

MPF Telephony Features

Feature	Description
Caller Display	<p><i>Caller Display allows the end user to see the number of the calling party before answering the call.</i></p> <p><i>The end user must have a compatible handset, i.e. one with a digital display for Caller Display to work correctly</i></p> <p>Provisioning</p> <p><i>This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface.</i></p> <p>Vertical Service Codes</p> <p><i>This service does not have any vertical service codes associated with it.</i></p> <p>Reseller Billing</p> <p><i>This service will have an associated connection and rental charge for having the service enabled. The charge bands will appear even if the service is zero rated.</i></p> <p>Known Differences</p> <p><i>None.</i></p> <p>Service Interactions</p> <p><i>Call Waiting</i></p> <p><i>Any calls waiting for the subscriber using the "Call Waiting" service will have the CLI of the caller displayed on their handset.</i></p> <p><i>Subscriber Call Forward</i></p> <p><i>CLI of the caller is passed to the destination handset.</i></p> <p><i>Reminder Call Basic/Advanced</i></p> <p><i>CLI will show "Withheld" when a reminder call matures and rings the end user.</i></p> <p><i>Network Call Forward</i></p>

CLI of the caller is passed to the destination handset.

Temporary OOS

Temp OOS will have the effect of disabling all services, as number will be unavailable.

**CLI
Presentation
Restriction
Permanent**

CLI Presentation either presents or withholds the callers CLI when they make an outbound call. If this service is enabled the CLI will always be passed (where possible) to the person receiving the call, thus allowing. If the service is disabled, the CLI will not be passed, and will show as 'Withheld' to the recipient.

CLI Presentation Override & Restriction Override call by call can be used in conjunction with this service.

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface.

Vertical Service Codes

This service does not have any vertical service codes associated with it.

Reseller Billing

This service will have an associated connection charge and rental charge for having the service enabled (rental for the ability to withhold your CLI). The charge bands will appear even if the service is zero rated

Known Differences

None

Service Interactions

Subscriber Call Forward

CLI of the caller is passed to the destination handset.

Choose to Refuse

Restricted calls are still screened.

Malicious Call Rejection

Withheld numbers can still be tracked.

Network Call Forward

Originating CLI state will be passed to the terminating device.

Temporary OOS

Temporary OOS will have the effect of disabling all services, as the number will be unavailable

CLI Presentation Override & Restriction Override call by call

This covers two services.

Restriction Override - *This service would be used by the end user in conjunction with CLI Presentation Restriction [Enabled], i.e. when they normally make a call their CLI is not presented but using this service the CLI is presented on a call by call basis.*

Presentation Override - *This service would be used by the end user in conjunction with CLI Presentation Restriction [Disabled], i.e. when they normally make a call their CLI will be presented but using this service the CLI is withheld on a call by call basis.*

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface.

When the service is set to 'enabled', this allows the end user to activate either of the services (on a call by call basis) via the use of a VSC.

Vertical Service Codes

Restriction Override (i.e. to present on a call by call basis) – 1470

Presentation Override (i.e. to withhold on a call by call basis) – 141

Prompts and Functionality

Service Disabled

If the service is disabled, the customer will hear the following when they try and use the VSC for the service.

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

The prompt is played twice then drops to the number unavailable tone

Reseller Billing

This service will have an associated connection charge and rental charge for having the service enabled (i.e. rental for the ability to dial 1470 or 141). The charge bands will appear even if the service is zero rated.

Known Differences

None

Service Interactions

Subscriber Call Forward

CLI of the caller is passed to the destination handset.

Choose to Refuse

Restricted calls are still screened.

Malicious Call Rejection

Withheld numbers can still be tracked.

Network Call Forward

Originating CLI state will be passed to the terminating device.

Temporary OOS

Temporary OOS will have the effect of disabling all services, as the number will be unavailable

CLI Retrieval *This feature comprises of two separate services: The first allows the end user to do the following:*

- *Find out the CLI of the person who last called them (providing the number was not withheld)*
- *Ring the last CLI that called them without having to manually dial the number (providing the number was not withheld)*

The second allows the user to Delete the last number that called

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface.

When the service is set to 'enabled', this allows the end user to activate either of the services via the use of three VSCs.

Vertical Service Codes

1471 – This reads back the last CLI that called

1471 - 3 – This dials the last CLI that called.

1475 – This deletes the details for the last CLI that called

It must be noted that when 1471 is dialled, the caller is then read back the last CLI (providing available), and then at this point they are then presented with the option menu of pressing 3.

Prompts and Functionality

Service Disabled

If the service is disabled, the customer will hear the following when they try and use the VSC for the service. The prompt is played twice then drops to the number unavailable tone.

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

The prompt is played twice then drops to the number unavailable tone.

Service Enabled

Scenario 1

1471 entered after last call which had its CLI presented:

"(CLI) called on (Date/Time). To return the call press 3, there is normally a charge for this service. To delete the last call details redial using service code 1475"

The prompt is played twice then drops to the number unavailable tone if no other action is taken.

