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**PREPARING YOUR CARRIER FOR**

**INTERNATIONAL FREEPHONE**

**and UIFN**

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# Introduction

The purpose of this document is to assist carriers in the development and implementation of International Freephone Service (IFS) and Universal International Freephone Number (UIFN) services. This document attempts to draw attention to all the different aspects of the introduction of IFS and UIFN that should be considered by all carriers when planning this service. It does not, however, point out specific solutions, as the implementations will differ from country to country and from carrier to carrier.

# Marketing Service Description

The following provides high level service descriptions with a marketing emphasis, of International Freephone Service and Universal International Freephone Service. See **Appendix A** for samples of Marketing/Sales material to introduce IFS and UIFN services to customers.

## IFS

IFS -International Freephone Service- is a capability which offers the service subscriber the ability to allow callers to dial a number where the cost is free to the calling party. IFS addresses the situation where the subscriber and calling party are in two different service territories/countries. Historically this has meant that the numbering plan in the originating service territory/country --where the caller is located- is utilized to make a number available to the subscriber in another service territory. Thus a basic fact of international Freephone is that it uses a national numbering plan to connect a caller in one country to a subscriber in another. (There is currently one known exception to this situation: in North America, Canada and various Caribbean countries along with the United States utilize the same toll free numbering plan to connect subscribers and callers within North America.)

A Freephone number, whether domestic or international in application, represents a call to a subscriber regardless of the location receiving the call. The format of a Freephone number is typically composed of a STANDARD PREFIX, which identifies the call to the caller and the network as FREEPHONE; and the SUBSCRIBER NUMBER, -which associates to the CUSTOMER who answers the call and pays for it.

Sample toll free format 80 XX XXXX

(TeleDanmark) Freephone Customer

 indicator indicator

The fact that national numbering plans are utilized to enable International Freephone has the consequence that a subscriber who wants to activate a toll free number available to callers in several countries, must acquire many different numbers in different numbering formats.

Although this situation is simply an outcome of the incremental development of International Freephone over many years between various countries and carriers, it has the marketing and advertising disadvantage that it prevents the subscriber from giving a simple powerful message to the caller whose business or awareness he is trying to attract. Since the growth of Freephone service especially the U.S. was based on a strong identification of certain numbers as free to the caller based on a single prefix -800- this multiplication of formats and numbers is regarded as a disadvantage by most customers who have investigated the International Freephone service option.

Universal International Freephone Service was developed to address this issue and at the same time move international Freephone as a service concept to a new level of flexibility and power both for subscribers who pay for the service and network providers, who establish and maintain the network functionality to connect subscriber and caller.

## UIFN

Universal International Freephone Service is a concept that attempts to combine the purpose of International Freephone, in connecting caller and subscriber toll free to the caller *between two service territories/(countries),* with the benefits of National or Domestic Freephone, which provides the caller and the subscriber with the same set of dialed digits regardless of where the caller is located *within the service territory.*

Since IFS numbers utilize national numbering formats, in order for UIFN numbers to be unique and not constrained by national numbering anywhere in the world, the ITU UIFN development group chose to use an unallocated country code -800- as a service code. National numbering plans for Freephone consist of a standard service identifying portion and a unique portion which identifies the subscriber to the number. Universal International Freephone numbers are structured to the same purpose in the form:

 + 800 XXXX XXXX

This format, using the international direct dial number structure, is intended to accomplish the same purpose as a domestic Freephone format. Note, the UIFN format using a country code as its non-geographic service code, takes the form of an INTERNATIONAL number, indicated by the + at the beginning. This sign signifies that the following digits will be initiated to the network as an international direct dial number, and like any international direct dial number, is not associated with the national numbering of the originating country.

The other point about the UIFN format as opposed to typical domestic freephone format is that the customer can select the digits desired to represent his company as the subscriber. Since many customers already have well known toll free sequences in one or more countries, the opportunity exists to select these digits as part or all of the customer unique digit portion of his UIFN.

## IFS Contrasted with UIFN

Contrasting IFS numbers with UIFN numbers shows the following: -IFS numbers are usually assigned to international toll free service providers and not to customers directly. With UIFN numbers, the customer of record can be any company or person who legitimately applied for and was assigned a number. This is a deliberate feature per ITU policy of UIFN numbers.

IFS numbers can be rescinded or deleted unilaterally by the originating network correspondent. UIFN numbers, except for certain policy constraints on illegitimate uses, are assigned permanently to a customer. This insures higher continuity and stability for the UIFN customer in using his number over a long period of time in a variety of applications from a variety of locations. In fact, ITU UIFN policy insures that UIFN numbers are completely portable, able to be moved from any carrier to any other carrier limited only by originating and terminating carrier functionality.

