



INTERNATIONAL TELECOMMUNICATION UNION

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INSTRUCTIONS

**FOR THE INTERNATIONAL
TELEPHONE SERVICE**

ITU-T Recommendation E.141

Geneva, 1993

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Recommendation E.141

INSTRUCTIONS FOR OPERATORS ON THE OPERATOR-ASSISTED INTERNATIONAL TELEPHONE SERVICE

Introduction

Although the international telephone service has evolved dramatically over the years, the role of the operator has remained an important element in the provision of services to customers.

Recognizing the higher standards for reliability of telephone communications for voice and data service, the following “Instructions” are designed to prepare the international operator to handle requests for assistance in the successful connection and completion of international calls.

To this end, Administrations should:

- attach the greatest importance to the professional training of supervisors and staff operating international operator positions, and
- make every effort to see that these “Instructions” are diligently applied.

The attention of Administrations is drawn to ITU-T Recommendations E.140 (Operator-assisted telephone service), E.105 (International telephone service), F.17 (Operational aspects of service telecommunications). More detail on the operational principles in the international public telephone service will be found in the E-series Recommendations.

Finally, it is the close and friendly collaboration between operators and their courtesy and adherence to these “Instructions” which will greatly facilitate the effective operation of the international telephone service.

Preliminary notes

For the definition of the “Instructions” see the International Telecommunication Regulations (Melbourne, 1988), Article 2. See Recommendation C.3 for the general principles concerning the “Instructions”, including arrangements for their periodic amendment and the date of entry into effect of new or amended “Instructions”.

In these “Instructions”, the expression “Administration” is used for shortness to indicate both a telecommunication Administration and a Recognized Private Operating Agency (RPOA).

Customers and operators, of course, are both male and female. The use of pronouns and gender-specific forms of words throughout these “Instructions” carry no implications, and where one gender form appears, the other is also implied.



SECTION I

GENERAL



CHAPTER I

Definitions

Article 1

International exchange

The exchange (at the end of an international telephone circuit) which switches calls destined to or originating from another country is called an international exchange

Administrations shall designate or, in case of joint utilization, concur in designating the exchanges in the territory they service which are to be regarded as international exchanges

Article 2

International transit exchange

An international exchange which switches calls both originating and terminating in other countries is called an international transit exchange.

Article 3

Controlling exchange

1. The exchange responsible for setting up calls and which decides the order in which they are to be connected is called the controlling exchange.

2. The Administrations concerned shall agree among themselves to designate the controlling exchange.

3. As a general rule, they shall select for this purpose:

3.1 when a single international circuit is used, the international exchange operating that circuit on the calling party side;

3.2 when two or more international circuits are used:

- a) either the international exchange which has access to the first international circuit on the calling party side; or
- b) the international transit exchange designated by joint agreement of the Administrations concerned.

Note – It may be that the international circuits are not operated exclusively by operators at the international exchange where they end; operators at other international or national exchanges may also have access to them by means of an automatic transit device. In such circumstances these international or national exchanges must be treated as though they were a controlling exchange, as far as setting up calls is concerned.

Article 4

Controlling operator

The controlling operator is the outgoing operator in the controlling exchange who operates the international circuit. The controlling position is the position used by the controlling operator.

Note – However, it may happen that the outgoing international circuit is also operated by an operator in an international or even a national exchange. If this is so, the latter operator is considered as controlling operator.

Article 5

Telephone circuit (International or trunk circuits)

1. The whole of the facilities whereby a direct connection is made between two exchanges (manual or automatic) is called a telephone circuit.
2. A circuit is called an “international circuit” when it directly connects two international exchanges in two different countries.
3. The term “trunk circuit” is reserved for the designation of exclusively national circuits.

Article 6

Traffic routes

1. A route comprises the circuits to be used for international telephone traffic between two given international exchanges. They are designated by agreement between Administrations. A distinction is made between primary and secondary.
 - 1.1 Primary route: the circuit group normally used for reaching the called destination.
 - 1.2 Secondary route or routes: the circuit group to be used when the primary route is congested, or when the transmission on the primary route is not sufficiently good, or it is outside the normal hours of service on the primary route.

Article 7

Telephone call

A telephone call is the interconnection of two telephone stations or terminals.

Note – A telephone call can be made using the automatic or operator service.

Article 8

Telephone message

A telephone message is an effective call over a connection established either automatically or by operator assistance between the calling and the called stations or terminals. A telephone connection may also be used to carry data or fax messages.

Article 9

Automatic service

In the automatic service the call is established without the assistance of an operator. The user enters the number necessary to obtain the called station or terminal.

Article 10

Operator service

In the operator service the call is established with the assistance of an operator. The call can be established semi-automatically or manually:

- 1) in semi-automatic operation an international operator establishes a call with the called station or terminal;
- 2) in manual operation, a call is established by the originating and terminating international operators, possibly with the assistance of one or more intermediate operators.

Article 11

Call request

The first application made by the caller for a telephone call is called the call request.

Article 12

Successive phases of a call

The successive steps normally taken in the setting-up of an international telephone call in the manual or semi-automatic service are defined as follows:

- t_0 the caller has placed his request;
- t_1 the controlling operator has received all of the call details;
- t_2 the controlling operator has made the first attempt to set up the call;

- t_3 the called number has replied or the caller has been informed why the call cannot be connected;
- t_4 the called person (or called extension) has been obtained or the caller has been informed why the call cannot be connected (this step is only significant for personal calls);
- t_5 the end of the call is generally when the caller replaces the receiver;
- t_6 disconnection, normally when the international circuit is released by the operator or by the equipment of the international exchange of the calling party side.

Article 13

Request transmission time

The time interval t_1-t_0 is the time taken in passing the call request to the controlling operator.

Article 14

Delay time

1. The time interval t_2-t_1 is the delay to which the call is subject at the controlling exchange.
2. The caller is generally informed of this delay.

Article 15

Setting-up time of a call

1. The time interval:
 - a) t_3-t_1 is the setting-up of station call;
 - b) t_4-t_1 is the total setting-up time of a personal call.
2. These times include any delay at the outgoing international exchange.

Article 16

Duration of a call

The time interval:

- a) t_5-t_3 is the duration of a station call;
- b) t_5-t_4 is the duration of a personal call.

Article 17

Chargeable duration

1. The time interval on which the charge for a call is based is called the chargeable duration.
2. The chargeable duration is equal to the duration of the call reduced in manual or semi-automatic service, if necessary, to make allowance for any interruptions or other difficulties which might have occurred during the call.

Article 18

Charged duration

1. In the manual and semi-automatic service the charged duration of a call for which the charge is paid by the calling subscriber (or the called subscriber in the case of a collect call) is the chargeable duration rounded upwards to the next whole number of minutes.
2. In automatic service other arrangements could be adopted in accordance with the ITU-T Recommendations.

Article 19

Holding time of an international circuit

1. The time interval t_6-t_2 is the holding time of the international circuit.
2. This interval includes in particular the call duration, the operating time and time taken to exchange service information.

Note – The term “operating time” is meant to cover the time taken by both operators and switching equipment.

Article 20

Answering time of operators on an international circuit

1. At the outgoing international exchange, the answering time of operators is the interval between the end of the transmission of the calling signal and its answer by the operator at the distant international exchange.

2. At the incoming international exchange, this is the interval between the appearance of a calling signal on a position at that exchange and its answer by an operator.

Article 21

Demand operating

1. In demand operating (manual or semi-automatic), after the request has been recorded in the outgoing international exchange, an immediate attempt to set up the call is made by the operator at this exchange who took the request.

2. A distinction is made between:

2.1 Manual demand operating:

There are two operating methods:

a) *direct manual demand operating*

In this method of operating, the operator in the outgoing international exchange speaks with the called party directly;

b) *indirect manual demand operating*

In this method of operating, the operator at the incoming international exchange always acts as an interpreter between the operator in the outgoing international exchange and the called party.