3 is pressed. à The CLI of the last caller will be called.

Caller re-dials using service code 1475. à "The records of the recent calls you made and received have been erased. Please hang up."

The prompt is played twice then drops to the number unavailable tone if no other action is taken.

Scenario 2

1471 entered after a call which had its CLI withheld:

"You were called on (Date/Time). The caller withheld their number. Thank you for calling, please hang up."

The prompt is played twice then drops to the number unavailable tone if no other action is taken.

3 & 1475 à No functionality.

Scenario 3

1471 entered after last call which did not have a CLI state available:

"You were called on (Date/Time). The caller details were not available. Thank you for calling, please hang up."

The prompt is played twice then drops to the number unavailable tone if no other action is taken.

3 & 1475 à No functionality.

Scenario 4

Caller dials 1471 after the number details have been deleted using 1475 or if there are no number details in the 1471 store:

"There are no details for the last caller stored. Thank you for calling please hang up."

The prompt is played twice then drops to the number unavailable tone if no other action is taken.

Reseller Billing

This service will have a connection charge and a rental charge for the service, and a pay-per-use charge for 1471, 1473 & 1475. The charge bands will appear even if the service is zero rated.

Known Difference

The TalkTalk Business service will confirm the date and time of the caller. It will not refer to today or yesterday, it will refer to these dates by did/mm and then the time.

Service Interactions

Call Waiting

The CLI of the waiting caller will be stored.

Call Forward

The 1471 CLI store will only be updated when Call Forward On No Answer is used.

Call Bars (Incoming call bar, Choose to Refuse, Anonymous Call Rejection)

1471 store not updated if an incoming call is barred.

Subscriber Outgoing Call Bar

It is possible to set to block 1471 access.

Reminder Calls

1471 will store the number as "withheld"

Full Suspend (Temporary OOS)

Temporary OOS will have the effect of disabling all services, as number will be unavailable.

Answer 1571 (Basic, Advanced & Extra) *Answer 1571 Basic and Advanced are network-based answer-phone services, allowing the end users to receive messages if the phone is unanswered.*

The two products are based on (but not exact replicas) of BT 1571 and BT 1571 Enhanced.

Answer 1571 Basic *When a caller rings the end user and the phone is not answered after 21 seconds, or the line is engaged, the caller is routed to voice mail and a "Welcome to messaging service" message is played.*

If the end user did not answer, a "The person you called is not available" message is played.

If the customer was engaged, a "The person you called is on the phone" message is played.

*The caller is then prompted to leave a message. The message can be up to **two** minutes in length. After three seconds of silence being detected, or if two minutes is*

reached, the caller is prompted to either hang up, or record a replacement message. The caller is only given one chance to record a replacement.

*If the end user has **ten** voice mail messages in their mailbox then a "The person you have called has no space to leave a message" message is played. The caller cannot leave a message until the customer deletes some of their messages.*

When an end user has new messages in their voice mail, they will hear interrupted dial tone every time they pick up the phone. This occurs until they listen to all their new messages.

The customer can retrieve messages by dialling 1571. A "Welcome to messaging service" message is played and then if they have ten messages, they will be told that their mailbox is full. If they have eight or nine messages, they will be told that their mailbox is nearly fully. The end user will then be told how many new messages they have.

The service will then automatically read out all new messages (along with the date and time they were left, the CLI will not be read out). After reading out each message, the end user will be prompted with a menu which lets them either listen to a message again, save it or delete it.

When all new messages have been listened to, any saved messages are played. After reading out each saved message, the end user will be prompted with a menu which lets them either listen again or delete.

When the end of message is reached an "End of messages" message is played.

Any messages (both new and saved) are automatically deleted twenty days after they were first recorded.

The timeout for no answer will be set to 21 seconds.

Vertical Service Codes

1571

Prompts and Functionality

Service Disabled

If the service is disabled, the customer will hear the following when they try and use the VSC for the service:

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

The prompt is played twice then drops to the number unavailable tone.

Service Enabled

Voicemail Menu Navigation

"Welcome to the voice mail retrieval service."

"You have (n) new messages and (n) saved messages."

"First new message"

"Message received (date/time)" à Plays message

"To listen to this message again press 1. To save this message press 2. To delete this message press 3. Otherwise hold for the next message" à Will play all the new messages one at a time. The system will then play any saved messages.

"First saved message" à Plays message

"To listen to this message again press 1. To delete this message press 3. Otherwise hold for the next message" à Plays through all saved messages.

"End of messages."

"Thank you for using the service. Goodbye."