**Below is a chart outlining the unique advantages of UIFN numbers:**

|  |  |
| --- | --- |
|  **Feature** | **Benefits** |
| Customer unique number throughout the world | - simplified marketing- cost savings of having a single number for  TV and press advertising- easier number recall- only one number therefore greater volumes |
| Stable dial plan/stable consistent dial format | - cost savings in avoiding changes in national  number plans- convenient to callers- improves accessibility- easier management and control for customers |
| Use of existing number in new countries – add new countries without needing to add new numbers to promotional material | - ease of expansion- faster to market |
| Destination transparency | - ease of cross border marketing |
| Potential to embed/extend/reserve your number of choice | - helps protect previous investment in number  recognition |
| UIFN is portable | - freedom to select and change service  provider(s) |
| Multi-country call routing | - take advantage of distributed geographical  call handling by language, time zone,  knowledge, cultural similarities/differences |

## IFS and UIFN Access

As described earlier, IFS access is actually domestic/national toll free number access. This means that the carrier operating in the service territory is creating or assimilating a format which already operates at the national level or some proportion of it. The only call barring issues that should arise are those that associate either to an intermediary in the network such as a private payphone, mobile operators, or a hotel, or in the case of a switch based architecture, a section of the service territory from which the network provider cannot yet process the numbering plan because of network/database limitations. Since IFS is often a marketing tool which subscribers use to attract callers on a toll free basis, any limitation within a serving territory of accessibility of the IFS number is a drawback in effectiveness.

In the case of a Universal International Freephone, there are two new requirements for the service provider in his drive to provide transparent access throughout the network:

a. - It is being dialed as an international direct dial call to a new country code from his network.

b. - Unlike regular calls to country code based numbers, this call is toll free to the caller.

International calling on a direct dial basis is such a typical network aspect that most switching, PBX, cell and pay-phone technology is heavily biased toward creating the call charge for an International Direct Dial (IDD) call.

In general, UIFN has more problems than IFS to be totally free to the caller because UIFN is not in the toll free format recognized by ASP. This sometimes means that either the network provider cannot make the call free which counters the purpose of the UIFN; or they can make it free, but cannot receive the call, because at another point upstream in the call process, the combination of an international call IDD prefix, and the non-geographic country code creates a call processing failure before it can reach the network provider.

Suggestions to avoid payment by the callers – the new carrier tries to have agreements with mobile service provider, hotels and company PBX for free of charges.

 It is essential that the format of the number be maintained, as this format insures its non-conflict with national dial plans. Doing so compels the upgrade of systems which previously handled the incorporation of a new country code as a standard process based on charging the caller for an IDD call. However, these challenges, once met, promise great rewards in the form of a global numbering plan for the first time dedicated to supporting tollfree service.

For details on access issues and suggested education programs, please refer to ITFF website:

<http://www.teledanmark.dk/itff/access.doc>

## IFS, UIFN and Keypad/Rotary Design

With the IFS format typically being an extension or adaptation of existing national formats, it is unlikely there will be a conflict between a national number and phones employed nationally to access that number. However, since phone formats are not uniform around the world, any substitution of ***letters*** for ***numbers*** in communicating a Freephone number can have negative consequences for the subscriber, because no consistent translation across *different* phone layouts can be assumed. It is also best to communicate the IFS number to be dialed in the format of the local system rather than in the format of the subscriber’s system.

These concerns apply with even greater force to UIFN numbers. Vanity numbers are a popular application of toll free numbers *within* a service territory, especially in North America. And it is possible for the national freephone number which has a spelled alphabetic significance to be embedded in the UIFN customer portion. But this technique is of little advantage and may be counterproductive due to the requirement that the number be applicable **globally**. The recommended approach is a UIFN customer sequence that is understood in the same way everywhere. This rules out vanity **alphabetic** combinations and favors advertisement of the UIFN **digits** only, to communicate the message to the caller to reach the subscriber.

# Bi-Lateral Agreements

Two international carriers who wish to provide IFS and UIFN services need to establish a Service Agreement, which is normally subject to the International Service Agreement – a generic bilateral agreement to provide international long distance service between the two carriers.

There are numerous points to consider when opening international toll free service on a bi-lateral route. Following is a brief explanation of each point. It is not necessary to have each point specifically mentioned in the formal agreement, but each point should be understood and agreed in principle.

See **Appendix B** for a sample template of IFS/UIFN Service Agreement. The objective is to make the agreement as simple and as inclusive as possible so that two parties could keep the agreement as long as possible without re-negotiation and signing. New carriers should consult with their legal department on specific terms regarding the agreement.

## Scope of Agreement

Does the agreement include standard international toll free service and UIFN? (These are described as Access Method No. 1 and Access Method No. 3 in ITU-T E.152.) Is the agreement for traffic in both directions or only 1 direction? In most cases the service agreements will be bi-directional, although the service does not necessarily need to open in both directions at the same time.