2.2 Semi-automatic demand operating

In this method of operating, the operator in the outgoing international exchange controls the automatic switching operations to obtain either the called station, or an operator in the incoming or transit international exchange (or an operator in a manual exchange in the country of destination).

Article 22

Outgoing preparation operating

In outgoing preparation operating, after the request is recorded by an operator in the outgoing international exchange, another operator in the exchange sets up the call. After the requests have been put in order at the exchange, the controlling operator sees to it that the calling station is connected on the international circuit without loss of time; the call is then set up at the called end as in the case of demand operating.

Article 23

Advance preparation operating

1. In advance preparation operating, after the request is recorded by a first operator in the outgoing international exchange, another operator in this exchange sets up the call. This second operator sees to it that the calling and called stations are connected without loss of time on the international circuit or circuits.

2. Advance preparation operating requires preparation at both the outgoing and incoming international exchanges.

Article 24

Elements in dialling an international telephone number

To dial an international telephone number, the calling subscriber inputs the international prefix, country code, area (trunk) code and subscriber number (Recommendation E.160).

	International Prefix	Country Code	Area Code	Subscriber Number
Example	00	41	22	733 1234

1. International Prefix

The combination of digits to be dialled by a calling subscriber making a call to a subscriber in another country to obtain access to the automatic outgoing international equipment.

2. Country Code

The combination of one, two or three digits characterizing a country in the world numbering plan (as described in Recommendation E.164) and serving to route an international call to that country (or group of countries included in one integrated numbering plan) automatically.

3. Area (trunk) code

A digit or combination of digits characterizing the called numbering area within a country (or group of countries included in one integrated numbering plan).

4. Subscriber number

The number to be dialled or called to reach a subscriber in the same local network or numbering area.

Article 25

National number

1. The national number is the number entered by subscribers in automatic service (or by operators in the semi-automatic service) following the trunk prefix, to obtain a subscriber in the same country or in the same integrated network, but outside the same local network or numbering area.
2. This number, called in the ITU-T texts “national (significant) number”, does not include the “trunk prefix”, i.e. the prefix used by subscribers in national automatic service and giving access to the automatic trunk network, for instance the 0 in many countries.

Article 26

Cancelled call

In the manual or semi-automatic service, a cancelled call is a request on which no further action is to be taken, either because the calling station indicates – before the call is set up – that the call is no longer wanted, or because the called person cannot be reached within the period of validity (see Article 79).

Article 27

Refused call

A call is considered to be refused if, when it is set up, some person at either the calling or the called station states immediately that nobody can or will speak (see Articles 203 and 210).

CHAPTER II

Means of communication and various provisions

Article 28

Designation of an international circuit

1. Each international circuit is designated by the names of two international exchanges followed by the number of the circuit if there are two or more in the group, the names of the exchanges being quoted according to the official spelling of the names in their respective countries.
2. The two terminal exchanges are quoted in alphabetical order for manual circuits and both-way semi-automatic or automatic circuits. The order of the exchanges is the one corresponding to the direction in which the circuit is operated in the case of a one-way semi-automatic or automatic circuit.
3. A letter after the names of the exchange may be used to indicate the type of circuit (manual, automatic, etc.).

Article 29

Routing of calls. Routes to be used

1. For each service between two countries, the primary and secondary routes are predetermined by the Administrations concerned.
2. In normal circumstances, the primary route shall be used to carry traffic between two countries.

3. In the manual service, whenever the service could be improved thereby, especially when the primary route is congested, or when transmission on that route is unsatisfactory, or when that route is not available, a secondary route shall be used. Should a secondary route be used but the call is not completed on the first attempt, it should be completed over the secondary route.
4. When necessary, the call may be transferred to the primary route when it again becomes available.
5. In the automatic service the choice of the route is left to the equipment.
6. In the semi-automatic service, the choice of the route may be left to the equipment.
7. However, if absolutely necessary, the use of a route other than primary or secondary routes is subject to an impromptu agreement between the exchanges concerned.

Article 30

Routine test calls on circuits

1. Routine test calls must be so timed that they do not hinder the flow of telephone traffic.
2. Any abnormalities or faults noticed, in particular by operators, should be immediately reported to the appropriate service.

Article 31

Period spent waiting for an answer

1. Normally there should be one minute of ringing on each attempt to reach a station, regardless of the time of day. However, if the caller asks for the ringing to be continued, the outgoing operator shall continue it for an additional 30 seconds. National exceptions may apply.
2. In the case of a recorded announcement see Articles 203 and 210.

Article 32

Minimum duration of rings

On each ring on an international circuit, the operator making the ring should apply the ringing current for at least 2 seconds.

Article 33

Time to answer by operators for inbound international calls.

1. Quick answering by operators to calls made over international circuits is essential for a rapid and satisfactory telephone service and for the efficient use of such circuits.
2. To this end, a sufficient number of operators should be provided, so that the average answering time does not exceed 5 seconds for 80% of calls.
3. These provisions apply to both the manual and semi-automatic service for incoming operators, assistance operators and delay operators.

4. In the semi-automatic service, the time-to-answer by assistance operators should be shorter than the time-to-answer by incoming operators. To this end, operators playing the double role of assistance and incoming operators should give priority to answering assistance calls.

Article 34

No reply from a distant exchange

1. If, after one minute or ringing, the called exchange has not answered:

1.1 in manual service, that exchange should be called over another international circuit or by any other appropriate means. The operator shall connect the call as soon as the reply is received;

1.2 in semi-automatic service, the connection should be held on the international circuit side while another attempt is made to set up the call on another circuit.

2. Any faults should be reported to the appropriate service.

Article 35

Official time

1. Exchanges shall use the official (or “legal”) time in force in the countries or regions they are in. However, for ease of operation, the Administrations concerned in many given relations may agree to use some particular time between themselves, in which case Universal Time Coordinated (UTC) is recommended. For practical operating purposes UTC may be considered as equivalent to Greenwich Mean Time (GMT).

2. The times should be announced in the form 1000, 1600, 1925 hours (and not as 10 a.m., 4 p.m., 7.25 p.m.).

Article 36

Extension of hours of service

1. If exchanges or routes are not open permanently, the service should be extended for at least 12 minutes beyond the prescribed hours for the completion of calls in progress and for connections which have already been prepared.
2. Exceptions may be made to this rule if the equipment used on the route concerned is required for another route from a certain time onwards.
3. As far as possible, however, administrations should in the circumstances mentioned in the preceding paragraph, and in the case of local networks with limited hours of service, refrain from interrupting calls still in progress when service would normally be closed down.

Article 37

Privacy

Operators shall exercise the utmost care to respect and to preserve the privacy of telecommunications.

Article 38

Languages to be used

1. The service language is the language to be used between operators in the international service. It shall be fixed by agreement between the administrations concerned. Where administrations are unable to agree, French or English shall be used for the service language.

2. In direct manual demand operating and in semi-automatic demand operating the language of the country of destination or a language that is commonly understood in the country of destination shall be used for service conversations relating to the setting-up of calls between the outgoing operator and the person answering. In the event of language difficulties with the person answering, an assistance operator at the incoming international exchange may be brought in on the connection to assist the outgoing operator, to whom the assistance operator speaks in the service language.

Note – Exceptionally, the administrations concerned may allow a language other than those mentioned above to be used between the outgoing operator and the called person.

Article 39

Answering calls

In answering a call on an international circuit, the operator should give the name of the exchange. In some countries, national regulations may require that the operator shall also announce the number of the position.

Article 40

Enunciation of numbers

1. Telephone numbers shall be passed digit by digit. However, the method used in the country of destination may be used, by agreement among the Administrations concerned.