Saving a message

From the appropriate section of the IVR menu the following will occur:

"To listen to this message again press 1. To save this message press 2. To delete this message press 3. Otherwise hold for the next message" à 2 is pressed to save the message

"Please note messages will be saved for 20 days. Message Saved"

Deleting a message

From the appropriate section of the IVR menu the following will occur:

"To listen to this message again press 1. To save this message press 2. To delete this message press 3. Otherwise hold for the next message" à 3 is pressed to delete the message

"Message deleted"

Answer 1571 Advanced (Voice Mail and Caller Left No Message)

This service includes the functionality available in 1571 Basic, however, the following features are also available.

- Personalised greeting message.
- Caller left no message function- Stores the details for the last 3 callers who left no message
- Can call a CLI that left a message direct from the 1571 interface. This will save the message and ring out to the messenger.

The default timeout for no answer will be set to 21 seconds.

Vertical Service Codes

1571

Prompts and Functionality

Service Disabled

If the service is disabled, the customer will hear the following when they try and use the VSC for the service:

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

The prompt is played twice then drops to the number unavailable tone.

Service Enabled

Voicemail Menu Navigation

"Welcome to the voice mail retrieval service."

"You have (n) new messages and (n) saved messages. You also have (n) new callers who did not leave you a message"

"To listen to your messages, press 1. To listen to the details of callers who did not leave a message press 2. To change your personal options press 9."

"First new message. Message received on (Date/Time)"

Message played.

"To listen to the message again press 1. To save this message press 2. To delete this message press 3. To call the person who left the message press 0"

"End of messages"

"Thank you for calling. Please hang up."

Callers Who Left No Message / Missed Call Navigation

"First Call Details"

"Call received (date / time) from (CLI)"

"To listen to these calls again press 1, to call the person who called press 0, otherwise hold for next call details"

"Next call details"

"Call received (date / time) from (CLI)"

"To listen to these calls again press 1, to call the person who called press 0, otherwise hold for next call details"

After the last missed call the end user will be re-directed back to the Main Menu.

Only calls that have been directed to voice mail, that are subsequently hung-up prior to a message been left will be logged as 'A caller who left no message' on the voicemail service.

Callers who withhold their number will not have their call logged as a 'Left no message'.

Personal Options Menu

"To change your personal greeting press 1."

*"To manage your missed calls, press 2." à "To manage the settings for logging callers who do not leave a message press 1. To go back to the previous menu, press the * key."*

*"To return to the previous menu press *."*

Personal Greeting Menu (No Personal greeting recorded)

"You have no personal greeting recorded."

"Please record your personal greeting after the tone."

Record the greeting.

"To confirm this greeting, press 1. To cancel, press the star key."

"Your greeting message has been changed."

Personal Greeting Menu (Previous greeting in place)

"To listen to your personal greeting, press 1. To record your personal greeting, press 2. To go back to the previous menu, press the star key."

"Please record your personal greeting after the tone."

Record the greeting.

"To confirm this greeting, press 1. To cancel, press the star key."

"Your greeting message has been changed."

Caller Left No Message Menu (Service already enabled)

"Callers who do not leave a message are currently logged"

"To stop logging callers who do not leave a message press 1. To go back to the previous menu, press the star key".

1à

"Your Setting has been changed"

Caller Left No Message Menu (Service disabled)

"Callers who do not leave a message are not currently logged"

"To start logging callers who do not leave a message press 1. To go back to the previous menu, press the star key".

1à

"Your Setting has been changed"

Provisioning

This service is set to either "Disabled", "On Basic" or "On Advanced".

The Partner sets the state of the service through the provisioning interface.

Reseller Billing

This service will have a connection charge and a rental charge associated with each of the 1571 options (basic, advanced & extra). The charge bands will appear even if the service is zero rated.

Known Differences

The BT Call Minder service will ring you back if a message is left for you whilst you are engaged on another call.

Service Interactions

Voicemail

If Call Forwarding and 1571 are both enabled, then Call Forwarding will overrule the forward to 1571

Answer 1571 Extra *Voicemail Extra includes all the features of Voicemail Advanced, but with additional functionality:*

- The number of seconds that can be recorded is increased to 300*
- The maximum messages stored that can be stored is increased to 30*
- The number of days both new and saved messages are kept increases to 30*

Remote Access should be ordered in addition to this product, this will then give the subscriber the ability to change their PIN.

If the end user is on the phone when a message is left, the service will attempt to notify the customer once they have gone on-hook. The service will call back the subscriber 10 minutes after the message is left, and if they are still on a call it will continue to call them back every 10 minutes for up to 2 hours. If at that point the subscriber is still on the phone, then the Alert notification will change to Message Waiting Indicator (see above). If the subscriber is no longer on the phone, then the Message Alert Notification will ring them for up to 21 seconds before stopping. If there is no answer at that point no more alerts will be sent, and Message Waiting Indicator will be enabled.

No Message Alerts will be sent between the hours of 22:00 and 08:00. If the subscriber is on a call at 21:30 and a message is left for them, the service will attempt to alert them until 22:00. If the subscriber is still on the call at 22:00 then the service will stop sending alerts and Message Waiting Indicator will be enabled.

