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SERIES E: OVERALL NETWORK OPERATION,  
TELEPHONE SERVICE, SERVICE OPERATION AND  
HUMAN FACTORS

Operation, numbering, routing and mobile services –  
International operation – Operation of international  
telephone services

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**International premium rate service**

ITU-T Recommendation E.155

(Previously CCITT Recommendation)

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ITU-T E-SERIES RECOMMENDATIONS  
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 AND HUMAN FACTORS**

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## **ITU-T RECOMMENDATION E.155**

### **INTERNATIONAL PREMIUM RATE SERVICE**

#### **Summary**

This Recommendation provides the service description of and the procedures for the implementation, operation and management of the International Premium Rate Service (IPRS) which is provided on a managed basis by a Recognized Operating Agency (ROA) in the country of an information service provider in conjunction with an ROA(s) in the country of the caller.

Through the availability of IPRS, a wide range of products offered by information service providers in one country can be made available to callers in another country. Examples of such products could include:

- access to recorded information services (speech, facsimile or data);
- access to interactive services (speech, facsimile or data);
- access to promotions, competitions and opinion surveys.

#### **Source**

ITU-T Recommendation E.155 was prepared by ITU-T Study Group 2 (1997-2000) and was approved under the WTSC Resolution No. 1 procedure on the 9th of March 1998.

## FOREWORD

ITU (International Telecommunication Union) is the United Nations Specialized Agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of the ITU. The ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Conference (WTSC), which meets every four years, establishes the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

The approval of Recommendations by the Members of the ITU-T is covered by the procedure laid down in WTSC Resolution No. 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

## NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

## INTELLECTUAL PROPERTY RIGHTS

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As of the date of approval of this Recommendation, the ITU had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementors are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database.

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## **INTERNATIONAL PREMIUM RATE SERVICE**

*(Geneva, 1998)*

### **1 Scope**

This Recommendation provides the service description of and the procedures for the implementation, operation and management of the International Premium Rate Service (IPRS) which is provided on a managed basis by a Recognized Operating Agency (ROA) in the country of an information service provider in conjunction with an ROA(s) in the country of the caller.

Through the availability of IPRS, a wide range of products offered by information service providers in one country can be made available to callers in another country. Examples of such products could include:

- access to recorded information services (speech, facsimile or data);
- access to interactive services (speech, facsimile or data);
- access to promotions, competitions and opinion surveys.

This Recommendation does not preclude arrangements established between information service providers and individual ROAs utilizing the International Telephone Service (E.105), irrespective of their locations.

While this Recommendation covers IPRS provided using the International Telephone Service (in accordance with Recommendation E.105) as the underlying transport mechanism, this does not preclude the same principles being applied or adapted in the future to IPRS using other transport mechanisms, networks or services. In respect of Access Method No. 2, implementation of this service will need to take account of the provisions of supporting D- and E-Series Recommendations.

### **2 References**

The following ITU-T Recommendations and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision; all users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published.

- CCITT Recommendation E.105 (1992), *International telephone service*.
- ITU-T Recommendation E.141 (1993), *Instructions for operators on the operator-assisted international telephone service*.

### **3 Definition of terms**

This Recommendation defines the following terms:

**3.1 IPRS originating ROA:** A Recognized Operating Agency (ROA) in the country of origin of the call which is responsible for ensuring the establishment of access to international premium rate numbers in that country.

**3.2 IPRS terminating ROA:** The Recognized Operating Agency (ROA) which has the responsibility for terminating IPRS calls to the information service provider. Generally, this ROA is responsible for relations with the IPRS information service provider concerning the service.

**3.3 IPRS information service provider (ISP):** The individual or entity offering information services via the IPRS, who is responsible for payment of all charges with respect to the operation and administration of the particular IPRS.

**3.4 IPRS caller:** The person who places a call to an IPRS number.

**3.5 international premium rate number:** A number dialled by an IPRS caller to obtain a connection to an ISP via the IPRS.

**3.6 routing number:** A number format specified by the IPRS terminating ROA which identifies the called IPRS ISP for routing purposes. The international premium rate number dialled by the IPRS caller is translated in the country of call origination to this special routing number before the call is routed to the IPRS terminating ROA.

**3.7 premium rate:** A charge over and above the standard IDD call charge, established by the IPRS originating ROA for access via the IPRS to an ISP.

NOTE – The premium rate does not include separate payments arranged between the IPRS caller and the IPRS ISP. Such additional charges are outside the scope of this Recommendation.