## Accounting Rate

What accounting rate (AR) will be used in IFS and UIFN traffic settlements? Most carriers use the same rate as the accounting rate for international direct dial (IDD) traffic. Make sure that the appropriate finance or accounting settlement personnel are involved to assure that systems are in place to identify and collect traffic for settlements. Be aware of some carriers who might ask for surcharges based on per number installation or per call charges. Before agreeing such surcharges, consider whether your network system and billing capacity is able to handle such special charges. In addition, is it possible to pass on the extra costs to specific customers, or will the Freephone Service Provider (FSP) be absorbing the extra costs.

ITU recommend that the ITFS and UIFN **traffic be identified separately** on settlement statements from regular IDD calls. In the case of IDD calls, the originating carrier pays settlement to the terminating carrier. The settlement payment goes along the same direction as the IDD traffic direction. In the case of IFS and UIFN calls, however, the settlement payment goes the reverse direction from the traffic, i.e., the terminating carrier pays settlement to the originating carrier. Make sure that the new carrier’s settlement system not only records IFS and UIFN traffic separately but also is able to handle the reverse settlement payment correctly. The follow diagram illustrates the difference between IDD and IFS/UIFN settlement payment.

IDD traffic flow and settlement payment:

Traffic Direction: Carrier A --------------🡪 Carrier B

Customer pays $$$🡪 Carrier A pays settlement (1/2 AR) 🡪 Carrier B

IFS and UIFN traffice flow and settlement payment:

Traffice Direction: Carrier A 🡨------------- Carrier B

Customer pays $$$🡪 Carrier A pays settlement (1/2 AR) 🡪 Carrier B

## Numbering Format

What is the numbering format (dial plan) for international toll free service? Is it different from other carriers in your country? Is any part of the number fixed to specify a particular carrier or destination country? For UIFN, what is the international access code? Is it different for other carriers in your country?

## Number Assignment Policy

Are there any special policies that govern number assignment? When numbers are disconnected how long do they "age" before being used for a new customer? Are requests for specific numbers granted, provided the number is available?

## Service Coverage

Will the ITFS/UIFN number work from the entire geographic area of the country, including remote territories and islands? Are there any remote territories or islands where service is operational that may be of interest to customers? Will the service work when callers dial from the networks of your competitors? Are there any service restrictions from payphones or mobile networks? If a caller uses a payphone, is a coin required for dialtone? If yes, is the coin returned?

## Installation Intervals

What is the standard installation leadtime? Are expedite procedures available for faster installation on a case-by-case basis? What is the leadtime for number assignments versus network activation? (ITU-T E.152 recommends 10 days for installation, see sections 5.2.1 and 5.4.1)

## Testing

Once the testing is completed for the initial bi-lateral turn-up, what procedures are in place to place test calls for individual customer numbers on a continuing basis? (See ITU-T E.152 sections 5.5.4 and 5.6.2.)

## Service Discontinuance

Are there any specific restrictions on international toll free numbers that would result in a number being disconnected? (Examples: gambling, sex lines, telecom resale) In such cases, what is the notification and verification process?

## Contact Points

Both carriers should exchange contact information for marketing, service ordering/provisioning, service agreement, network operations, and trouble reporting. ITFF recommends that all carriers should have 24-hour contact for trouble reporting. New carriers will provide your contact details to the Fact Book and make updates accordingly*.* The ITFF has a centralized website for entering and updating Carrier Contact Points in the Fact Book currently hosted by Teledanmark. <http://www.teledanmark.dk/itff/factbook.htm>

See the sample of Contact Points in **Appendix C.**

# Service Ordering Process

The service ordering process is described in detail in ITU recommendation E.152 International Freephone Service. The processes for “ordinary” Freephone (IFS throughout this document) and access using Universal International Freephone Numbers (UIFN) only vary slightly, therefore this description applies to both access methods unless otherwise stated.

## Number Allocation

For IFS it is possible to be allocated the number in advance before placing a firm activation order. This may be useful if the customer wishes to know the number in advance of service activation. The number allocation follows the rules of the Access Service Provider (ASP) and the customer does not normally have a choice of numbers in the originating network. This step is very often skipped and number allocation is done at the time of service activation, which also saves time in the implementation of numbers.

When a customer orders a UIFN the process for number allocation is different. The UIFN numbers must be allocated in advance by applying to the ITU for a UIFN following the process laid down in ITU rec. E.169. The number is allocated to the customer, but the application must be made through a carrier with ROA (Recognized Operating Agency) status in the ITU. There is a fee payable to the ITU for each application. The detailed description of the application process is found in ITU recommendation E.169.

UIFN’s must be put into service between at least two countries before 180 days after the number has been reserved. If not, the number will be reclaimed by the ITU and go back to the pool of spare numbers. The number will be finally allocated when ITU receives confirmation that the number has been put into service within the limit of 180 days. ITU will issue a confirmation of the final allocation of the number and the customer must receive a copy of this confirmation. It is important to note that the number is allocated to the customer, not the carrier. This is because of the requirement of ITU rec. E.152 and E.169 that all UIFN’s must be portable both between carriers and countries.