Vertical Service Codes

1571

Prompts and Functionality

Service Disabled

If the service is disabled, the customer will hear the following when they try and use the VSC for the service. The prompt is played twice then drops to dial tone.

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone service provider."

Playback Control

Subscribers will be allowed to control, via a menu, the messages they have. The controls for this are:

4 - Rewind

5 - Pause

6 - Fast forward

7 - Previous message

9 - Next message

Provisioning

This service is set to either "Disabled", "On Basic", "On Advanced" or "On Extra". The retail partner sets the state of the service via the use of a defined provisioning request to the TalkTalk Business provisioning interface.

Service Interactions

Voicemail

If Call Forwarding (CF) and 1571 are both enabled, then CF will override the forward to 1571.

Partial Suspend

See Section on Partial Suspend for further details.

Known Differences

The BT equivalent service (Call Minder) allows the subscriber to amend the number of seconds the phone rings before the Voicemail is activated.

The BT service also allows a mobile to be linked to the account. When a message is left, a billable SMS is sent to the subscriber.

Reseller Billing

This service will have a connection charge, a disconnection charge and a rental charge associated with each of the 1571 options (basic, advanced & extra). The charge bands will appear even if the service is zero rated.

Remote Access (Voicemail)

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface.

Vertical Service Codes

There are no VSCs associated with this product.

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The charge bands will appear even if the service is zero rated.

Service Interactions

Remote Access will be used with Voicemail (as per Voicemail Extra).

No other services will be associated with this product.

Known Differences

BT do not offer a remote access feature as a separate product.

Call Waiting

Call waiting allows the end user to be alerted – using subtle beep - if another caller is trying to contact them while they are already on a call. The end user has the ability to switch between calls; turn off call waiting on a call by call basis (both prior to a call and during a call).

In this scenario, the person who is trying to call the end customer when they are on another call will hear the message "Please hold the line while we try to connect you, the person you are calling knows you are waiting"

Activating the service using the VSC the end user will hear the message "Call Waiting is switched on, Call Waiting is switched on", followed by dial tone. At this point the end user can make an outbound call, enter another VSC, or hang up as required.

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface. When the service is set to 'enabled', this allows the end user to de-activate the service on a call by call basis (either prior to or during a call) via the use of a VSC.

Vertical Service Codes

Speaking with 2nd Caller – Recall

Returning to 1st caller – Recall

Switch off Call Waiting prior to a call (on a call by call basis) - #430#

The end user would dial #430# then the DN they wish to speak to.

**43# Activates the service, plays the message "Call Waiting is active"*

#43# Cancels the service, plays the message "Call Waiting is cancelled"

**#43# Checks the Status of the Service, plays the message "Call Waiting is active" if the service is active. If the service is disabled, the message "Call Waiting is cancelled" will be played.*

Prompts and Functionality

Service Disabled

If the service is disabled, the end user will hear the following when they try and use any VSC for the service:

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

The following prompt is played twice.

Service Enabled

*If the subscriber dials *43# they will hear the prompt "Call Waiting is active, Call Waiting is active, please hang up."*

Status Check (Subscriber enabled)

*If the subscriber dials *#43# they will hear the prompt "Call Waiting is active, Call Waiting is active, please hang up."*

Status Check (Subscriber disabled)

*If the subscriber dials *#43# they will hear the prompt "Call Waiting is cancelled, Call waiting is cancelled, please hang up."*

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The rental charge is not affected by the caller disabling the feature on a call by call basis. The charge bands will appear even if the service is zero rated.

Known Differences

None.

Service Interactions

Caller Display

The CLI of the waiting call will be passed to the end user.

CLI Retrieval (1471)

The CLI store will be updated.

Call Forwarding

Immediate Call Forwarding will take precedence over Call Waiting. Call Waiting has precedence over Call Forward when busy.

Call Bars (Incoming Call Bar, Choose to Refuse, Anonymous Call Rejection)

All call bars will take precedence over Call Waiting.

Outgoing Call Bar

The end user has the option to block access to the Call Waiting VSC.

Multiway Calling

Call Waiting will automatically be disabled if the end user is the controlling party of a Multiway call.

Malicious Call Tracking

Calls offered with Call Waiting can be tracked if they were the last call through to the end user.

Temporary OOS

Temporary OOS will have the effect of disabling all services.

Subscriber Call Forward

This service allows the end user to forward their calls to a specified destination number. The divert can either be.

- *Forward All Calls*
- *Forward on Busy*
- *Forward on No Answer*

The caller only pays the standard call rate (as if they were being connected without forwards in place), and the B-Party end user pays for the onward call from their phone to specified destination.

If a call is forwarded by the Forward All Calls, then the end user phone will emit a splash ring to alert that the forward has taken place.

The end user, after either activating or deactivating the service via the VSC, will be able to make an outbound call, input another VSC, or hang up as required.