2. If the trunk, or area, code is included, the words “trunk code” or “area code” are given before the number.

Article 41

Spelling by analogy

1. According to the routes concerned, the operators will preferably use either of the following two spelling codes:

A (french) Words to be use for spelling	Letters	B (anglais) Words to be use for spelling
Amsterdam	A	Alfred
Baltimore	B	Benjamin
Casablanca	C	Charles
Danemark	D	David
Edison	E	Edward
Florida	F	Frederick
Gallipoli	G	George
Havana	H	Harry
Italia	I	Isaac
Jerusalem	J	Jack
Kilogramme	K	King
Liverpool	L	London
Madagascar	M	Mary
New York	N	Nellie
Oslo	O	Oliver
Paris	P	Peter
Quebec	Q	Queen
Roma	R	Robert
Santiago	S	Samuel
Tripoli	T	Tommy
Upsala	U	Uncle
Valencia	V	Victor
Washington	W	William
Xantippe	X	Xray
Yokohama	Y	Yellow
Zurich	Z	Zebra

2. Care should be taken to avoid unnecessary use of the spelling system, which will be used solely for the passing of proper names and words giving rise to hearing difficulties.
3. Code A is preferably used when the service language is French, and Code B when the service language is English.
4. If another service language is admitted in agreement between administrations, they must also agree as to the spelling code, A or B, to be used.

CHAPTER III

Classes of call, priorities, special facilities

A. Classes of call

Article 42

Classes of call

1. Telephone calls are subdivided into the following five classes:
 - 1.1 one special class, enjoying absolute priority: distress (emergency) calls;
 - 1.2 four main classes according to the source from which they come:
 - a) government calls;
 - b) service calls;
 - c) privilege calls;
 - d) private calls.

Article 43

Distress (emergency) calls

1. These are calls concerning the safety of life at sea, on land, in the air or in outer space. They may also relate to such matters as serious accident, earthquake, hurricane, tornado, fire, flood, wreck or other disasters, or incidents concerning the life-saving service, as well as to epidemiological telecommunications of exceptional urgency of the World Health Organization.

2. Distress or emergency calls may be made from many types of telephone sets including mobile equipment and public payphones where the user may not have information to call the appropriate number. Operators should give extra attention to these requests for emergency assistance to route these calls to the appropriate number without delay.

Note – The problem may also arise in the global maritime distress and safety system (GMDSS).

Article 44

Government calls

1. Government calls are calls originating with any of the authorities specified below:

- the Head of a State;
- the Head of a Government and Members of a Government;
- Commanders-in-chief of military forces, land, sea or air;
- diplomatic or consular agents;
- the Secretary-General of the United Nations: Heads of the principal organs of the United Nations;
- the International Court of Justice.

Article 45

Service calls

1. Service calls are those which relate to the working of the international telephone service (including the provisioning, administration, maintenance or restoration of service between Administrations and for collection, settlement and other financial matters).

2. Service calls can only be exchanged between:
 - Administrations;

 - Recognized Private Operating Agencies;

 - Administrations and Recognized Private Operating Agencies;or between:
 - Administrations, Recognized Private Operating Agencies and ITU regional offices, on the one hand; and

 - the Chairman of the Administrative Council, the Secretary-General, the Deputy Secretary-General, the Directors of the International Consultative Committees, the Members of the IFRB, other representatives or authorized officials of the Union, including those working on official matters outside the seat of the Union, on the other hand.

3. Service calls may be made free of charge, subject to national rules.

Article 46

Privilege calls

A privilege call is a call which may be exchanged during:

- sessions of the ITU Administrative Council;

- conferences and meetings of the ITU, between, on the one hand representatives of Members of the Administrative Council, members of delegations, senior officials of the permanent organs of the Union and their authorized colleagues attending conferences and meetings of the ITU and, on the other, their Administration or Recognized Private Operating Agency or the ITU and relating either to matters under discussion by the Administrative Council, conferences and meetings of the ITU or to public international telecommunications.

A privilege call is also an ordinary private call exchanged during sessions of the ITU Administrative Council and conferences and meetings of the ITU by representatives of Members of the Administrative Council, members of delegations, senior officials of the permanent organs of the Union attending conferences and meetings, and the staff of the Secretariat of the Union seconded to ITU conferences and meetings to enable them to communicate with their country of residence.

Article 47

Private calls

Private calls are calls other than those defined in Articles 43, 44, 45 and 46 above.

B. Precedence of traffic

Article 48

Rules

When calls cannot be set up without delay owing to traffic routing conditions, the priorities mentioned in Articles 49, 50 and 51 below may be applied.

Article 49

Priority of international calls

When being set up by an operator, international calls shall have precedence, so far as practicable, over national calls of the same class.

Article 50

Urgent calls

1. By special agreement among the administrations concerned, provision can be made for priority to be given on international circuits for the exchange of the four classes of calls (government, service, privilege and private), defined in Articles 44, 45, 46 and 47 above. This is done by adding “urgent” at the indication of the class of call at the time the request is made.

2. The grant of this priority implies that the call will be set up by an outgoing international operator.

Article 51

Ordinary calls

Ordinary calls are calls with no priority.

C. Call facilities accorded to users

Article 52

Station calls

A station call is a call which has been booked for a specified number, chargeable duration commencing as soon as a reply is obtained at the called station, regardless of the person who answers the call.¹

Article 53

Requests for information

This is a request by a caller for information that will enable him to make a call to a correspondent, i.e. whether such-and-such a person designated by a name and address (or by any other particulars required to identify him) is a telephone subscriber and, if so, what his number is.

¹ A call to an in-dialling extension is also considered as a station call unless further information is supplied relating to a specific person, etc.

Article 54

Additional facilities

By agreement between the administrations concerned, additional facilities may be offered to customers, for example:

- a) personal calls;
- b) data calls;
- c) collect calls;
- d) charge-card/credit-card calls;
- e) conference calls;
- f) fax (facsimile) calls;
- g) Home Country Direct calls;
- h) etc.

Article 55

Personal calls

1. A personal call is one between the number of a caller who may give his name (or the number of an extension) and some specific person (or extension); the person required must be adequately described (by name, position, address, etc.)

2. By agreement with the incoming Administration, a messenger may be sent if it has been impossible to find the person desired by telephone.

Article 56

Data calls

A data call is one requested for the purpose of exchanging data of any kind between data terminals accessing the telephone network.

Article 57

Collect calls

A collect call is a call for which the caller, when requesting the call, specifies that he wishes the call to be paid by the called party or, in some cases, by a third party.

Article 58

Telecommunication charge-card/credit-card calls

A telecommunication charge-card/credit-card call is one for which the caller, when requesting the call, specifies that he wishes it to be charged to his charge card/credit card number.

A telecommunication charge-card/credit-card may be used for the following types of calls, by agreement among the administrations involved:

- a) calls back to the country of the card issuer;
- b) calls within the country of call origination;
- c) calls to a third country (i.e. a country other than the card issuing country or the call originating country).

Note – Special facilities could be available to recognize the commercial or telecommunications charge-card/credit-card validity for operators' use.

Article 59

Conference calls

1. A conference call is a call established among three or more stations.
2. Normally there are two types of conference calls:
 - a) bidirectional calls in which each participant can listen and speak whenever he wishes to intervene in the conversations;
 - b) unidirectional calls in which only the leader can speak, the other participants being able only to listen.

However, a conference call may consist of a combination of both types of call defined above.

Article 60

Fax calls

A fax (facsimile) call is one requested for the purpose of transmitting documents between fax terminals accessing the telephone network

Article 61

Home Country Direct or International Operator Direct calling (IODC)

“Home Country Direct” or “International Operator Direct Calling (IODC)” enables a user, when travelling abroad, to dial a special number from abroad to place a direct call to an operator in his home country, requesting a call to a subscriber in the home country, which is chargeable either as a collect call, or to a ITU-T-type international charge-card/credit-card or to national cards of the home country. The called subscriber may be notified of the charge he will have to pay.