## Number Implementation

When the customer wants service to be implemented, the service order form is filled out with all necessary information. Once again the Service Order Forms are found in the annexes to ITU rec. E.152. The required information is **SOF Type**, **Freephone Number** (compulsory if it is a UIFN. If it is “ordinary” IFS, only if the number has been allocated in advance, if the space is left blank the Access Service Provider will allocate a number), **Routing Number**, **Customer Name**, **Customer Due Date**. For UIFN, also a copy of the **number reservation/number allocation confirmation** from the ITU (Annex B or C of rec. E.169) should be annexed to the service order. However, carriers may agree to establish UIFN’s without the latter document, making the FSP responsible for the customer being the rightful user of the UIFN in question. *If directory listings/assistance is available from the Access Service Provider* it should also be indicated whether the customer wishes to be included directories/directory system.

## Number Portability

Portability is the ability for customer to change carrier or even destination country without having to change his Freephone Number.

UIFN Portability

UIFN numbers are always portable as required by ITU-T Recommendations E.152 and E.169. To obtain the full coverage of UIFN in a multiple carrier market, it is essential to provision the number with all international FSPs.

##### IFS Portability

Will the IFS numbers be portable under the following conditions?

 -Domestic to international

 -International to domestic

 -International between countries

 -International between carriers

 -Domestic or international between carriers within country

The details of IFS Portability Guidelines recommended by ITFF are available on website: <http://www.teledanmark.dk/itff/itffport.htm>

The new version of ITU-T recommendation also contains these guidelines.

Portability can be accomplished in two different ways. The first is that the “losing” carrier sends a disconnect order and the “new” carrier sends a new order. Both carriers should indicate in their forms (in the “remarks” section) that it is port to/port from. This should enable the Access Service Provider to carry out the port without the customer losing service. Unfortunately this method puts the onus of co-ordination on the Access Service Provider. Therefore the ITFF recommends that the method described later in this document be employed. In short this method requires the “new” carrier to obtain the present routing numbers from the present carrier. The new carrier must provide adequate proof that the customer requires the port. The “new” carrier then sends a port request to the ASP with both the old and the new routing numbers. The fact that the “new” carrier can indicate the present routing number should serve as proof that the present carrier accepts the port.

The key enablers to port a number are as following:

- The receiving carrier must have Service Agreement with the FSP.

* The FSP must have technical capability to port a number.
* The proper billing system must be incorporated in order to get accurate billing to the customer and obtain correct traffic recording for accounting settlement purpose among carriers.
* Be aware of regulations and restrictions set by telecom administrators, i.e., the FSP might not be able to port a toll free number if such regulation does not permit porting a number.

## Installation Intervals

Installation intervals should at least follow the guidelines laid down in ITU Recommendation E.152, i.e. a maximum of 10 working days. However we propose that all carriers that are members of the ITFF should work towards one week interval to provide service, e.g. service orders received one Monday should be in service the following Monday.

## Directory Assistance

The Access Service Providers may offer directory Assistance and listing of Freephone numbers. Information about this should be provided when the service is introduced between carriers.

# Technical Implementation

## Traffic Flow

Below is a graphic presentation of the handling of traffic from the IFS Caller to the IFS Subscriber (not including local and transit exchanges, but only the number translation points)

 IFS access provider IFS service provider

 Caller IFS subscriber

IN

IN

 *0800 123456 (+CC) 810 12345 66 99 45 34*

 Dialled Freephone Destination carrier’s Terminating

 Number routing number number

In the diagram the number translation is indicated to be in an IN Switch, but other technical solutions may also be employed.

The first important issue to address when introducing IFS is that calls to the Freephone access number series should be free of charge for callers. These free calls should be routed to a central point for number translation.

In the outgoing country the dialled number is to be translated into routing number, which is determined by IFS service provider. This routing number is included in the Service Order Form that is sent when ordering the new service.

The destination carrier will in turn translate the routing number into a termination, which has been identified by the IFS customer. Customers can choose to receive calls from many different countries at the same number, e.g. at their PABX, but many choose to have different termination numbers for each country, as this allows them to answer calls in the language of the caller.

The destination carrier uses the routing numbers for several purposes. As described above it is used for routing of calls to the customer. It is also used to register the traffic for billing the customer and for registering the traffic for international accounting, as it is the responsibility of the destination carrier to include the incoming traffic in the international accounts.

In multicarrier countries it is important that each carrier has their own distinct routing numbers. As few digits as possible in the beginning of the national number should denote the destination carrier.