The end user will also be able to check the status of the divert via a VSC, and if necessary, amend the details.

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface. When the service is set to 'enabled', this allows the end to activate / deactivate the call forward service as they require via the use of VSCs.

The timeout for no answer will be set to 21 seconds

Vertical Service Codes

*Forwarding your calls * code * phone number to divert to #*

Switching off # code #

*Checking Status *# code #*

Codes:

21 Forward all calls

61 Forwards all calls not answered within 21 seconds

67 Forwards calls when the phone line is engaged

Prompts and Functionality

Service Disabled

If the service is disabled, the end user will hear the following when they try and use the VSC for the service. The following prompt is played twice:

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

Service Enabled

Scenario 1

*Setting up Forward all Calls. *21*DN#*

"Call Forwarding for all calls is now activated. All your calls will be forwarded to [target Dn]"

Disabling Forward All Calls. #21#

"Call Forwarding for all calls is now de-activated. Your calls will not be forwarded. Please hang up" The prompt is played twice.

Scenario 2.

*Setting up Forward On No Answer. *61*DN#*

"Call Forwarding on No Answer is now activated. On No Answer your calls will be forwarded to [target dn]."

Disabling Forward On No Answer. #61#

"Call Forwarding on No Answer is now de-activated. On No Answer your calls will not be forwarded. Please hang up." The prompt is played twice.

Scenario 3.

*Setting up Forward On Busy. *67*DN#*

"Call Forwarding on Busy is now activated. On Busy your calls will be forwarded to [target Dn]"

Disabling Forward On Busy. #67#

"Call Forwarding on Busy is now de-activated. On Busy your calls will not be forwarded. Please hang up." The prompt is played twice.

Scenario 4

*Status Check (All calls) *#21#*

"[Telephone Number] will receive all your calls. If this is incorrect, please press 3 to change the forwarding number."

Scenario 5

*Status Check (No Answer) *#61#*

"[Telephone Number] will accept your calls if you do not answer. If this is incorrect, please press 3 to change the forwarding number."

Scenario 6

*Status (Check Busy) *#67#*

"[Telephone Number] will accept your calls if you are busy on the phone. If this is incorrect, please press 3 to change the forwarding number."

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The rental charge is not affected by the caller activating / deactivating the call forward service via the use of VSCs. The charge bands will appear even if the service is zero rated.

Known Differences

None

Service Interactions

Caller Display

Originating CLI state is passed to the destination of the call forward.

CLI Retrieval (1471)

CLI store is only updated if Call Forward No Answer is used.

Voicemail

Upon removing a call forward (with VM present) the forward to VM will be automatically re-instated.

Call Waiting

Immediate Call Forwarding takes precedence over Call Waiting. However, Call Forward When Busy will allow the Call Waiting service to function.

Call Bars (Incoming Call Bar, Choose to Refuse, Anonymous Call Rejection)

All call bars take precedence over call forwards.

Reminder Calls

Reminder Calls will bypass the call forwards and ring as normal on the end user's handset.

Network Operator Outgoing Call Bar

The end user will be unable to setup any forwards to barred numbers.

Network Operator Credit Control Outbound Call Bar

Forwarded calls will have the same treatment as if the subscriber was making the call, i.e. the call that is being forwarded would get the 'Bar to credit control treatment. Therefore, it is recommended that call forwarding is disabled when this service is activated.

Temporary OOS

Temporary OOS will have the effect of disabling all services.

Subscriber Outgoing Call Bar

This service allows the end user to bar certain 'types' of outbound calls being made from their line, i.e. Premium Rate, mobile etc. The subscriber manages the outbound call bars via the use of VSCs. The outbound call bar can bar the following.

- *Bar almost all calls*
- *Bar national and international calls, and calls to mobiles*
- *Bar international calls*
- *Bar all operator calls, SMS messages, and text direct 18001 & 18002*
- *Bar calls to numbers with a * or # in them (includes some calling features)*
- *Bar calls to premium rate number*

Calls to the below numbers are never barred:

- *999 Emergency Services*
- *101 Non-emergency Services number*
- *111 NHS Non-emergency Number*
- *112 Emergency Services*
- *150 BT residential customer services*
- *151 BT residential fault reporting*
- *152 BT business customer services*
- *154 BT business fault reporting*
- *0800 Freephone Numbers*
- *18000 Deaf Emergency Services number*

After dialling the VSC, an appropriate message from the below list will advise whether OCB is active or cancelled'

If OCB has option 1 active, play:

"All outgoing calls except emergency services and free numbers are barred"

If OCB has option 2 active, play:

"Calls to national, international and mobile numbers are barred"

If OCB has option 3 active, play:

"Calls to international numbers are barred"

If OCB has option 4 active, play:

"Operator calls and SMS text messages are barred"

If OCB has option 5 active, play:

*"Calls to numbers with *(star) and # (hash) are barred"*

If OCB has option 7 active, play:

"Calls to premium rate numbers are barred"

If OCB is inactive, play:

"Outgoing call barring is inactive"

If the end user has more than one option active, then all messages associated with the barring categories will be played. For example, "Calls to international numbers are barred, calls to premium rate numbers are barred", if options 3 and 7 are active.