Enquiries may be excluded from the service.

In some cases, the caller may be charged to access the service. However, this charge is a national matter for the country of origin of the call.

D. General information regarding admitted facilities and priorities

Article 62

Table of priorities and facilities

A table¹ showing the various priorities and call facilities available by countries or areas should be provided by the Administration for operators in the international exchange.

¹ *Note for the printing of the table* – The table should be printed with a subdivision under the heading “Personal calls” to show “dispatch of a messenger included if possible”.

CHAPTER IV

Recording of call requests

A. Rules applicable to all classes of call

Article 63

Designation of the called station

1. A called subscriber's station may be designated:
 - a) by the international number;
 - b) or by the name of the called subscriber's country plus the national number (which comprises digits only);
 - c) or by the name of the called subscriber's local network (plus the name of the country, if required), followed by the local number;
 - d) or by the called subscriber's name and address (or such information as may be considered adequate for identification purposes in the country of destination).

Article 64

Details to be recorded

1. The operator shall record on the ticket or equivalent:
 - a) the designation of the called person or station as laid down in the preceding article;

- b) the trunk or area code for the network and subscriber's number of the calling station;
- c) the date and time of the request;
- d) for any call other than an ordinary private station one, the class of call, the priority request, and any special facilities requested;
- e) the route used if necessary.

Article 65

Further particulars which may be accepted

A caller may give two numbers to be called in the same country of destination. They should be entered in the order of preference. If connection to the first number is not possible for any reason, the second number should then be tried.

Article 66

Checking

1. Calls should be recorded with the utmost care. The operator should verify any doubtful point, but should not repeat details of which there is absolute certainty.
2. However, Administrations may instruct their own operators to check all details of calls as a matter of course.
3. Should there be any possibility of confusion regarding the name of the called locality, it is advisable to specify its geographical position, in terms of its state, county or province.

**B. Additional provisions governing certain classes
of call and certain facilities granted**

Article 67

Government calls

1. Requests for government calls will be prefixed with *government*, *government priority*, or *urgent government*¹ as appropriate.
2. Government calls without priority shall be handled on the same basis as ordinary private and service calls².
3. The person requesting a government call may be required to give his name and official rank, which should be entered on the ticket (or equivalent).

Article 68

Service calls

1. Requests for service calls will be prefixed by the words *service*, or *urgent service*, as appropriate.
2. Urgent service calls should be requested only in exceptional circumstances.

¹ When, in accordance with Article 50, urgent government calls are accepted.

² However, originating Administrations may give priority to government calls over ordinary private and service calls.

Article 69

Privilege calls

1. Requests for privilege calls will be prefixed by the words privilege, or urgent privilege, as appropriate.
2. Urgent privilege calls should be requested only in exceptional circumstances.

Article 70

Personal calls

1. A request for a personal call must include information additional to that required for a station call. Where appropriate, the operator should warn the caller of any special conditions, such as when a messenger has to be dispatched to find the person wanted.
2. Information about the caller.
- 2.1 The following information should be noted by the operator:
 - a) the caller's name, to be communicated to the called person when a messenger has to be dispatched;
 - b) the caller's name when, without having been invited to do so by the operator, the caller expressly requests that the call be put through to a specific person at the calling end or that the called person should be informed of the caller's name¹;

¹ So as not to complicate matters and to ensure that international circuits are not fruitlessly occupied, the caller should not be encouraged to ask for his name to be passed to the addressee. Nor should the addressee be encouraged to ask for the caller's name, before accepting the call.

- c) the number of the calling extension when the caller expressly requests that the call be made at the calling end from a particular extension.

Note – The name of the caller or, where appropriate, the number of the extension, may be noted by the operator in other cases where the Administration of the outgoing exchange considers it useful for operating purposes.

2.2 The caller may also:

- a) give instructions that the called person be given the calling number;
- b) give instructions not to divulge the caller's name to the called person.

3. Information about the called person

3.1 The operator shall make a note of the number of the extension, or name. Designation must be adequate for the country of destination, for example, by name, occupation or address, or somebody speaking a particular language. When a messenger has to be dispatched, the called person's full name and address should be given.

3.2 The caller may also:

- a) give a second number in the same country of destination;
- b) give a second extension or second person either at the first number of the second, the request being considered as satisfied when one of the extensions or people has replied;
- c) when a messenger has to be dispatched:
 - i) indicate a second person living in the same building as the person wanted;
 - ii) subject to the provisions regarding validity of requests, make reservations concerning the time of setting-up of the call (see Article 76).

4. Information to be given to the caller:

When a messenger has to be dispatched to find the called person, the caller shall be warned that he may be liable to a special fee. Should the caller decline to pay any special fee, the call shall be cancelled. Should it be accepted, the caller shall also be told that the Administration concerned will try to advise the addressee in reasonable time, but cannot be held responsible for this if the addressee lives outside the area within which telegrams are delivered free.

Article 71

Data calls

When requesting the call, the caller must specify: “Data call”.

Article 72

Collect calls

1. Station calls, personal calls (including those requiring the dispatch of a messenger), data calls, tax calls and conference calls may all, whether ordinary or urgent, be requested as collect calls.

2. The following information shall be provided when the request is made and communicated to the called subscriber:

- a) caller's name;
- b) an indication that the call is to be a collect call;
- c) in the case of conference calls, the designation of the called subscriber who is to pay for the call.

Article 73

Special tones

Coin or public telephones (payphones) should have a particular signalling tone to permit operators to recognize them as stations to which calls are not to be charged to the called party.

Article 74

Telecommunication charge-card/credit-card calls

1. The following special elements should be included in telecommunication charge-card/credit-card call requests:

- a) number of the telecommunication charge-card/credit-card;
- b) name of the caller, if necessary;
- c) authorization code or personal identification number, if necessary;
- d) date of expiration, where applicable.

2. The operator of the outgoing exchange must check that the appropriate characteristics of the telecommunication charge-card/credit-card indicated by the user are valid.

3. Administrations may, however, provide for the validity of a telecommunication charge-card/credit-card number to be decided by the operator at the incoming exchange, and for this incoming operator to time and charge the call.

4. If the characteristics of the card are not correct, the operator must inform the caller thereof without indicating the inaccurate details. The operator shall not agree to set up the call with such a telecommunication charge-card/credit-card. The user should be advised to contact the card issuer.

5. In case of changes of telecommunication charge-card/credit-card numbering systems, particular instructions will be furnished by the card issuer administration concerning the period of transition during which both cards would be accepted. Beyond that time, the operator should advise the holder of an expired card to contact the card issuer.

6. The operator of the outgoing exchange should be able to provide the incoming operator with, as a minimum:

- a) number of the telecommunications charge card/credit card;
- b) personal identification number (PIN) or authorization code;
- c) called number (where card use is restricted to certain specific numbers).

Note – Special facilities could be available to recognize the commercial or telecommunication charge-card/credit-card validity for operators' use.

Article 75

Conference calls

1. All or part of the calls comprising a conference call may be set up either with specified numbers or with specified persons (or extensions).
2. When a conference call is requested, the caller must furnish all the information required to set up the call, depending on whether it is to be established with specific numbers or with specified persons (or extensions).
3. Furthermore, when making the call request, the caller may indicate that a called person or persons is (are) to be withdrawn from the conference call or that a called person or persons is (are) to be connected during the call.

C. Reservations made by the caller concerning the time the call is to be set up. Changes in requests

Article 76

Reservations on the time for setting-up calls

1. When making a request for a call which cannot be complied with immediately and subject to Article 79 (validity of requests for calls), the caller, in making the request, may specify:
 - a) that the call should not be set-up until after a particular time, stated by the caller; or
 - b) that the call should not be set-up during a given period; or
 - c) that the request should be cancelled at a particular time.