## Intercarrier Routing

Traffic is routed from Access Service Provider to the Freephone Service Provider using Routing Numbers (RN) which follow a carrier specific routing format. RNs are usually made of a set of digits in an arrangement that will not match the national numbering plan of the FSP to enable special treatment of this traffic versus IDD traffic sent from the same ASP. RNs provide specific information on the country, the carrier, the service type and the customer. The FSP uses this routing number to determine the origin of the call as well as the customer. When exchanging routing formats there are some commonly used symbols that help the FSP identify the origin of the call, type of service, and the customer related to it.

For most carriers who use C7 (or SS7) for signaling, the Routing Format looks like this, e.g.:

Denmark Telecom: (+45) 80 1X XX XX

Telecom New Zealand: (64) 809 XX XXXXX

The series of digits usually include information on country code, carrier code in multiple carrier environment, service type and customer specific identification. Most carriers provision with the CC even though the country code is not sent in the signaling, unless transit is used.

For those carriers who use C5 signaling may see a format which is likely to be absolute, e.g.:

KP1 LD(0) 1X-CCC-YYYY ST (Bezeq International's format)

 KP1 (1 or 2 depending if service is going directly or via transit where 2 is used)

 LD(0) (stands for language digit - most commonly used is zero 0)

 1X distinguishes the service type: X=1 IVR X=2 HCD X=3 IFS (including calling cards)

 CCC originating country code

 YYYY assigned number for the specific customer (usually allocated by the Bezeq International network)

 ST end of number.

 So, the RN to access BI's HCD from Cyprus would look like that:

####  KP1 LD(0) 12-357-2727 ST

#### and for other services from Cyprus:

 KP1 LD(0) 13-357-6572 ST

Your routing number must be distinguished from other carriers toll free routing numbers in your counrtry.

## Transit Routing

In the case of no direct link/circuit, the FSP can use a transit carrier who has already established direct link with the destination carrier. It is under the condition that both the FSP and the destination carrier must have direct circuits with the same transit carrier. New carriers can find transit information from the ITFF website.

# Fault Reporting/Maintenance/Operations

There are several points to consider for the successful operation of international toll free service. Following is a brief explanation of each point:

## Fault Reporting

Fault reporting procedures need to be clearly defined. These are normally the same procedures used for other services already in effect between the two carriers. It is recommended that fault reporting and repair be operational 24 hours per day 7 days per week throughout the year. A definite repair interval should be agreed upon for restoration of service. An escalation process should also be agreed upon.

## Maintenance

It should be agreed that the international carrier takes responsibility for working troubles through the local network service provider in their respective countries if the trouble appears to be in the local network rather than the international network. International carriers on each side will establish a procedure to check out the reported problem, allocate the cause of the problem and follow through either the problem is caused by local network or international network to make sure all components work out.

## Holidays

If fault reporting and service restoration times are affected by any national holidays, these should be clearly understood so that customer expectations can be managed during periods when restoration of service is impaired.

# Abbreviations and Glossary

**ASP** Access Service Provider; the carrier providing call origination access

**E.152** A recommendation issued by the ITU pertaining to International Freephone Service

**E.169** A recommendation issued by the ITU pertaining to Universal International Freephone Numbers

**FSP** Freephone Service Provider; the carrier providing freephone service to the customer

**IDD** International Direct Dial

**IFS** International Freephone Service

**IN** Intelligent Network

**ITFF** International Toll Free Forum

**ITU** International Telecommunications Union in Geneva Switzerland

**ITU-T** Telecommunication standardization sector of the ITU

#### **NNP** National Numbering Plan

**RN** Routing Number

The number provided by the FSP to the ASP to enable a pre-determined routing of traffic to specific network/carrier/customer. Routing number is carrier specific and is usually composed of digits in a manner that does not match the NNP of the FSP.

**ROA** Recognized Operating Agency, as defined in the ITU Constitution, can submit an application on behalf of the IFS customer in accordance with Recommendations [E.169](file:///%5C%5CHE111180e004%5Crec%5Crecommendation.asp%3Ftype%3Dfolders%26lang%3De%26parent%3DT-REC-E.169) and [E.152](file:///%5C%5CHE111180e004%5Crec%5Crecommendation.asp%3Ftype%3Dfolders%26lang%3De%26parent%3DT-REC-E.152).