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface. When the service is set to 'enabled', this allows the end user to activate / deactivate the Outgoing Call Bar as they require via the use of VSCs.

Vertical Service Codes

*Barring - *34 code #*

*Cancelling - #34 code *PIN#*

*Checking - **34#*

Codes:

- *Bar almost all calls, cancelling this option also cancels any other OCBs in place*
- *Bar national and international calls, and calls to mobiles*
- *Bar international calls*
- *Bar all operator calls, SMS messages, and text direct 18001 & 18002*

- Bar calls to numbers with a * or # in them (includes some calling features)
- Bar calls to premium rate number

PIN Management:

17701 – This will start the PIN management process for this service.

The default PIN for a new customer will be 1234 on our service.

Prompts and Functionality

Service Disabled

If the service is disabled, the customer will hear the following when they try and use the VSC for the service:

“Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider.”

The prompt is played twice then drops to the number unavailable tone.

Service Enabled

Scenario 1

Activating an Outgoing Call Bar - all calls

“All outgoing calls except emergency services and free numbers are barred. Thank you for calling please hang up.”

The prompt is played twice then drops to dial tone.

The end user may now hang up, enter another VSC or make an outbound call.

De-activating an Outgoing Call Bar

“Your outgoing call bar request has been successfully deactivated. Thank you for calling please hang up.”

The prompt is played twice then drops to dial tone.

The subscriber end can now hang up, enter another VSC or make an outbound call.

Scenario 2

Attempt to call a number that is blocked by the Outgoing Call Bar

“Calls to this destination have been barred. Thank you for calling please hang up.”

The prompt is played twice then drops to the number unavailable tone.

Scenario 3

Status Check (Service Enabled – All Calls)

*End user dials *#34# and hears the prompt:*

"All outgoing calls, except emergency services and free phone numbers, are barred"

This prompt will be played twice.

Status Check (Service Enabled – National, International and Mobile Calls)

*End user dials *#34# and hears the prompt:*

"Calls to National, International and Mobile numbers are barred"

This prompt will be played twice.

(Service Enabled – International Calls)

*End user dials *#34# and hears the prompt:*

"Calls to International numbers are barred"

This prompt will be played twice.

Status Check (Service Enabled – Operator Calls)

*End user dials *#34# and hears the prompt:*

"Operator calls are barred"

This prompt will be played twice.

Status Check (Service Enabled – Star and Hash)

*End user dials *#34# and hears the prompt:*

"Calls to numbers with star or hash in are barred"

This prompt will be played twice.

Status Check (Service Enabled – Premium Rate)

*End user dials *#34# and hears the prompt:*

"Calls to Premium Rate numbers are barred"

This prompt will be played twice.

Status Check (Service Disabled)

*End user dials *#34# and hears the prompt:*

"Outgoing call barring is cancelled"

This prompt will be played twice.

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The rental charge is not affected by the caller activating / deactivating the outgoing call bar via the use of VSCs. The charge bands will appear even if the service is zero rated.

Known Differences

None

Service Interactions

Network Operator Outgoing Call Bar

These are mutually inclusive services

Temporary OOS

The line will be out of action. Hence any active services are therefore irrelevant.

Other services

It is possible to disable all other services using the Outbound Call Bar as it can block access to any VSC.

Chose To Refuse

This service gives the end user the ability to 'block' specific CLIs calling them. Callers who dial a number where their CLI has been blocked will be informed that the caller is not accepting calls from them via a message.

CLIs can be blocked by one of two methods.

- *Type in a VSC and the last number will be blocked*
- *Type the number into a management service. This management service also allows the user to maintain the blocked CLI list.*

Up to 10 CLIs can be stored simultaneously, trying to store greater than this number will result in the oldest (CLI first added) being replaced by the new request.

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface. When the service is set to 'enabled', this allows the subscriber to activate / deactivate / manage the choose to refuse service as they require via the use of VSCs

Vertical Codes

Adding last number dialled to 'refuse' list – 14258, end user is then prompted to press #01 to confirm

To access the management service – 14258 the end user is then guided through via intuitive prompts.

Prompts and Functionality

Service Disabled

If the service is disabled, the end customer will hear the following when they try and use the VSC for the service:

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

The prompt is played twice then drops to the number unavailable tone.

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The rental charge is not affected by the caller activating / deactivating / managing choose to refuse service via the use of VSCs. The charge bands will appear even if the service is zero rated.

Known Differences

None.

Service Interactions

Choose To Refuse overrides all services when active, apart from the following:

Outgoing Call Bar

Outgoing Call Bar can be set to block VSC. Hence this would also block the CTR VSC.