Note – Except where otherwise provided for in certain relations, these facilities are not admitted if the operating methods used include the setting-up of calls without delay.

2. However, requests for conference calls may be made in advance regardless of the method of working on the relations concerned. The calls should be set up as near to the time specified by the originator as operating and traffic conditions permit.

Article 77

Changes in requests

1. For any requests which cannot be complied with immediately, the caller shall be free (subject to Article 79 about the validity of requests, and as long as he has not been told that the call is on the point of being put through) to:

- a) make reservations regarding the time of setting-up the call (see Article 76);
- b) make changes relating to the class and precedence of the call and the special facility requested;
- c) request an additional special facility;
- d) change the caller's number within the limits of the country of origin, or, in a request for a personal call, add the name of the caller or an extension number;
- e) change the number of the called station within the limits of the country of destination or, in a personal call, change the designation of the called person or the extension number within the limits defined in Article 70.

2. For a personal call, the designation of the called person, within the limits of the country of destination, may be changed once only.

Note – Between certain countries, Administrations may agree to exclude some of the above-mentioned changes.

Furthermore, some Administrations may authorize a change of the caller's number only within the limits of one and the same international charging area.

D. Cancellation

Article 78

Cancellation

A request can be cancelled at the caller's expressed wish, or at the end of the period of validity as laid down in Article 79.

E. Validity of requests

Article 79

Validity of requests

1. Requests for calls shall remain valid until 0800 (local time at the exchange or origin) of the day indicated below if not cancelled by the caller or

refused by the addressee, when all the exchanges concerned are permanently open, and at the daily closing time when they are not permanently open:

1.1 for stations calls, the day following the day on which the request was made;

1.2 for personal calls and conference calls, the second day following the day on which the request was made.

2. This period, however, may be prolonged when, because of a shortcoming attributable to the telephone service, it has proved impossible to set up the call.

Note – The life of a request can be prolonged by as much as 8 hours if this is rendered necessary by time difference between corresponding exchanges or by traffic routing or operating difficulties.

3. In relations operated by radio circuits working on a part-time basis only, requests for calls may, by agreement between the Administrations concerned, remain valid as long as they have not been complied with, or refused by the addressee, or cancelled by the caller.

CHAPTER V

Order in which calls are connected

Article 80

Order in which calls are connected¹ by the operators

Within the subdivisions listed in A and B below, calls shall be connected in the order in which they have been requested.

A. Between countries in which urgent calls are not allowed

1. Distress (emergency) calls².
2. Service calls relating to a major degradation of service.
3. Government calls for which priority has been specifically requested.
4. Government calls for which no priority has been requested.
5. Service calls other than those mentioned in 2 above.
6. Privilege calls.
7. Ordinary private calls.

¹ Applicable when calls cannot be connected immediately after they have been requested.

² These calls enjoy absolute priority over all others.

B. Between countries in which urgent calls are allowed

1. Distress (emergency) calls¹.
2. Urgent service calls relating to a major degradation of service.
3. Urgent government calls.
4. Urgent privilege calls.
5. Urgent private calls.
6. Government calls with priority.
7. Government calls for which no priority has been requested.
8. Service calls.
9. Privilege calls.
10. Ordinary private calls.

¹ These calls enjoy absolute priority over all others.

CHAPTER VI

Limitation of the duration of calls

Article 81

Distress (emergency) calls

The duration of distress (emergency) calls is not limited.

Article 82

Government and service calls

1. As a general rule, the duration of government calls and service calls is not limited.
2. However, in manual transit services, transit Administrations have the right to limit the duration of government and service calls to 12 minutes in the event of congestion or interruption, if these calls are put through one of their exchanges.

Article 83

Private calls

1. As a general rule, the duration of private calls is not limited.
2. However, the Administrations concerned may agree to limit the duration of private calls to 12 or even 6 minutes on certain routes.

3. In addition, in the event of congestion or interruption on any route, the exchanges concerned may agree to limit temporarily the duration of private calls to 12 or even 6 minutes providing this is done at both the originating and the terminating points.

4. On any route, the duration of private calls may be limited to 12 or even 6 minutes, when this is necessary in order to complete a call on hand in a superior class.

Article 84

Notifying the calling subscriber of restrictions on how long the call may last

1. When the duration of the call is to be limited, the caller, where possible, is informed at the time the call request is made and in any case when the call is to be set up.

2. In addition, the subscribers should be notified when the period ends. If conversation is not then terminated at the end of an additional minute, the subscribers should be advised before the call is disconnected.



SECTION II

CALL CHARGES



Note

The provisions in these Instructions concerning the charging of calls relate solely to the “collection charges” made to users as that term is defined in the D-series Recommendations.

CHAPTER I

General rules

Article 85

Principles for application of charges

1. When the call requested has been set up, the appropriate charge is payable. When the call requested has not been set up, no charge is payable.
2. In the case of a request for a station call, the call is set up when the two stations are interconnected (see Article 91, 1.1).
3. In the case of a request for a personal call (with or without sending a messenger), the connection is set up when the caller is interconnected with the called party (see Article 91, 1.2), the caller and the called party being described as indicated in Article 55.
4. In the case of a collect call, if the called party refuses to pay the charge and if, as a consequence, the caller cancels his call request, no charge is payable.
5. In the case of a conference call, the connection is set up when the originator is interconnected with all the called parties (specified numbers, persons or extensions).
6. In the case of a call terminating on a recorded announcement stating the reason for the call not being completed, the call should not be subject to charge.

Article 86

Charges for traffic during different periods

Subject to agreement between Administrations, two or more rates may be applied to traffic exchanged over their mutual routes.

Article 87

Charges for calls in overlapping charging periods

Calls extending from one charging period to another may be chargeable according to the rate in effect at the beginning of the call.

Article 88

Assessment of the chargeable duration

1. The assessment of the chargeable duration of calls;
 - 1.1 In semi-automatic demand operating is the responsibility of the operator in the outgoing international or national exchange who has control of the first international circuit (at the calling end) in the chain of connections.
 - 1.2 In the manual demand operating is the responsibility of the operator in the outgoing international exchange.
 - 1.3 In advance preparation operating is, in principle, the responsibility of the operator in the outgoing international exchange; however, by agreement between the Administrations concerned, the chargeable duration may be assessed by the operator in the controlling international transit exchange.
 - 1.4 In the Home Country Direct service is the responsibility of the operator in the incoming international exchange.

Article 89

Determination of chargeable duration

1. When the charge is determined from the ticket (or equivalent) prepared by an operator, the operator concerned (according to the mode of operation in 1.1, 1.2 or 1.3 of Article 88) shall, at the end of each call, record the chargeable duration of that call.
2. When the charge is automatically recorded, the outgoing operator is responsible, at the beginning of each call, for starting the device that automatically records the charge.
3. The information recorded by the operator responsible for fixing the chargeable duration is accepted as final for the calculation of charges.

Article 90

Chargeable duration of a call established in the automatic service

In the automatic service, the chargeable duration of the call shall begin when the called station answers and shall end when the end-of-call signal is received from the caller, or if the caller has not cleared at the moment when the call is cleared under the action of a clearing signal from the called station, eventually after a certain time delay.

Article 91

Chargeable duration of a station, personal or collect call

1. *Start of the chargeable duration*

In the manual or semi-automatic service the start of the chargeable duration is determined as follows:

1.1 *Station calls*

- a) The chargeable duration shall begin as soon as the call is set up between the calling and the called numbers and somebody has answered the ring at both stations, whoever answers the call;
- b) however, when the call originates from a public call office, the chargeable duration shall begin when anybody at the called subscriber's station replies to the ring and the caller is connected to that person.