**SOF** Service Order Form; the forms exchanged between carriers to establish service

**UIFN** Universal International Freephone Number

###### APPENDIX A

###### Marketing and Sales Materials (Sample)

1. **AT&T (United States)**

|  |
| --- |
| **INTERNATIONAL TOLL-FREE AND CALL CENTER SERVICES** **Service Description**AT&T International Toll-Free Service **Build global business using toll-free numbers** When you offer an international toll-free number, callers can reach you quickly and easily by dialing a number unique to the country they're calling from. Calls can be routed automatically to different locations or time zones, providing seamless service regardless of time of day, day of week, or country. AT&T International Toll-Free Service is a cost-effective option that can be included in your current calling plan to receive volume or term plan discounts. It is available in more than 70 countries. Enter and cultivate new international markets for your company's products and services -- even if you don't have a presence outside the United States. Provide your customers in other countries with an international toll-free number and give them an easy, toll-free way to reach you, place orders or access your customer service staff. Traveling employees, suppliers, and representatives can call your U.S. office more conveniently and cost-effectively -- 24 hours a day. That's the kind of communication Available countries 70+AT&T Universal Freephone Service **One universal toll-free number for all your global business** With AT&T Universal Freephone Service you have a "universal" tool for attracting and serving customers in participating countries worldwide: a single toll-free number that lets callers outside the U.S. reach you toll-free, at any time. Maximize your marketing expenses by advertising one single toll-free number in all participating countries. By utilizing the standard "UIFN" numbering format, AT&T Universal Freephone can make your toll-free operations easier to manage, and help unify and strengthen your worldwide identity and image. With AT&T Universal Freephone, you can set up a single toll-free number that can be used by callers around the world (currently available in 20+ countries). It's easier to remember, easier to advertise. With one toll-free number and one dialing format (International Access Code + 800 + xxxx-xxxx) you can leverage your advertising efforts across multiple countries. Single-step dialing requires no operator assistance, regardless of where calls originate. **Available countries 25** |

**External website for available countries:**

<http://att.com/international_business/products/service-list.cgi?category=3>

1. **Sonera (Finland)**

Sonera International 800 –service

General description

For the International 800 –service, Sonera Solutions Ltd (hereinafter Sonera) orders for the customer a service number that is a country-specific number in the country in question. The service number is routed via Sonera’s Intelligent Network, IN.

The service number in the calling country is generally free of charges for a caller in the fixed network.

The customer, i.e. the recipient of the call, shall pay the costs related to service numbers. Calls to service numbers are routed to the answering place determined by the company that receives the call. There can be one answering place or an overflow to another answering place. A subscription number of the fixed or mobile telephone network can operate as an answering place.

Sonera steers the calls made to the service number to the telephone subscription announced by the customer and connects to the service the additional functions chosen by the customer. The service number brings fixed and traffic-based costs to the customer. The fixed costs are formed of the number rental and steering features, etc. The customer pays them monthly in advance. The customer pays the traffic costs and one-time charges monthly afterwards.

Calls can be steered to the answering place according to the customer’s choice also by means of the steering features of the intelligent network, which include: time and overflow steering.

Connections

For the service, the customer must have a number of lines necessary to receive the telephone traffic. Sonera shall have the right to perform trial use and traffic measurements of the service equipment and, on the basis of its measurements, to oblige the customer to increase the number of lines necessary for telephone traffic. In case of intentional congesting of a connection, Sonera shall have the right to charge the customer for possible traffic losses, for damage caused to other customers of the service, and for payments caused by claims.

The customer shall try to distribute its telephone traffic time evenly and to take care of the customer’s having a sufficient number of personnel and/or technical devices for receiving calls. The telecommunications system in use must give the answering signal immediately and fulfil the regulations regarding the telephone structure.

Fault alarms

The customer shall without delay inform of eventual disturbances or faults of the service to number 0800-19019.

Optional reports of the International 800 –service:

The monthly report that includes the material collected by calendar month is delivered to the customer as an E-letter on the 11th day of the following month. The weekly reports are delivered to the customer as an E-letter on the Thursday of the following week at the latest. Descriptions of the reports to be attached to service numbers are as follows:

KV1 Traffic follow-up report of calls from abroad

The report shows:

1. number of calls and minutes
2. average lengths of calls

KV 4 Hour follow-up report

The report enables to analyze the number of persons needed for the telephone service at different times. The target is to have a suitable relation between persons and calls. The number, minutes and average length of the calls of the whole reporting period are summarized.

The report shows:

1. the calls of each day of the month
2. the number, minutes and average length of calls by the hour

KV 6 Marketing follow-up report for calls from abroad

The report itemizes calls by the week and by the day of the week. This follow-up can be used for monitoring the efficiency of a marketing campaign, in case it is important to know how a marketing campaign progresses at the day of the week level.

The report shows:

1. the number of calls and the minutes by the area, itemized weekly and daily
2. the average length of calls by the area weekly
3. the percentages of calls by the area, as for both the number of calls and minutes
4. at the day of the week level, the total of the share of the minutes and number of the mobile phone calls of all areas (point: MP SHARE)
5. long and short calls

Service specific special conditions of the International 800 –service

Time of delivery and start of invoicing

The connection day of the service number shall be agreed on separately according to the service. The invoicing of the service shall start on the connection date agreed on in common, unless otherwise agreed on in the service agreement or its appendices. The right of use and other fixed charges shall, however, always be charged from the beginning of the agreed connection month.