Temporary OOS

The line is effectively dead and hence the service will be unable to function.

Anonymous Call Rejection

Anonymous Call Rejection filters and rejects all calls to the end user where the CLI of the calling party has been withheld. Calls from the Operator will bypass the ACR feature by using an operator flag in the C7 signalling.

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface. When the service is set to 'enabled', this allows the end user to activate / deactivate the ACR service as they require via the use of VSCs.

Vertical Codes

*Activate ACR - *227#*

Deactivate ACR - #227#

*Status Check - *#227#*

Prompts and Functionality

Service Disabled

If the service is disabled, the customer will hear the following when they try and use the VSC for the service:

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

The prompt is played twice.

Service Enabled

Scenario 1

Activating the service.

"Callers who withhold their number will not be able to call you."

The prompt is played twice.

Deactivating the service.

"Callers who withhold their number will be able to call you."

The prompt is played twice.

Scenario 2

Calling an end user with the service enabled from a withheld CLI:

"Sorry the person you are calling does not accept calls from caller who withhold their number. Thank you for calling please hang up."

The prompt is played twice.

Scenario 3

Status Check (Service Enabled)

*End user dials *#227# and hears the prompt:*

"Anonymous caller rejection is active. Callers who withhold their number will not be able to call this number".

This prompt will be played twice.

Status Check (Service Disabled)

*End user dials *#227# and hears the prompt:*

"Anonymous Caller Rejection is cancelled".

This prompt will be played twice.

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The rental charge is not affected by the caller activating / deactivating the ACR

service via the use of VSCs. The charge bands will appear even if the service is zero rated.

Known Differences

None

Service Interactions

Anonymous Call Rejection will take priority over all services apart from: -

Choose to Refuse

Choose to Refuse takes precedence over ACR.

Reminder Call

Reminder Calls bypass the ACR and will ring through as normal.

Temporary OOS

The line will be "dead" hence ACR will not take effect.

3 Party Calling (or Multiway Calling)

3 Party calling (also called 'Multiway calling') allows the end user to initiate a 'Multiway' call with up to 3 people (2 not counting the end user). Multiway calling allows a 'conference' to take place between all parties on the call.

Provisioning

This service is set to enabled 3 or disabled. The Partner sets the state of the service through the provisioning interface. When the service is set to 'enabled', the end user can initiate 3 way calling using the "Recall" feature on their phone.

Vertical Service Codes

Recall

Parties A, B, C

A & B are in a normal two-way call which the end user (TalkTalk Business LLU Line) initiated. A party hits Recall and gets a dial-tone. B party is put on hold.

A dials party C at the dial tone A can add C to the conference straight away by hitting Recall or they can wait for C to answer and hold a private two way conversation (A-C) before hitting Recall to engage in three way conversation. A-B-C.

N.B. When the Multiway call is full the end user will still get dial-tone when pressing Recall. This will allow them to dial another number and establish a 2-way conversation. They will not be able to add this person to the conference however and the next Recall will drop the 2-way call and return the end user to the conference.

When the originator hangs up, all callers in the conference will be disconnected.

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The end user will also be charged for each individual call within the conference, i.e. A to B, A to C etc. The charge bands will appear even if the service is zero rated.

Known Differences

None.

Service Interactions

Call Waiting

Call Waiting is blocked if the end user is the initiator of a Multiway call.

Malicious Call Tracking

The end user can Recall whilst on the Multiway call to enter the VSC to flag the malicious call.

Call Barring

The end user can't create Multiway calls to barred numbers

Network Call Forward

This is a temporary call forward which is placed on the line manually by the SMC. This is done in cases where there are 'issues' with an end users' line which is preventing the end user from receiving incoming calls.

Provisioning

This is a manual process undertaken by the TalkTalk Business SMC.

Vertical Service Codes

There are no VSC associated with this service

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The charge bands will appear even if the service is zero rated.

Known Differences

None

Service interactions

The interactions for this service are the same as for Subscriber Call Forward.

Network Operator Outgoing Call Bar

This service allows the Network Operator to place Outbound Calls Bars on the end user lines. The Network Operator Outgoing Call Bar can't be changed by the end user and is used by the Network Operator to reduce fraud risks etc.

The following bars are available.

- *High risk international*
- *International*
- *Mobile*
- *Premium rate low*
- *Premium rate high*
- *Premium rate adult*
- *Services low*
- *Services high*
- *Services free*
- *Directory enquiries*
- *UK national*
- *UK Islands*
- *Special services*

Provisioning

This service is set to an enabled / disabled state for each of the bars, 13 in total. The Partner sets the state of the service through the provisioning interface

Vertical Service Codes

There are no VSC associated with this service

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The charge bands will appear even if the service is zero rated.