**3.8 Universal International Premium Rate Number (UIPRN):** A unique number which is assigned to the ISP on a global basis by the UIPRN Registrar and which is used to access the IPRS ISP throughout the world from ROAs which support this feature.

**3.9 UIPRN Registrar:** The entity responsible for processing registration requests and assigning the UIPRN resource.

## 4 Service definition

The International Premium Rate Service (IPRS) enables an ISP in a country to be assigned one or more international premium rate numbers which allow IPRS callers to access information and other services provided by the ISP. For these calls, callers are charged at a premium rate. Detailed charging and accounting principles are defined in the D-Series Recommendations.

In some cases callers may need prior subscription (to IPRS) with the IPRS originating ROA and/or with the ISP.

## 5 Service agreements

The IPRS is offered by bilateral agreement between the originating and terminating IPRS ROAs. In cooperating in the provision of IPRS, these ROAs may choose to adopt either, or both, of the specific access methods indicated in clause 6 below. The ROA generally responsible for relations with the IPRS ISP should be determined through bilateral agreement between the ROAs.

Information essential to the provision of IPRS needs to be provided prior to the service being made available:

Information	By whom provided	
	Originating ROA	Terminating ROA
• IPRS numbering arrangements	x	
• Contact points for:		
– exchange of service orders	x	x
– testing	x	x
– fault reporting	x	x
– general IPRS matters	x	x
• Call charge bands/rates for the IPRS	x	
• Security mechanisms to protect the IPRS from fraud or misuse	x	x
• Local/national service requirements/operating code of practice, and actions to be taken in the event ISP fails to comply with these requirements/codes	x	
Examples of requirements might include: review of advertising rate notification to callers on access.		



## 6 Access methods

Participating IPRS originating and terminating ROAs may choose to adopt either, or both, of the specific access methods described below. These access methods use the general IPRS framework depicted in Figure 1.

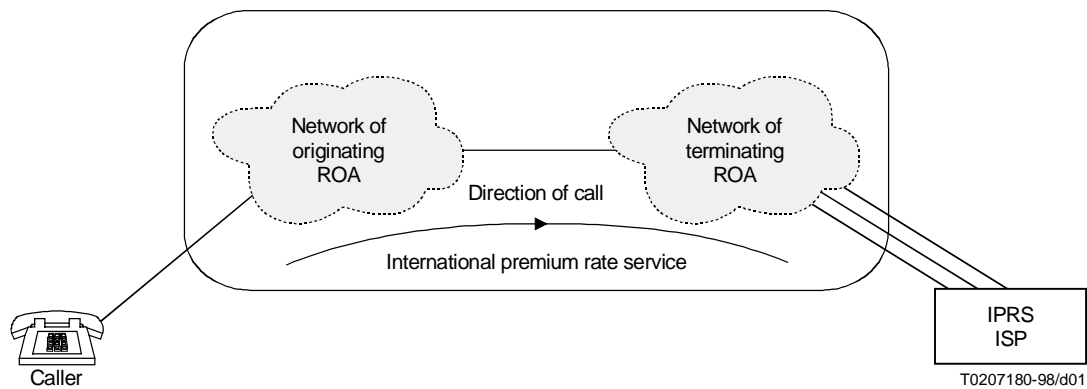


Figure 1/E.155 – General environment of international premium rate service

### 6.1 Access Method No. 1 – Access in the country of call origination via dialling a national premium rate number

A number is assigned to the IPRS ISP by the originating ROA from the available national premium rate numbers in each country from which the IPRS ISP wishes to receive IPRS calls. The IPRS caller dials the national premium rate number, which is translated into a routing number and the call routed to the country of destination.

Due to variations in premium rate number structure among countries, it is likely that the assigned number will not be the same in each country.

### 6.2 Access Method No. 2 – Access in the country of origin via dialling a universal international premium rate number

A unique Universal International Premium Rate Number (UIPRN) that is the same throughout the world is assigned to the IPRS ISP. The IPRS caller dials the international prefix followed by the UIPRN, which may be translated into a routing number and the call routed to the country of destination.

A UIPRN facilitates uniform global access to the IPRS ISP from all IPRS originating ROAs that choose to offer this feature. The UIPRN should be portable, giving IPRS ISPs the ability to retain their UIPRNs when changing IPRS terminating ROAs.

The UIPRN access method can only be used where the international premium rate service requested by the IPRS ISP is between two or more countries.

Other possible access methods may be bilaterally agreed. One such method is described in Appendix I.