1.2 *Personal calls*

- a) The chargeable duration of a personal call shall begin as soon as the caller (or an extension) is connected to the called person (or extension requested);
- b) if the caller has not indicated his name or an extension number, the chargeable duration shall begin at the moment when the person who accepts the call at the calling station is put through to the called station (for the called extension);

- c) as an exception, when an Administration so desires, the following procedure may be applied:

When the call is set up without recall of the caller, the latter is invited to hold the line. In this case, the chargeable duration shall begin as soon as the called person (or the called extension) is ready to take the call.

1.3 *Collect calls*

The chargeable duration of a collect call shall begin as soon as the station or person called has agreed to pay the charge.

2. *End of the chargeable duration*

2.1 When a clearing signal is received from the caller or, if the caller has not replaced the receiver, when

2.2 the call is cleared down

- a) by an operator in the performance of his duties,
- b) or as a result of a clearing signal from the called subscriber, possibly after some slight delay.

Article 92

Chargeable duration of conference calls

1. *Start of the chargeable duration*

The chargeable duration of a conference call shall begin as soon as all the called parties (specified numbers, persons or extensions) are connected to the originator;

2. *End of chargeable duration*

The chargeable duration of a conference call finishes when a clearing signal is received from the originator.

3. *Effect of the change, during the call, of the number of participants, on the chargeable duration*

When an additional participant(s) is added to a conference call in progress, charging for that portion of the conference call shall begin when the additional participant(s) is added to the conference. When a participant(s) withdraws from the conference call before its completion, the charging for that portion of the conference call shall end when a clearing signal is received from the withdrawing participant(s).

Article 93

Charges for calls to a subscriber's station connected to the absent subscriber's service or to an answering device and charges for data calls

1. When a subscriber's line is connected to the absent subscriber's service or to a device which answers the telephone in the subscriber's absence (and may possibly record a message or exchange data) the absent subscriber's service or the device is assumed to be equivalent to a person answering for the subscriber at the latter's express wish.

2. The call shall therefore be set up and charged in the normal manner.

Article 94

Special cases

No charges are collected in those cases where a call reaches a subscriber's line which has been transferred or of which the number is changed, suspended, ceased, faulty, etc., provided that in the event of suspension or cessation the line has not been allocated to another subscriber.

CHAPTER II

Method of charging

A. Charge based on ticket made out by an operator

Article 95

Determination and allocation of charges

1. Charges for calls are based on a one minute period, which is the charge unit. Any fraction of one minute is charged as one minute.

Administrations may, in accordance with their national policy, levy a higher minimum number of charge units. To recover the costs of operator assistance, Administrations may levy an additional charge per call, the level of which is a national matter.

2. The charge is payable, as appropriate:

- a) by the renter of the subscriber's station from which the call was booked;
- b) by the person who booked the call from a public call office;
- c) by the called subscriber in the case of a collect call;
- d) by the appropriate charge-card/credit-card account in the case of a charge-card/credit-card call.

Article 96

Service difficulties. Adjustment of charges

1. There is no charge for a call cancelled when the connection is not established owing to service difficulties.

2. If a connection is established, but conversation does not take place owing to the unsatisfactory quality of transmission, no charge is made.

3. If difficulty due to the telephone service was experienced during the course of a call, the chargeable time is calculated as follows:

3.1 On a call completely supervised and manually timed by the operator the chargeable time is the total time during which the call conditions were satisfactory.

3.2 If a conversation not continuously monitored was interrupted, for example, by reconnections for a better connection, the chargeable time is as defined in Article 17. Generally, a reduction equal to the charge for one minute is allowed.

4. If the caller complains following conversation, his claim is investigated and, if necessary, a fair adjustment is made.

5. The above provisions shall apply also to conference calls subject to the following:

5.1 If a conference call is established but if conversation cannot commence owing to the unsatisfactory quality of transmission on one or more of the connections of which the call is comprised, no charge is made unless the originator agrees to conduct the call with the called parties in respect of whom the quality of transmission is satisfactory. In this case the charge is calculated as if the call had been requested only with those correspondents with whom it was possible to converse.

5.2 If, in application of points 3 and 4 above, a difficulty attributable to the telephone service on any of the connections of which the conference call is comprised justifies a reduction in the chargeable duration, this reduction must be applied to the chargeable duration of the conference call.

6. In the case of difficulties or interruptions with data or fax calls, the operator may apply special provisions to adjust the chargeable duration of the affected calls.

Article 97

Call booked to a wrong number

In principle, if a call has been booked and set up to a wrong number, no charge is payable.

Article 98

Changes in requests

No charge is payable for changes in requests.

B. Charges based on an automatic recording¹

Article 99

Determination and allocation of charges

1. The administrations lay down by mutual agreement the method of charging to be applied (for example, system of charging minute-by-minute, or periodic pulse metering).
2. The charge is payable by the calling subscriber.

Article 100

Difficulties. Charge adjustment

1. When, owing to a defect in the telephone service, the correspondents experience real difficulty during a call and the caller complains immediately, a reduction in charge corresponding to one minute may be allowed. The operator shall record the credit on the ticket.
2. When the caller is not satisfied with the credit of one minute, an investigation is carried out and additional credit may be granted as a result.

¹ See footnote to Article 106.

Article 101

Connection to a wrong number

An operator who receives a claim regarding a connection to a wrong number shall make out a credit ticket (in principle, for a one-minute charge).

CHAPTER III

Charging of distress (emergency), government and service calls

Article 102

Distress (emergency) calls

The charge for a distress (emergency) call is equal to that applying to an ordinary private call of the same duration, made during the same charge period.¹

Article 103

Government calls

The charge for a government call is equal to that for an ordinary private or urgent private call, as appropriate, made during the same charge period.

Article 104

Service calls

Administrations may provide service calls free of charge.

¹ If it is found that a distress call has been improperly requested, the administration of the outgoing country may apply a special charge for the call. This charge is retained in its entirety by the outgoing administration.

CHAPTER IV

Charging of urgent private calls

Article 105

Urgent private calls

The charge for an urgent private call is equal to the charge for an ordinary private call of the same duration, made during the same charging period, increased by a special flat-rate charge to be fixed at the national level.

CHAPTER V

Charging of call requests with special facilities

Article 106

General principle

Ordinary station calls are subject to a charge (the “basic charge”) which depends on the duration of the call. If special facilities are requested, the basic charge may be increased by a special flat-rate charge, taking into account the number of special facilities involved in the call.¹

Article 107

Personal calls

The charge for a personal call is the same as that for a station call in the same class, with the same priority and of the same length, exchanged during the same charge period, plus a special flat-rate charge for personal calls, the amount of which is established by the billing administration.

¹ However, for personal calls which require the dispatch of a messenger, two special charges may possibly be levied.

Article 108

Personal calls requiring the dispatch of a messenger

1. When a personal call involves the sending of a messenger to find the addressee, the notification to be given to the addressee may be subject or not to a special charge for dispatch of a messenger. The special charge for each dispatch is fixed by the incoming country.²
2. Should an incoming exchange receive a request for a call which requires the dispatch of a messenger and thereby would involve a messenger charge, the international outgoing exchange and the caller are informed.
3. Should the caller decline to pay the messenger charge, if any, the call shall be cancelled.
4. The special charge for dispatch of a messenger shall not be levied when it has not been possible to set up the call (see Article 85).

Article 109

Collect calls

1. On a collect call, the operator must obtain the prior acceptance of the charges from the called station.
2. Station, personal, data fax and conference calls may be accepted as collect calls.

² Administrations wishing to levy a special charge for sending a messenger are advised to adopt an uniform amount for all calls requiring this facility and to notify it to other administrations.

3. Station collect calls may be subject to a special flat-rate charge, the amount of which is fixed by the billing administration. The called subscriber may be notified of the charge he will have to pay, when the chargeable duration is determined in the incoming country (as in Article 170.3 and 61).