Known Differences

None

Service interactions

This will take priority over any end user bars, i.e. if an end user allows the dialling of Premium Rate numbers (via the sub outgoing call bar), but the Network Operator OCB does not allow Premium Rate numbers the call will not be successful.

Full Suspend (Temp OOS)

This service is used by the Partner and allows them to simulate that an end users line has been completely cut off. The end users will not be able to make any outbound calls (including 999); their line will be completely dead (i.e. no dial tone). Anyone ringing the end user (i.e. calling the CLI set to OOS) will be played an announcement advising that the customer number is OOS.

Provisioning

This service is set to either enabled or disabled. The Partner sets the state of the service through the provisioning interface.

Vertical Service Codes

There are no VSC associated with this service

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The charge bands will appear even if the service is zero rated.

Known Differences

None

Service interactions

The line is "dead" hence no services will be functional.

Partial Suspend (Outbound Bar for CC)

This service allows the Partner to place an Outbound Call Bar on the end user and directs a message. The end user will still be able to dial 999, 112 and 18000 (typetalk 999), however no other numbers can be dialled. Incoming calls will not be affected.

If an end user has an active Call Forward on their line, and the Partial Suspend applied, all settings of the Call Forward will be lost. Once the bar is lifted, the feature Call Forward will be added back on the line, but the end user will have to set it to forward to their desired number.

Provisioning

This service is set to an enabled / disabled.

Vertical Service Codes

There are no VSC associated with this service

Reseller Billing

This service will have a connection charge and a rental charge for having the service enabled. The charge bands will appear even if the service is zero rated.

Known Differences

None

Service Interactions

Call Forwarding (Subscriber and Network)

When Partial Suspend is applied to an end users' line, it will remove any active Call Forwarding that is present on the line. When the barring is then removed from the line, the Call Forward feature will be applied again, and the end user will then have to set up the service, i.e. enter the number that the line is to forward to.

Answer 1571 (Basic & Advanced)

When Partial Suspend is applied to an end users' line that has a 1571 service active, the end user will be unable to retrieve any messages that are left on the service. Once the suspend has been removed, they will then have access to the messages.

Speaking Clock

When the end user dials 123, they are read back the current time.

Provisioning

The service is available to all end users

Vertical Service Codes

123

Reseller Billing

This will only be charged via a call charge

Known Differences

The TalkTalk Business speaking clock may not be quite as accurate as that of BT

Service Interactions

Outgoing Call Bar

It is possible to block access to Speaking Clock via the Outgoing Call Bar.

Pin Management (Not embedded in the service)

Certain services will have a PIN so that a user can make changes within that service.

The PIN management service will be accessed by a specific VSC and the PIN is changed separately from using the service itself.

Provisioning

Created when the associated service is activated.

Vertical Service Codes

17701

Prompts and Functionality

Service Disabled

If the service is disabled, the end user will hear the following when they try and use the VSC for the service:

"Sorry you are not subscribed to this service. In order to use this service please contact your telephone Service Provider."

The prompt is played twice then drops to the number unavailable tone.

Service Enabled

Scenario 1

End user enters the service but enters the incorrect PIN:

"Welcome to the PIN management service. Please enter your PIN. You have entered an invalid PIN."

This will repeat twice. If the end user enters the Pin incorrectly on each occasion the following prompt will play, and the customer will drop to NU: "Thank you for using the service. Goodbye."

Scenario 2

End user enters the service and changes their PIN:

"Welcome to the PIN management service. Please enter your PIN."

The end user enters the correct PIN number with which they have been supplied.

"Please enter a new four-digit PIN."

Customer enters a new PIN

"Please enter a new four-digit PIN."

Customer miss-types the new PIN

"The PINs you have entered do not match. Please enter a new four-digit PIN."

Customer enters a new PIN

"Please enter a new four-digit PIN."

Customer enters the new PIN successfully.

"Your PIN has been changed. Thank you for using the service. Goodbye."

Scenario 3

End user tries to change their PIN to an obvious combination e.g. 1111:

"Welcome to the PIN management service. Please enter your PIN."

The end user enters the correct PIN number with which they have been supplied.

"Please enter a new four-digit PIN."

End user enters 1111 as the new PIN.

"The PIN you have entered may not be used. Please try a less obvious PIN. Please enter a new four-digit PIN."

End user enters a new PIN

"Please enter a new four-digit PIN."

End user enters the new Pin successfully.

"Your PIN has been changed. Thank you for using the service. Goodbye."

Reseller Billing

See billing info for the PIN Management Service.

17070 (Engineer test)

This service is for the use by Telco engineers only. When this number is dialled the CLI of the dialling handset is read back.

Provisioning

No provisioning required.

Vertical Service Codes

17070

Reseller Billing

N/A

Known Differences

The BT service does give line test functionality

Emergency Call Cut Through

This is a feature where incoming Emergency Calls will bypass all services that could block the call. This will mean the end users phone will ring as if a normal call was being received.

Provisioning

No provisioning required as always enabled