## 7 Service management

This clause contains the administrative procedures concerning service ordering, service operation, number assignment and data collection for the IPRS.

The terminating ROA has the responsibility of processing all applications received on behalf of the IPRS ISP and will:

- obtain numbers requested by the ISP, if available, or an acceptable alternative;
- ensure that ISPs do not promote the use of their IPRS number before the due in-service date;
- notify the IPRS ISP:
  - that international premium rate numbers are intended to allow IPRS callers to call the ISP and may not be sold, licensed, or traded. Nor may they be transferred, except in the case of a merger, acquisition, or joint venture. The IPRS ISP must inform the IPRS terminating ROA of any such transfer;
  - that the assignment of an international premium rate number does not create an ownership interest, right or claim to the international premium rate number on the part of the IPRS ISP;
  - of the service/call charge and revenue options provided;
  - of the local code(s) of practice in the country of call origination for ISPs, and that failure to comply may require the IPRS originating ROA to withhold or withdraw access.

The terminating ROA has overall control responsibilities to ensure the satisfactory completion of service orders for initiation, change, suspension and disconnection. Each participating IPRS ROA should appoint a contact person responsible for all general matters relating to IPRS (a "service manager"), as well as specific contacts for service ordering, testing and fault reporting. Information on these contacts should be exchanged between IPRS ROAs.

## **7.1 Service ordering – General procedure**

The terminating ROA will originate the service order on behalf of the IPRS ISP. The service order is sent via telefax or other mutually agreed telecommunication to the originating ROA. A separate service order form should be sent to each originating ROA from whom the ISP wishes to receive calls.

The originating ROA will verify the information on the Service Order Form (SOF) and, subject to acceptance of the request for service on behalf of the ISP, will programme the work necessary to activate the service on the date requested by the ISP.

Each participating ROA should indicate one contact point for the exchange of service orders.

The forms as illustrated in Annex A or B, as appropriate, will be used as the SOF by participating IPRS ROAs. Alternatively, the forms to be used will be as agreed bilaterally by the participating ROAs. (Participating ROAs may bilaterally agree to specify mandatory components of the SOF, such as "SOF type", and so on.)

## **7.2 Procedures for Access Method No. 1**

### **7.2.1 Service provision**

The originating and terminating IPRS ROAs should endeavour, whenever possible, to complete all stages of service provisioning within ten working days after the service order form is issued. However, there should be some latitude in the stages of service provision to take account of variations in time of day, workdays, holidays, etc. which exist in the countries involved.

NOTE – More time may need to be added to the schedule to accommodate regulatory requirements in the country of IPRS call origination; for example, to allow for legislated investigation of programme.

#### **7.2.1.1 Service provisioning (Access Method No. 1)**

Steps:

- 1) Optional National premium rate number reservation request by the terminating ROA to the originating ROA.
- 2) Optional National premium rate number reservation confirmation by the originating ROA to the terminating ROA.

- 3) Day 1 Service Order Form (SOF) issued by the terminating ROA to the originating ROA.
- 4) Day 2 SOF required and processed by the originating ROA.
- 5) Day 4 Number assigned and due in-service date confirmed by the originating ROA and the terminating ROA advised.
- 6) Day 7 Service activation.
- 7) Day 8 Testing.
- 8) Day 10 Testing completed/due in-service date.

The following forms may be used during service provisioning (see Annex A):

- National premium rate number request form;
- National premium rate number access service order form.

### **7.2.2 Requirements before issuing the service order**

The terminating ROA may have reason prior to the issue of a service order to request the originating ROA for a national premium rate number assignment (for an ISP who wants a specific number and/or to verify the period of notice required for service initiation). A list of up to ten ISP-preferred premium rate numbers (within the range available) can be submitted.

If the specified number and alternatives are not available, the originating ROA will allocate the next spare number and notify the terminating ROA. The terminating ROA can then request additional numbers if required. If the IPRS ISP has no preference for a specific number, any number may be assigned by the originating ROA from the available unassigned numbers.

The originating ROA will advise the terminating ROA of the national premium rate number allocated within two working days of receiving the request.

This process will be accomplished by using the form in Annex A, or a similar one.

Under normal circumstances, the originating ROA should guarantee the reservation of the allocated national premium rate number for 60 days after receipt of the SOF. After this period, the originating ROA reserves the right to cancel the reservation if another ISP has made a request for it.

If no SOF is received after a number has been reserved for more than 60 days, the originating ROA may cancel the reservation. In all cases, the originating ROA should promptly notify the terminating ROA about the cancellation of any reserved numbers.

