

# MPF Telephony Features

Feature	Description
<b>Caller Display</b>	<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 - one with a digital display for Caller Display to work</i></p> <p><b>Service Interactions</b></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> <p><i>CLI of the caller is passed to the destination handset.</i></p>
<b>CLI Presentation Restriction Permanent</b>	<p><i>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.</i></p> <p><i>CLI Presentation Override &amp; Restriction Override call by call can be used in conjunction with the service.</i></p> <p><b>Service Interactions</b></p> <p><i>Subscriber Call Forward</i></p> <p><i>CLI of the caller is passed to the destination handset.</i></p> <p><b>Choose to Refuse</b></p>

*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.*

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### **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.

## **Vertical Service Codes**

*Restriction Override – 1470*

*Presentation Override – 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.*

## **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.*

**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.*

## **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.*

## **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"*

**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.*

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**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 full. 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"

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**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 being 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"*

## **Service Interactions**

### **Voicemail**

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

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**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*

## **Service Interactions**

### **Voicemail**

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

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## **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**

### **Vertical Service Codes**

*Speaking with 2<sup>nd</sup> Caller – Recall*

*Returning to 1<sup>st</sup> 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."

## 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.

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## **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.

## **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."*

## **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.

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#### **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.*

## **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.*

## **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.*

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## **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.*

## **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.

~~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.

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## 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.

## 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.*

### **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.*

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### **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.*

#### **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.*

## **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*

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## **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. .*

### **Vertical Service Codes**

*There are no VSC associated with this service*

### **Service interactions**

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

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## **Speaking Clock**

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

### **Vertical Service Codes**

*123*

### **Service Interactions**

### **Outgoing Call Bar**

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

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## **Pin Management (Not**

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

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

## 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."*