line identification presentation

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

8.5.2 Calling line identification restriction

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

After the call:

If the calling line identification restriction supplementary service has been activated and statistical reports are to be provided, then the calling line identity shall not be contained in the statistical reports.

8.5.3 Connected line identification presentation

Called user:

The connected line identity shall not be given to the calling user.

Televoting number:

The televoting number shall be given to the calling user.

8.5.4 Connected line identification restriction

Destination number:

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

Televoting number:

It shall not be possible to restrict the presentation of the televoting number to the calling user.

8.6 Closed user group

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

8.7 Call completion services

8.7.1 Completion of calls to busy subscriber

A request for the completion of calls to busy subscribers supplementary service on a call to a televoting number shall not be possible.

8.7.2 Completion of calls on no reply

A request for the completion of calls on no reply supplementary service on a call to a televoting number shall not be possible.

8.8 Conference services

8.8.1 Conference call, add-on

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

8.8.2 Meet-me conference

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

8.9 Direct dialling in

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

8.10 Diversion services

8.10.1 Call forwarding unconditional

Forwarding to a televoting number:

The number of diversions of the call should not be lost after having been subjected to the VOT service.

Forwarding of a televoting call:

According to a service provider option, calls which are subject to the VOT service, i.e. "televoting calls", shall be forwarded in one of the following ways:

- televoting calls which are allocated to a user shall override the call forwarding unconditional service, if activated. Such calls shall be subject to other mechanisms for allocating the call to another user. The procedures for this are outside the scope of this ETS;
- televoting calls which are allocated to a user shall be subject to the call forwarding unconditional supplementary service if it has been activated by that user. If a televoting call is forwarded, the calling user shall not receive information that the call has been forwarded, nor shall the calling user receive the forwarded-to number.

8.10.2 Call forwarding busy

Forwarding to a televoting number:

The number of diversions of the call shall not be lost after having been subjected to the VOT service.

Forwarding of a televoting call:

According to a service provider option, calls which are subject to the VOT service, i.e. "televoting calls", shall be forwarded in one of the following ways:

- televoting calls which are allocated to a user shall override the call forwarding busy supplementary service, if activated. Such calls shall be subject to other mechanisms for allocating the call to another user. The procedures for this are outside the scope of this ETS; or

- televoting calls which are allocated to a user shall be subject to the call forwarding busy supplementary service if it has been activated by that user. If a televoting call is forwarded, the calling user shall not receive information that the call has been forwarded, nor shall the calling user receive the forwarded-to number.

8.10.3 Call forwarding no reply

Forwarding to a televoting number:

The number of diversions of the call shall not be lost after having been subjected to the VOT service.

Forwarding of a televoting call:

According to a service provider option, calls which are subject to VOT service, i.e. "televoting calls", shall be forwarded in one of the following ways:

- televoting calls which are allocated to a user shall override the call forwarding no reply supplementary service, if activated. Such calls shall be subject to other mechanisms for allocating the call to another user. The procedures for this are outside the scope of this ETS;
- televoting calls which are allocated to a user shall be subject to the call forwarding no reply supplementary service if it has been activated by that user. If a televoting call is forwarded, the calling user shall not receive information that the call has been forwarded, nor shall the calling user receive the forwarded-to number.

8.10.4 Call deflection

Deflecting to a televoting number:

The number of diversions of the call shall not be lost after having been subjected to the VOT service.

Deflecting of a televoting call:

According to a service provider option, calls which are subject to the VOT service, i.e. "televoting calls", shall be forwarded in one of the following ways:

- televoting calls which are allocated to a user shall override the call deflection supplementary service and shall not be deflected; or
- televoting calls which are allocated to a user shall be subject to the call deflection supplementary service. If a televoting call is deflected, the calling user shall not receive information that the call has been deflected, nor shall the calling user receive the deflected-to number.

8.10.5 Selective call forwarding

Forwarding to a televoting number:

The number of diversions of the call shall not be lost after having been subjected to the VOT service.

Forwarding of a televoting call:

According to a service provider option, calls which are subject to the VOT service, i.e. "televoting calls", shall be forwarded in one of the following ways:

- televoting calls which are allocated to a user shall override the selective call forwarding supplementary service, if activated. Such calls shall be subject to other mechanisms for allocating the call to another user. The procedures for this are outside the scope of this ETS;
- televoting calls which are allocated to a user shall be subject to the selective call forwarding supplementary service if it has been activated by that user. If a televoting call is forwarded, the calling user shall not receive information that the call has been forwarded, nor shall the calling user receive the forwarded-to number.

8.10.6 Call forwarding unconditional to a service centre

Forwarding to a televoting number:

The number of diversions of the call shall not be lost after having been subjected to the VOT service.

Forwarding of a televoting call:

According to a service provider option, calls which are subject to VOT service, i.e. "televoting calls", shall be forwarded in one of the following ways:

- televoting calls which are allocated to a user shall override the call forwarding unconditional to a service centre supplementary service, if activated. Such calls shall be subject to other mechanisms for allocating the call to another user. The procedures for this are outside the scope of this ETS;
- televoting calls which are allocated to a user shall be subject to the call forwarding unconditional to a service centre supplementary service if it has been activated by that user. If a televoting call is forwarded, the calling user shall not receive information that the call has been forwarded, nor shall the calling user receive the forwarded-to number.

8.11 Freephone

If a user's access arrangement is the destination for both freephone and televoting calls, either in the same network or in different networks, then queuing and call distribution mechanisms interact. The processing of multiple queues and call distribution mechanism, the order and priorities assigned, are outside the scope of this ETS.

8.12 Malicious call identification

In addition to the number of the user to whom the televoting call is presented, the televoting number shall be registered.

8.13 Multiple subscriber number

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

8.14 Sub-addressing

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

8.15 Terminal portability

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

8.16 Three party service

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

8.17 User-to-user signalling

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

8.18 In-call modification

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

8.19 Hunting services

8.19.1 Line hunting

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

8.19.2 Trunk hunting

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

8.20 Support of private numbering plans

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

8.21 Call barring services

8.21.1 Fixed outgoing call barring

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

8.21.2 User controlled outgoing call barring

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

8.22 Remote control service

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

8.23 Reverse charging

8.23.1 Reverse charging at call set up time

A request for reverse charging at call set up time on a televoting call shall be rejected with an appropriate indication.

8.23.2 Unconditional reverse charging

Unconditional reverse charging shall not apply to a televoting call.

9 Interaction with other services

9.1 Universal access number

Not applicable. The services are mutually exclusive.

9.2 Card calling services

9.2.1 Charge card calling

Calling the VOT service by using charge card calling service:

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

Invoking the charge card calling service by making a televoting call:

Not applicable.

9.2.2 Virtual card calling

Calling the VOT service by using the virtual card calling service:

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

Invoking the virtual card calling service by making a televoting call:

Not applicable.

9.3 Premium rate service

Not applicable.

9.4 Televoting

Not applicable.

Annex A (informative): The three level structure

The three level structure used to describe the telecommunications services as provided by European public telecommunications operators is defined in analogy with CCITT Recommendation I.130 (1988): "Method for the characterization of telecommunication services supported by an ISDN and network capabilities of an ISDN".

History

Document history			
February 1996	Public Enquiry	PE 101:	1996-02-05 to 1996-05-31
December 1996	Vote	V 117:	1996-12-23 to 1997-02-14