### **7.2.3 Preparation of the service order form**

A service order form for this access method can be found in Annex A along with the detailed instructions on the preparation of the form.

### **7.2.4 Assignment of national premium rate numbers in the country of origin for use in the international premium rate service**

The principles for assignment can be summarized as follows:

- The numbers will be those specified by the originating ROA.
- ISP requested numbers may be assigned if available.
- Reserved and assigned numbers are intended for the ISP's IPRS service, and are not to be sold, licensed, or traded. Nor may they be transferred, except in the case of a merger, acquisition, or joint venture. Any attempt to do so may result in the originating ROA reclaiming those numbers for reassignment.
- The originating ROA will not charge any additional fee for an ISP requested number.
- The reservation or assignment of a national premium rate number does not create an ownership interest, right or claim to the national premium rate number on the part of the IPRS ISP.
- IPRS ISPs are not to promote their number(s) before the due in-service date.
- When an existing service is disconnected, the originating ROA's number reassignment policy will be followed.
- The originating ROA makes the final decision on any premium rate number used.

### **7.2.5 Service disconnection**

Based on the request of an IPRS ISP for disconnection, the terminating ROA will originate an SOF to disconnect the ISP's IPRS. Terminating and originating ROAs shall exchange the necessary information with each other and shall complete all the necessary procedures for disconnection by the date requested by the ISP.

The procedures for service provision should apply to service disconnection as appropriate.

## **7.3 Procedure for Access Method No. 2**

### **7.3.1 Service provisioning**

Originating and terminating ROAs should endeavour, whenever possible, to complete all stages of service provisioning within ten working days after the service order form is issued. However, there should be some latitude in the stages of service provision to take account of variations in time of day, workdays, holidays, etc. which exist in the countries involved.

NOTE – More time may need to be added to the schedule to accommodate regulatory requirements in the country of IPRS call origination; for example, to allow for legislated investigation of programme.

For the initial activation of a UIPRN, the terminating ROA is required to obtain a number assignment from the UIPRN Registrar. The terminating ROA should also confirm service activation to the UIPRN Registrar.

For the initial activation of a UIPRN, the following steps apply. Steps 1), 2), 7) and 9) do not apply for subsequent activations of the UIPRN in additional countries.

#### **7.3.1.1 Service provisioning (Access Method No. 2)**

##### **Steps:**

- 1) UIPRN Request by the terminating ROA to UIPRN Registrar.
- 2) UIPRN reservation confirmed by UIPRN Registrar to the terminating ROA.
- 3) Day 1 Service Order Form (SOF) issued by the terminating ROA to the originating ROA.
- 4) Day 2 SOF reviewed and processed by the originating ROA.
- 5) Day 4 Due in-service date confirmed by the originating ROA and the terminating ROA advised.
- 6) Day 7 Service activation.
- 7) Day 7 UIPRN activation notification by the terminating ROA to UIPRN Registrar.
- 8) Day 8 Testing.
- 9) Day 9 UIPRN assignment confirmation by UIPRN Registrar to the terminating ROA.
- 10) Day 10 Testing completed/due in-service date.

The following forms may be used during service provisioning:

- Universal international premium rate number request form;
- Universal international premium rate number access service order form (see Annex B);
- Universal international premium rate number status notification form.

#### **7.3.2 Requirements before issuing the service order**

The terminating ROA should obtain a UIPRN assignment from the UIPRN Registrar.

### **7.3.3 Preparation of the service order form**

A service order form for this service access method can be found in Annex B, along with detailed instructions on the preparation of the form.

A copy of the completed UIPRN request form received from the UIPRN Registrar should be attached by the terminating ROA to the service order form.

### **7.3.4 Policy for assignment of universal international premium rate numbers**

The policy for assignment of UIPRNs can be found in the appropriate E-Series Recommendation.

### **7.3.5 Service disconnection**

Based on the request of an IPRS ISP for disconnection, the terminating ROA will originate an SOF to disconnect the ISP's IPRS. Terminating and originating ROAs shall exchange the necessary information with each other and shall complete all the necessary procedures for disconnection by the date requested by the IPRS ISP.

The procedures for service provisioning should apply to service disconnection as appropriate.

## **7.4 Common service management aspects**

### **7.4.1 Directory assistance/listing**

Directory assistance and/or listing in the country of the originating ROA may be provided as an option by the originating ROA and if so can be obtained at the option of the ISP. If ISPs wish to have their premium rate number included in the directory assistance system and/or directory listing, this must be specified in the SOF.

