

CONSULT21



BRIEFING

Voice Line Control - Announcements hosted on the MSAN

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1 Scope

This briefing identifies the announcements that are hosted on the MSAN and that are available for use by WLR3. They are played out from the MSAN on which the lines are hosted, not from the far-end MSAN. It is proposed that these announcements will also be available for use by Voice Line Access (VLA) and the voice part of Wholesale Broadband Connect Converged (WBCC).

2 Background

At the Consult21 Network Structure technical sub-group on Voice Line Control on 24 May 2007, BT initially proposed that the MSANs should not support announcements. The response from CPs was that this was only acceptable if BT gave a commitment never to use an announcement capability of the MSANs for WLR3 services. CPs supported the use of the MSAN announcement capability for WLR3 provided that VLA or WBCC had access to the same capability in the same timescale. BT has considered this further and has identified the announcements that will be available for use by WLR3. The same announcements are proposed to be available for use by VLA and the voice parts of WBCC.

3 Announcements hosted on the MSAN used by WLR3

1. (SIT) "The number you have dialled has not been recognised. Please check and try again"
2. (SIT) "Sorry there is a fault. Please try again."
3. (SIT) "This number is temporarily out of order. We're sorry for any inconvenience."
4. (SIT) "Sorry, there is no reply."
5. (SIT) "Sorry, lines are busy. Please try later."
6. (SIT) "Sorry, the number you have called is not available."
7. (SIT) "The other person has hung up"
8. (SIT) "Sorry, your call cannot be connected at present. Please try again."
9. (SIT) "This number does not receive incoming calls."
10. "Please hang up"
11. (SIT) "Please hang up and try again"
12. (SIT) "This is a BT announcement, the telephone network is busy at the moment, please try again later, you have not been charged for this call"

(SIT) = Special Information Tone – a rising sequence of three tones played as part of the announcement before the voice commences.

4 Next steps

It is believed that this proposal is consistent with the wishes expressed by CPs at the VLC technical sub-group meeting on 24 May. Assuming there are no major concerns from CPs with this proposal, BT will propose via NICC the signalling flows and/or other methods that will enable the user CP call control to cause the playing of these announcements to be requested.

5 Process for handling queries or concerns

Should CPs require any clarification of the text of the briefing, they should contact Mike Bick via email at mike.bick@bt.com. Should CPs have any concerns with this proposal, they should raise them with Mike Bick via email at mike.bick@bt.com and copy to Owen Gardner at owen.gardner@bt.com by 11 September 2007.