4. Personal collect calls are subject to a special flat-rate charge for collect calls, the amount of which is fixed by the billing administration. The called subscriber may be notified of the charge he will have to pay, when the chargeable duration is determined in the incoming country (as in Article 170.3 and 61).

5. The charge for a collect call is that applicable in the country of the destination of the call.

Article 110

Home Country Direct calls

1. A Home Country Direct call may be charged either as a charge-card/credit-card call or as a collect call.

2. If the call is considered a collect call, the operator must obtain the prior acceptance of the charge from the called station.

3. The collection charge of a Home Country Direct call shall be that applicable in the Administration of the destination of the call.

Article 111

Charge-card/credit-card calls

The use of charge cards/credit cards may be allowed for station, personal, data, conference, fax, Home Country Direct calls, etc. as agreed between card issuing and card accepting Administrations. Such calls may be subject to special charge(s).

Article 112

Conference calls

1. To apply the following provisions, the country of origin of the call is the country where the call is billed.
2. The establishment of the collection charge shall be a national matter for the country of origin.
3. The charge for a conference call is equal to the sum of the charges computed as follows:
 - 3.1 The charge is set by the originating administration for every call set up between the first bridging equipment and each participant.
 - 3.2 If the bridging equipment for conference calls is used in the country of transit or destination, the charging rules shall be established by agreement between the administrations concerned.

Article 113

Requests for information

Charges to users for directory assistance is at the discretion of Administrations.



SECTION III

**OPERATOR ASSISTANCE
IN THE AUTOMATIC SERVICE**

CHAPTER I

General

Article 114

Conditions for setting up of connections

1. In automatic service, the caller obtains the correspondent without the help of an operator. However, automatic service does not preclude the caller from speaking to an operator when wishing to make an international call.
2. When an operator receives a call request from a subscriber who could not set up the call automatically, the operator should:
 - a) set up the call, or
 - b) provide the necessary information for calling automatically, or
 - c) after giving the information, if requested, set up the call.

Article 115

Steps to be taken in case of prolonged congestion

1. When there are difficulties affecting the routing of automatic traffic to such an extent that the assistance of operators is sought, the following possibilities arise:
 - 1.1 all or part of the calls are switched automatically to the operators of the country of origin, so that the booked calls may be set up;

1.2 all or part of the calls are switched automatically to a recorded voice machine which asks the calling subscriber to renew their calls later or tells them that their calls cannot be set up, with an explanation if need be of why this is so (if the caller can identify the fact that the recorded announcement is made in the incoming country or a transit country, he should get in touch with an operator in his own country);

1.3 when none of the provisions mentioned under 1.1 and 1.2 above is carried out, subscribers receiving the busy tone or no information at all can apply to the operator in the country of origin.

Article 116

Special information tone

1. A special information tone (SIT) advises the caller that a number cannot be reached for reasons other than called party busy or congestion.

2. The SIT may also be used in conjunction with recorded announcements to signify that what the caller is about to hear is a recording. It should always precede call failure announcements.

3. Upon hearing the SIT, the caller may get in touch with an operator in the country of call origination for further assistance when the message received aurally is not understood.

CHAPTER II

Assistance provided by operators

Article 117

Complaints concerning the automatic service

Operators in the country of call origination are responsible for dealing with complaints regarding the automatic service and depending on circumstances will pass them to the appropriate service point.

Article 118

Engaged or no reply conditions from the called number

1. When the caller asks for assistance because there has been no reply from the called number or because the line is continually engaged, the operator in the country of call origination tries to set up the call.
2. There are several possibilities:
 - 2.1 If the called station is obtained, one of the following two procedures may be applied, if necessary after consultation with the caller by the outgoing operator:
 - a) after identification of the called station, the operator immediately informs the person who has answered the call request and invites him to replace the receiver. The operator then indicates to the caller that the called station can receive the call and invites him to dial the corresponding number;
 - b) after identification of the called station, the operator invites the caller to speak and proceeds to charge the call by means of the charging facilities available.

2.2 If the called station is not obtained, the operator in the country of call origination calls the incoming operator responsible for confirming cases of engaged number and no reply;

- a) if the case of engaged number or no reply is confirmed the operator in the country of origin invites the caller to make the call later;
- b) if a fault is indicated the operator in the country of origin informs the caller of this and apologizes for not being able to connect the call;
- c) if the called station is then obtained by the operator of the incoming country, the operator in the country of origin acts as indicated under 2.1 above.

Article 119

Unsuccessful calls (no tone, no ringing-tone signal)

When there is advice that a caller has been unsuccessful for a reason other than those covered in Articles 118 and 120, the operator should take whatever steps are necessary for the successful completion of the call taking into account the procedure laid down by the originating administration.

Article 120

Call connected to a wrong number

When an operator is advised that a connection has been made to a wrong number, the operator should invite the caller to renew the call, making an appropriate credit if this is claimed (see Article 101).

Article 121

**Special cases (line transferred, number changed,
suspended, ceased, fault, etc.)**

When a call reaches a subscriber's line which has been transferred or the number is changed, suspended, ceased, faulty, etc., it may be switched according to the type of equipment in the incoming exchange either to a recorded-voice machine, or to an interception or information operator, or to the device for sending the special information tone, or, should there be none, a national tone.

Article 122

**Calls reaching the absent subscriber's service
or a device replacing the called subscriber**

When a call is put through to a line connected to the absent subscriber's service, the interception operator of this service informs the caller and follows the instructions given by the called subscriber, taking into account the provisions in force in the country of destination.

Article 123

Hearing difficulties, interruptions in calls

If there is advice of hearing difficulties or interruptions, the responsible operator takes note of the difficulties reported; if the complaint concerns an interrupted call, a reduction is granted only if the charging system used so warrants; if the complaint concerns hearing difficulties, a reduction may be granted in accordance with Article 100.



SECTION IV

DEMAND OPERATING

CHAPTER I

General

Article 124

Order in which calls are set up

The outgoing international operator receiving the request shall immediately try to set up the call. Calls for which this cannot be done immediately shall be set up by the delay operators (see Article 132) in the order specified in Article 80.

Article 125

Methods of demand operating

1. There are two methods of demand operating:
 - 1.1 manual operating,
 - 1.2 semi-automatic operating,

as defined in Article 21.

Article 126

Manual demand operating

1. Manual demand operating requires the intervention of an operator at the incoming international exchange for the establishment of the call between the outgoing international exchange operator and the called subscriber.

2. A distinction is made between:

2.1 direct manual demand operating: this method of operating is principally used when the outgoing international exchange operator has a satisfactory knowledge of the language of the country of destination (or of a language agreed between the administrations concerned);

2.2 indirect manual demand operating: this method of operating is necessary when the outgoing international exchange operator has insufficient linguistic knowledge to exchange service conversations with subscribers in the country of destination.

Article 127

Semi-automatic demand operating

1. Semi-automatic demand operating is used when the outgoing international operator can reach the called station by dialling or operating a keyset.

2. The outgoing international operator speaks directly with the called number:

- a) in station calls (in so far as the caller does not do the identifying himself);
- b) in personal calls.

3. If language difficulties are encountered, the outgoing international operator shall bring in a language assistance operator at the incoming international exchange who acts as an interpreter between the outgoing international operator and the called party or person answering at the called telephone.

Article 128

Identification

1. In direct manual demand operating and semi-automatic operating, the called party is identified by the caller, and the outgoing operator ensures that conversation begins satisfactorily. However, in certain services, after agreement between the administrations concerned, the called party may be identified by the outgoing operator. This identification is effected in the language specified in Article 38.2, in a manner as similar as possible to the procedure of the country of destination.