### **7.4.2 Access capabilities/line definition**

The terminating ROA will indicate the actual number of access lines at the disposal of the ISP. This may be used for network management purposes.

### **7.4.3 Service authorization**

Originating and terminating ROAs will activate the service a few days prior to the due in-service date. This will allow proper testing and verification of the service before the due in-service date.

### **7.4.4 Pre-service testing**

The terminating ROA will verify operation of the ISP's access number and will perform pre-service testing during the days preceding the due in-service date.

The originating ROA will test the service on the day before the due in-service date at the latest.

IPRS ISPs are not to promote their number(s) before the due in-service date.

### **7.4.5 Service order control**

The terminating ROA should have overall control responsibilities to ensure satisfactory completion of the service order and initiation of service.

### **7.4.6 Service abuse**

The originating ROA will notify the terminating ROA of any unusual or abusive use of international premium rate calling. The terminating ROA, originating ROA and ISP should attempt to correct the situation as quickly as possible.

Examples of service abuse could be:

- the generation of significant IPRS call volumes which the ISP is not in a position to answer; or
- breach of code of practice.

In extreme cases, service to an ISP may be terminated where the ISP has shown an inability or lack of desire to conform to the operational provisions of the service and/or applicable codes of practice.

Participating IPRS ROAs will consult with each other prior to taking any action.

## **7.5 Operational aspects**

### **7.5.1 Operations centres**

Terminating and originating ROAs should each specify an operations centre which will be responsible for pre-service testing, operational support, and service performance monitoring.

### **7.5.2 Pre-service testing**

Each new international premium rate number shall be tested using the ISP number prior to the due in-service date. On the due in-service date, a final call will be made from the originating country to verify a caller's ability to call the IPRS ISP.

### **7.5.3 Service faults**

Investigation and clearance of service faults shall be done in accordance with the relevant M-Series Recommendations.

## **7.6 Performance data**

### **7.6.1 Collection of originating ROA performance data**

Statistical data from originating international exchange(s) supporting access to the IPRS will be used to provide traffic statistics for outgoing IPRS calls.

The data to be collected will be specified by bilateral agreement.

### **7.6.2 Exchange of ROA performance data**

There will be no charge for the exchange of such information between IPRS ROAs.

## **8 Optional service features**

### **8.1 Service features**

In principle, the basic IPRS is operated as described under clause 6 above. IPRS ISPs may be offered additional service features including, for example, routing controls, statistical information and real-time information.

### **8.2 Announcements**

Announcements for IPRS callers may be network generated at call origin by the originating ROA (for example, to inform the caller of the charge level for the call, an announcement may be given to the caller after dialling a premium rate number), or then may be part of the IPRS ISP call handling provided in the destination country by the terminating ROA.

## **9 Operational provisions**

### **9.1 Service operational requirements**

**9.1.1** The terminating ROA should:

- a) apply the provisions of the relevant D-Series Recommendation as regards the tariff and accounting principles applicable to the IPRS;
- b) collect call data on IPRS calls for international accounting purposes;
- c) take appropriate action to prevent fraud;
- d) carry out traffic observations as may be appropriate;

- e) identify an incoming IPRS routing number for special handling, as follows:
  - verify the validity of the received number;
  - translate the received number into the domestic number of the IPRS ISP;
  - route the call to the proper destination;
- f) consult with the originating ROA in the event of service abuse and/or termination of the service.

**9.1.2** The originating ROA should:

- a) apply the provisions of the relevant D-Series Recommendation as regards the tariff and accounting principles applicable to the IPRS;
- b) collect call data on IPRS calls for international billing and accounting purposes;
- c) ensure the correct charging of the call for the caller;
- d) take appropriate action to prevent fraud;
- e) monitor the network and take action to prevent congestion resulting from an excessive number of calls in a short period of time;
- f) carry out traffic observations as may be appropriate;
- g) consult with the terminating ROA in the event of termination of the service;
- h) screen IPRS calls for validity;
- i) translate the dialled IPRS number into the number format as specified by the terminating ROA. This will normally be in the form of a special routing number which will be used by the terminating ROA to identify the called IPRS ISP as well as the origin of the call. This routing number should be kept confidential. The structure of the routing number will be bilaterally agreed;
- j) route the IPRS call after translation of the dialled IPRS number to an appropriate international exchange. However, in the case of UIPRNs, the call may instead be routed to a national exchange when the caller and the ISP are in the same country.