The delivery time for a service number ordered from a foreign country is normally about 5 to10 working days.

Prices and changes in prices

The prices of the services are in accordance with the price appendix of the current service agreement. The customer shall be charged in advance for the right of use and other fixed charges. Other charges, e.g. one-time charges generated in connection with the service, shall be charged monthly afterwards.

If payments to the authorities, value-added tax etc. related to the service change, or a new payment to the authorities is introduced, the changes in service prices shall take effect as from the moment of entry into force of the modified payments to the authorities.

Limitation of risk

Sonera’s responsibility for a delay or faultiness of the service shall be determined according to the general terms of delivery for services applied by Sonera to business customers.

Sonera shall not, however, be responsible for any damage or inconvenience caused by a disturbance or a malfunction of service equipment, traffic interruptions caused by overloading of service connections or the customer’s incoming connections, faulty or insufficient customer information in publications or other media.

Information security

The basic safety level of the information security of the service corresponds to the normal basic safety level of the public telecommunications network.

Modification to service description

Sonera can modify this service description. The customer shall be informed, by means of customer releases or otherwise in writing, of any essential modification to the service description or its feature at least a month before the entry into force of the modification. When the service description has been essentially modified to the detriment of the customer, the customer shall have the right to terminate the agreement without a period of notice within one month from the information.

###### APPENDIX B

IFS and UIFN Service Agreement (template)

The following is the Service Agreement (the “Agreement”) for International Toll Free Service and Universal Freephone Service between Carrier A (full legal name and abbreviation in parenthesis, country), and Carrier B (full legal name and abbreviation in parenthesis, country). The purpose of the Agreement is to establish the conditions for the provision and operation of International Toll Free Service. Service is dialed by a caller utilizing either the national freephone format of the originating telecommunications administration, Access Method 1 (ITU-T Recommendation E.152), or the Universal International Freephone Number (UIFN) format, Access Method 3 (ITU-T Recommendation E.169).

**1. SERVICE DESCRIPTION**

International Free Service (IFS) allows international calls to be directly dialed, with automatic reverse-billed to the called number, built on a bilateral basis. International Toll Free Service is designed primarily for international business users. In principle there is no charge to the calling party but due to technical or other reasons small utilization charges may be applied to the calling party. This service will be provided in both directions, incoming and outgoing.

Calls are routed to a pre-defined customer location and the recipient of the call is billed for the toll charges associated with such call. Billing is done by the administration receiving the incoming call. Each call-originating country shall have its own toll-free numbering format.

**2. TECHNICAL ASPECTS**

2.1 Access Lines

Each administration will work with its customer to ensure that the customer has adequate facilities for terminating International Toll Free Service calls. Should traffic volumes warrant, the administration will recommend to the customer that additional lines be acquired.

2.2 Number Assignment

The assignment of outgoing toll free numbers from Country A will be the responsibility of Carrier A. The assignment of outgoing toll free numbers from the Country B will be the responsibility of Carrier B. All toll free numbers will be in the national number format. For those customers requiring a toll free number in the UIFN format, the number will be obtained from the ITU by a Recognized Operating Agency on behalf of the customer, as defined in the ITU Constitution, in accordance with Recommendations [E.169](file:///%5C%5CHE111180e004%5Crec%5Crecommendation.asp%3Ftype%3Dfolders%26lang%3De%26parent%3DT-REC-E.169) and [E.152](file:///%5C%5CHE111180e004%5Crec%5Crecommendation.asp%3Ftype%3Dfolders%26lang%3De%26parent%3DT-REC-E.152). UIFN is in the standardized format: International Access Code plus UIFN number: (IAC) 800 XXXX XXXX.

2.3 Dialing Format

The dialing format to access the Service will be dependent upon the numbering scheme in the originating territory.

From Country A: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

From Country B: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.4 Routing Arrangements

The routing number format for IFS calls terminating in Carrier A premiseis:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Will be specified by Carrier A at the time of order.

The routing number format for IFS calls terminating in Carrier B premisesis:

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Will be specified by Carrier B at the time of order.

ITFS will be routed through direct circuits between Carrier A and Country B, avoiding transit routing whenever possible. To the extent necessary, and to ensure the highest quality of service, the parties will agree to standard operating procedures and will maintain contact between their technical personnel.

2.5 Pre-service test calls will be performed and service will be activated as soon as possible after successful testing.

2.6 Service Implementation

Installation intervals follow the guidelines in ITU recommended E.152, i.e. a maximum of 10 working days under normal circumstances. Under any unforeseeable situation either party will inform the other party and act upon agreed terms.

End-to-end testing will be completed on each number prior to activation

2.7 Fault Reporting

Each party will notify the other without undue delay of any facility failure arising or likely to arise within its sphere of operation which is likely to result in a protracted interruption to the International Toll Free Service. In the event of an interruption to service caused by technical or operational failure, the parties will make reasonable endeavors to resume normal service with the minimum of delay.