## **9.2 Network management**

Advanced network management facilities may be required as IPRS grows, to ensure that congestion resulting from heavy calling to one number does not adversely affect the IPRS or other services. (See the E.410-Series Recommendations.)

## **9.3 Quality of service**

In addition to the provisions in this Recommendation, the quality of service for IPRS should be comparable to that of the international telephone service, as specified in Recommendation E.105.

# **Annex A**

## **IPRS – National Premium Rate Number Request Form**

### **Notes on preparation of national premium rate number reservation request form**

The form, which is detailed below, may be used as the national premium rate number request form by the terminating ROA and the originating ROA.

### **PART A: Filled out by the applicant (Terminating ROA)**

- a) Identity of the terminating ROA requesting the service.
- b) Identity of the originating ROA to whom request is being made.

- c) Coordination number: A reference number to identify the request.
- d) Date transmitted.
- e) Request type:
  - New: A new service involving a new national premium rate number is established.
  - Change: An existing service requires modification (i.e. change from one number to another or change of the terminating ROA but retaining the same number).
  - Cancel: The service does not exist yet, and the ISP decides not to use this number, the number automatically goes into the pool of available numbers for immediate assignment.
- f) Change: Indicate the type of change.
- g) Charge band/rate: Indicate the requested charge band/rate.
- h) Indicate either:
  - 1) ISP requests one of the numbers listed below (in order of preference); or
  - 2) ISP requests any available number with no specific preference.
- i) ISP name: Name of IPRS ISP.
- j) Expected due in-service date: Service will be expected to officially commence on this date.

**PART B: Filled out by the recipient (Originating ROA)**

- a) Date transmitted.
- b) National Premium Rate number: The number reserved to the terminating ROA.
- c) Number denied: Numbers requested by the terminating ROA but not made available.
- d) Remarks: Enter any information pertinent to this reservation.



**IPRS – National Premium Rate Number Request Form**

**PART A: (filled out by the Applicant)**

Coordination No.: ..... Date: .....  
Day Month Year

(Applicant – Terminating ROA) (Recipient – Originating ROA)

Company name

Contact name

Address

Telephone number

Fax number

Request type (Mark with an X) New Change Cancel

Reason for change

---

Charge band/rate: .....

National Premium Rate number requests in order of priority:

- 1) ..... 6) .....
- 2) ..... 7) .....
- 3) ..... 8) .....
- 4) ..... 9) .....
- 5) ..... 10) .....

ISP name: .....

Expected due in-service date: .....

---

**PART B: (filled out by the Recipient)**

Date: .....  
Day Month Year

The following National Premium Rate number: .....  
is reserved for 60 days.

The National Premium Rate number below was denied reservation, with reason:

- 1) ..... 6) .....
- 2) ..... 7) .....
- 3) ..... 8) .....
- 4) ..... 9) .....
- 5) ..... 10) .....

Remarks: .....

## IPRS – National Premium Rate Number Access Service Order Form

The form, which is detailed below, may be used as the SOF by IPRS ROAs. (ROAs may bilaterally agree to specify mandatory components of the SOF, such as "SOF type", and so on.)

- a) Identity of the terminating ROA requesting the service.
- b) Identity of the originating ROA to whom request is being made.
- c) Coordination number: A reference number to identify the order should be the same as used for any prior national premium rate number request.
- d) Supplement number: Indicates a supplement to an existing pending SOF:
  - Indicate sequentially, e.g. 001, 002, etc. The coordination number should be the same as that of the original SOF.
- e) SOF type:
  - New: A new service involving a new premium rate number is established.
  - Change: An existing service requires modification.
  - Disconnect: An existing service is completely disconnected.
  - Suspend: The originating ROA will disconnect service, but will hold the premium rate number for 60 days.
- f) Supplement type:
  - Modify: To be used when information on the original SOF needs to be changed. The "Remarks" section should be used to indicate the exact information being modified.
  - Due in-service date change: To be used when the ISP cannot accept service on the original due date. It is important that the originating ROA does not activate the service when it cannot yet be used, or if it becomes necessary to change the due date.
  - Cancel SOF: This should be received prior to the due date and will cancel the SOF and all supplements pending. The cancelled SOF should contain all the information on the original SOF.
- g) Requested charge band/rate.
- h) National Premium Rate number: This should be filled in when a premium rate number has been pre-assigned. If an ISP will accept the next available premium rate number, this area should be left blank.
- i) Routing number: The terminating ROA's number for routing of incoming IPRS calls.
- j) ISP information:
  - Name;
  - Address;
  - Access capabilities: Indicate quantity of terminating lines (Used for network management purposes – see 7.4.2).
- k) Due in-service date: Typically up to ten working days may be required by the originating ROA for service initiation. Service will be considered to officially commence at the time and date that the terminating ROA has specified in the SOF and confirmed by the originating ROA.

Activation time: This should only be used where coordination of work is required to maintain an uninterrupted service to the ISP (e.g. when an ISP changes IPRS ROA). Time will be Universal Coordinated Time.

Note that service activation should take place three working days prior to the due in-service date.
- l) Directory assistance: Indicate "yes" if the ISP is to be included in the directory assistance system of the originating ROA, if available.

- m) Directory listing: If the originating ROA offers inclusions in the telephone directories for foreign IPRS ISPs, the desired listing should be indicated by the terminating ROA in accordance with the originating ROA's format requirements, as typically shown below:

Format:

- use digits for number designations;
  - use an ampersand (&) rather than "and";
  - do not use punctuation;
  - up to 50 alphanumeric characters.
- n) Additional directory listings: If the originating ROA offers additional listings in alphabetical and/or classified directories, the terminating ROA should indicate whether the ISP is interested in arranging for any additional listings.
- o) Request sent: Date transmitted.
- p) Request received: Originating ROA use only.
- q) Confirmed due date: Originating ROA use only.
- r) Confirmation sent: Originating ROA use only.
- s) Final test: Date final test completed.
- t) Activation confirmed: Date service activated.
- u) Remarks: Enter any information pertinent to this order, e.g. notify immediately of assigned premium rate number.
- v) Contact person: Name and contact number(s) of originating ROA's coordinator.

## IPRS – National Premium Rate Number Access Service Order Form

<b>a) Terminating ROA</b> Name: ..... .....  Location: ..... .....	<b>b) Originating ROA</b> Name: ..... .....  Location: ..... .....	<b>c) Coordination number:</b> CC- _____  <b>d) Supplement number:</b> SN-
---	---	---

<b>e) SOF Type</b> (Mark with an X)	<b>New</b>	<b>Change</b>	<b>Disconnect</b>	<b>Suspend</b>
<b>f) Supplement type</b> (Mark with an X)	<b>Modify</b>	<b>Due date change</b>	<b>Cancel SOF</b>	

<b>g) Requested charge band/rate:</b>			
<b>h) National Premium Rate number:</b> _____			
<b>i) Routing number:</b> _____			
<b>j) ISP name:</b> _____			
<b>Address:</b> _____			
<b>Access capabilities:</b> _____			
<b>k) Due in-service date:</b> _____ Day/month/year _____ Activation time	<b>l) Directory assistance:</b> YES/NO	<b>m) Directory listing:</b> YES/NO	<b>n) Additional listing(s):</b> YES/NO
	Listing: _____ _____ _____		
<b>o) Request sent:</b> _____ Day/month/year	<b>p) Request received:</b> _____ Day/month/year	<b>q) Confirmed due date:</b> _____ Day/month/year	<b>r) Confirmation sent:</b> _____ Day/month/year
<b>s) Final test:</b> _____ Day/month/year	<b>t) Activation confirmed:</b> _____ Day/month/year		

**u) Remarks:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**v) Contact person:** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

## Annex B

### IPRS – Universal international premium rate number access service order form

The form, which is detailed below, may be used as the SOF by participating IPRS ROAs. (ROAs may bilaterally agree to specify mandatory components of the SOF, such as "SOF type", and so on.)

- a) Identity of terminating ROA requesting the service.
- b) Identity of originating ROA to whom request is being made.
- c) Coordination number: A reference number to identify the order; should be the same as used for any prior national premium rate number request.
- d) Supplement number: Indicates a supplement to an existing pending SOF:
  - Indicate sequentially, e.g. 001, 002, etc. The coordination number should be the same as that of the original SOF.
- e) SOF type:
  - New: A new service involving a new premium rate number is established.
  - Change: An existing service requires modification.
  - Disconnect: An existing service is completely disconnected.
  - Suspend: The originating ROA will disconnect service, but will hold the premium rate number for a specified period of time.
- f) Supplement type:
  - Modify: To be used when information on the original SOF needs to be changed. The "Remarks" section should be used to indicate the exact information being modified.
  - Due in-service date change: To be used when the ISP cannot accept service on the original due in-service date. It is important that the originating ROA does not activate the service when it cannot yet be used, or if it becomes necessary to change the due date.
  - Cancel SOF: This should be received prior to the due in-service date and will cancel the SOF and all supplements pending. The cancel SOF should contain all the information on the original SOF.
- g) Requested charge band/rate.
- h) Universal International Premium Rate number: This should be filled in with the UIPRN which has been reserved by the UIPRN Registrar.