In the event both carriers are ready and able to provide UIFN capabilities, the UIFN optional dialing format will be implemented.

2.8 Directory Assistance

Carrier A will support freephone numbers (national format and UIFNs) provisioned within Country A via Toll Free Directory Assistance (calling number for assistance) if the customer requested listing. Carrier B will support freephone numbers (national format and UIFNs) provisioned within Country B via Carrier B’s Directory Assistance (calling number for assistance).

2.9 Access to International Toll Free Service

Due to the number of environmental, technical and third party variables that impact actual access, neither carrier will have control of the ability of callers to access ITFS numbers. Call barring of international telephone calls will vary and may impact the accessibility of these numbers from the respective country (ries).

If there are any access restrictions e.g. from mobile networks, payphones, etc., information should be given to the other Party.

2.10 Service Cancellation by customers

Service disconnection will occur at the customer’s request by submitting Service Order Form.

**3. FINANCIAL CONSIDERATIONS**

3.1 Accounting Rate

The accounting rate to be applied to International Freephone Service traffic will be the same as for International Direct Dialed (IDD) traffic under the settlement agreement currently in force.

3.2 Charging and accounting will be in accordance with ITU-T recommendation D.115.

3.3 Each party will establish independently the billing and collection from its own customers.

3.4 Each party will be responsible for the provision and maintenance of and payment for the necessary interconnection facilities.

3.5 Call Detail Records (CDRs), if required by either party, will be provided by either party in an agreed upon format. ITFS traffic will be separately identified in the monthly settlement statements.

1. **SETTLEMENTS AND PAYMENTS**

4.1 IFS traffic shall be listed separately from other call classes in the settlements statement for service in either direction.

4.2 Settlements and payments of accounts will be made in accordance with the terms of the international telecommunications service agreement that may be in effect between the parties applicable to international switched voice telephone service.

1. **TERMINATION of SERVICE**

Either party may terminate this Service Agreement at any time by providing 12 months’ advance written notice.

1. **CONFIDENTIALITY**

Any information which is not in the public domain and which is disclosed between the parties will be strictly confidential and will not be disclosed to any third parties unless otherwise agreed in writing between the Parties.

1. **LIABILITY**

Neither Party will be liable to the other for any loss or damage, whether direct or indirect, sustained by reason of any failure or breakdown of the communications facilities used in the provision of the International Toll Free Service, regardless of the cause of the interruption and the length of time that it lasts.

1. **CIRCUMSTANCES BEYOND THE CONTROL OF THE PARTIES**

No failure by either Party to carry out or observe any of the terms and conditions of this Agreement will give rise to any claim against the Party in question or be deemed a breach of this Agreement if such failure or omission arises from any cause reasonably beyond the control of that Party. When such conditions apply, the Party in question will notify the other Party thereof in writing as soon as possible.

1. **WAIVER**

Failure for whatever reason to enforce any of the provisions of the Agreement or to exercise any right or privilege therein will not be construed as a waiver of any subsequent breach or default of a similar nature, or as a waiver of any such provision, right or privilege.

1. **ENTIRE AGREEMENT**

This Agreement constitutes the entire agreement between the parties with respect to the subject matter contained herein, and supercedes and cancels any and all prior written or oral agreements, promises, understandings, statements, representations and covenants regarding ITFS. No changes will be made without both parties written agreement.

Either Party may, however, assign its rights and obligations under this Agreement to its fully owned subsidiaries of its parent company with written notification to the other Party.

1. **CHOICE OF LAW AND RESOLUTION OF DISPUTES**

The Parties shall attempt without delay to amicably adjust and resolve any disagreement or dispute which may arise between them regarding the interpretation, the performance of, or the failure to perform under this Agreement. Any controversy, dispute, or claim arising out of or relating to this Agreement, or the breach, termination or invalidity thereof, shall be settled by binding arbitration in City, country, in accordance with the UNCITRAL Arbitration Rules as presently in force. The appointing and administrating authority shall be the International Chamber of Commerce ("ICC").

|  |  |
| --- | --- |
| **For and on behalf of Carrier A, Country A** | **For and on behalf of** **Carrier B, Country B** |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: | Date: |
| Signature: | Signature: |

Note: Sections 6 to 11 are optional based on each carrier’s legal advise and the International Service Agreement between two parties.

###### APPENDIX C

Carrier Contact Points

|  |  |
| --- | --- |
| **Service Agreement Contact** Name: Tel: Fax: E-Mail:  | **Product Management Contact**Name: Tel: Fax: Email:  |
| **Service Ordering Contact** Name: Telephone: Operation time (M-F 7am-4pm)Fax: Email:  | **Fault Reporting Contact**Name: Telephone: Fax:  |
| **Additional Contacts:**  |