For a new service a copy of the completed UIPRN Request Form and for an expansion of an existing service to a new country, a copy of the completed UIPRN Status Notification Form, received from the UIPRN Registrar, should be attached to the SOF.
- i) Routing number: Terminating ROA's number for routing of incoming IPRS calls.
- j) ISP information:
  - Name;
  - Address;
  - Access capabilities: Indicate quantity of terminating lines (Used for network management purposes – see 7.4.2).
  - Service type, e.g. nature of the service: Information for ensuring compliance with Code of Practice requirements.

- k) Due in-service date: Typically up to ten working days may be required by the originating ROA for service initiation. Service will be considered to officially commence at the time and date that the terminating ROA has specified in the SOF and confirmed by the originating ROA.

Activation time: This should only be used where coordination of work is required to maintain an uninterrupted service to the ISP (e.g. when an ISP changes IPRS ROA). Time will be Universal Coordinated Time.

Note that service activation should take place three working days prior to the due in-service date.

- l) Directory assistance: Indicate "yes" if the ISP is to be included in the directory assistance system of the originating ROA, if available.
- m) Directory listing: If the originating ROA offers inclusions in the telephone directories for foreign IPRS ISPs, the desired listing should be indicated by the terminating ROA in accordance with the originating ROA's format requirements, as typically shown below:

Format:

- use digits for number designations;
  - use an ampersand (&) rather than "and";
  - do not use punctuation;
  - up to 50 alphanumeric characters.
- n) Additional directory listings: If the originating ROA offers additional listings in alphabetical and/or classified directories, the terminating ROA should indicate whether the ISP is interested in arranging for any additional listings.
- o) Request sent: Date transmitted.
- p) Request received: Originating ROA use only.
- q) Confirmed due date: Originating ROA use only.
- r) Confirmation sent: Originating ROA use only.
- s) Final test: Date final test completed.
- t) Activation confirmed: Date service activated.
- u) Remarks: Enter any information pertinent to this order, e.g. notify immediately of assigned premium rate number.
- v) Contact person: Name and contact number(s) of terminating ROA's coordinator.

## IPRS – Universal International Premium Rate Number Access Service Order Form

<b>a) Terminating ROA</b> Name: ..... .....  Location: ..... .....	<b>b) Originating ROA</b> Name: ..... .....  Location: ..... .....	<b>c) Coordination number:</b> CC- _____  <b>d) Supplement number:</b> SN-
---	---	---

<b>e) SOF type</b> (Mark with an X)	<b>New</b>	<b>Change</b>	<b>Disconnect</b>	<b>Suspend</b>
<b>f) Supplement type</b> (Mark with an X)	<b>Modify</b>	<b>Due date change</b>	<b>Cancel SOF</b>	

**g) Requested charge band/rate:** \_\_\_\_\_

**h) Universal International Premium Rate number:** \_\_\_\_\_

**i) Routing number:** \_\_\_\_\_

**j) ISP name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Access capabilities:** \_\_\_\_\_

**Service type:** \_\_\_\_\_

<b>k) Due in service date:</b> _____ Day/month/year _____ Activation time	<b>l) Directory assistance:</b> YES/NO	<b>m) Directory listing:</b> YES/NO	<b>n) Additional listing(s):</b> YES/NO
	Listing: _____ _____ _____		

<b>o) Request sent:</b> _____ Day/month/year	<b>p) Request received:</b> _____ Day/month/year	<b>q) Confirmed due date:</b> _____ Day/month/year	<b>r) Confirmation sent:</b> _____ Day/month/year
--	--	--	---

<b>s) Final test:</b> _____ Day/month/year	<b>t) Activation confirmed:</b> _____ Day/month/year	
--	--	--

**u) Remarks:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**v) Contact person:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

## **Appendix I**

### **Possible access method – Access in the country of call origination via international direct dialling of a foreign domestic premium rate number.**

A national premium rate number would be assigned by the IPRS terminating ROA to the IPRS ISP from the pool of available premium rate numbers in that country. This number would be used to accept premium rate calls from other countries. The IPRS caller would dial the international prefix and the country code followed by the IPRS ISP's domestic premium rate number, which may be translated into a routing number and the call routed to the country of destination.

General service management principles will apply to this access method. Service management procedures noted in clause 7 may be used as a model framework for bilateral agreements.



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