2. In indirect manual demand operating, the incoming operator identifies the called subscriber.

Article 129

Duties of operators

1. In handling traffic, operators should be available for:

1.1 Manual service

a) main duties

- outgoing operator,
- incoming operator;

- b) additional duty
 - delay operator;
- c) subsidiary duty
 - information operator (or special service operator).

1.2 Semi-automatic service

- a) main duty
 - outgoing operator;
- b) additional duties
 - incoming operator,
 - delay operator,
 - assistance operator;
- c) subsidiary duty
 - information operator (or special service operator).

2. The above duties may be carried out by specialized operators. However, in the light of the technical equipment of the exchanges and the traffic volume, a single operator may perform several of them, particularly those of assistance operator and incoming operator.

Article 130

Outgoing operator

1. The role of the outgoing operator, according to the method used for recording the charges, is outlined below:

1.1 If the charge is based on a ticket (or equivalent) made out by an operator, the outgoing operator notes the call requests and directs the setting-up of calls; determines the chargeable duration of calls, and enters the information necessary for fixing the charge on the ticket (or equivalent).

1.2 If the charge is recorded automatically, the outgoing operator receives the call requests and directs the setting-up of calls; and is also responsible, at the beginning of each call, for starting the automatic charge recording device.

Article 131

Incoming operator

1. The incoming operator is the one who, after having answered the call from an outgoing operator, sets up the chain of circuits as far as the called subscriber's line, or takes part in setting them up.

2. Manual service:

2.1 The incoming operator is at the incoming international exchange or at an international transit exchange.

2.2 In an incoming international exchange, the incoming operator is responsible;

- a) in direct manual demand operating, for announcing to the outgoing operator that the called subscriber's station has been rung; if there are language difficulties, the outgoing operator may call the incoming operator to ask for identification of the called subscriber;
- b) in indirect manual demand operating, for translating bookings from the outgoing operator into the language of the country of destination, for identifying the called party and for announcing the presence of this party on the line to the outgoing operator.

2.3 In an international transit exchange, the incoming operator has to connect two international circuits.

3. Semi-automatic service:

3.1 The incoming operator is either at the incoming end or at an international transit exchange.

3.2 At the incoming end, the operator may be either in the international exchange or in a national exchange.

3.3 In the semi-automatic service, the incoming operator, obtained by dialling an appropriate code, plays the same part as that described above for direct demand operating. The incoming operator may also be responsible for giving any information to the outgoing operator concerning the routing of calls. In particular, in some countries, the part played by the incoming operator at the incoming international exchange may consist almost exclusively in giving information about the routing of semi-automatic calls. These calls are then set up either by dialling directly the called subscriber or through incoming operators in the national exchange of the incoming country.

3.4 In an international transit exchange, the incoming operator sets up the call with the international exchange of the country requested or directly with the required station.

Article 132

Delay operator

1. At an outgoing international exchange, the delay operator is responsible for setting up:

1.1 outgoing calls which could not be connected during the prescribed number of attempts by the outgoing or transit operators;

1.2 certain calls which must be handled at the outset by the delay operators themselves.

2. In an international transit or incoming center, a delay operator may, by way of exception, be called upon to set up calls (Articles 148, 150 and 157).

Article 133

Assistance operator

1. In the semi-automatic service, the assistance operator is called upon to intervene at the request of the outgoing operator in the event of difficulty when the connection is set up, particularly in the case of language difficulties in service conversations between operators and subscribers.
2. The assistance operator acts as an interpreter and serves as an intermediary between the outgoing operator and a called subscriber or an operator in the country of destination.
3. When necessary, the assistance operator translates the meaning of special tones and spoken announcements for the outgoing operator.

Article 134

Conditions in which an assistance operator intervenes

1. In the semi-automatic service, when the outgoing operator encounters language difficulties with the called party, the outgoing operator invites that party to remain at the telephone and the outgoing operator calls in an assistance operator, by ringing on the outgoing circuit.
2. If the called party clears, the outgoing operator calls an incoming operator. But, if the assistance operator's position equipment permits, and if the administrations so agree, recall of the called party may be undertaken by the assistance operator.

Article 135

Information or special service operator

1. In case of a request for the number of a foreign subscriber, operators may contact the foreign inquiry services and obtain the number.
2. In the manual and semi-automatic services, an information operator of the country of destination is responsible for giving all details concerning subscribers' numbers and miscellaneous enquiries.
3. In the semi-automatic service, the outgoing operator dials or keys a special number to reach the information operator.
4. In addition, by dialling appropriate numbers, the outgoing operator may, as agreed between Administrations, request other national operators to provide certain information, for instance verification of no reply.

CHAPTER II

Setting-up of calls

A. General

Article 136

Recording of calls

1. The following procedure shall be applied at the outgoing international exchange where requests for calls are received:

2. If the charge is based on a ticket (or equivalent) drawn up by the operator,

2.1 the caller makes the request directly with the outgoing international exchange.

The call details are noted on a ticket (or equivalent) by an operator at the exchange in accordance with information supplied by the caller. If necessary, the request may be checked in accordance with the provisions of Article 67. The caller may be invited to hold the line;

2.2 the caller makes the request call to a national exchange.

a) the operators at the national exchange do not have access to the international circuits. The information supplied by the caller to the national exchange is retransmitted to the international exchange, which is responsible for ensuring that all the necessary information has been correctly supplied;

b) the operators at the national exchange have access to the international circuits. The operators at the national exchange then have the responsibilities of international operators and comply with the provisions of these instructions.

3. If the charge is recorded automatically,

the outgoing operator receiving the call request repeats to the caller the information necessary for setting up the call. The caller is invited to hold the line while the operator then proceeds to set up the call.

Article 137

Routing of calls

1. In the outgoing international exchange, the outgoing (controlling) operator who has received the booking, consults the routing guide as necessary and uses, in the conditions laid down in Article 6:

1.1 in manual service, a free circuit chosen in the direction required either via a primary route or a secondary route;

1.2 in semi-automatic service, depending on the operator position equipment:

- a) either a circuit chosen in the direct access group to the destination concerned;
- b) or a common means of access to all destinations.

Article 138

Keying (dialling)

1. In semi-automatic service, the operators are required to call, according to the circumstances, subscribers, incoming operators, delay operators, or any operator in a particular group.

2. In the international signalling system standardized by the ITU-T, keying is followed by an automatic signal or a signal controlled by the operator to indicate that keying has finished.

3. The number to be keyed is, in order:
 - 1) the country code¹;
 - 2) the language digit²;
 - 3) the called number.
4. The called number is constituted by one of the following numbers:
 - 4.1 for calling a subscriber:

the national number (see Article 25) of the called subscriber;
 - 4.2 for calling an incoming operator:
 - a) code 11;
 - b) a specific number for traffic to certain countries;
 - 4.3 for calling a delay operator:
 - a) code 12;
 - b) a specific number for traffic to certain countries.

The code 12 can be followed by a characteristic call number to call a specific delay operator or an operator belonging to a given group of delay traffic operators;

- 4.4 for calling a subscriber connecting to a manual exchange obtained automatically via an international exchange:

the code of the exchange of destination (in the national numbering plan).

¹ The country code is not keyed for calls over direct routes when there is segregation of the groups of circuits on the outgoing operators' positions.

² The language digit is not keyed in simplified systems or if the equipment at the outgoing international exchange provides for this digit to be sent automatically.

B. The connection is set up at the first attempt

Article 139

**Call to a station reached automatically
(either direct or through an automatic transit exchange)**

1. In semi-automatic service, the outgoing operator of the international exchange (controlling operator) having the caller on the line and after having consulted the routing guide if necessary, seizes an access circuit and proceeds to key (or dial).
2. When the called station answers on a station call¹, the outgoing operator begins to measure the chargeable time (or brings the automatic recording device into action). Where identification is made by the outgoing operator, however, the charging must not begin until such identification has been completed. According to the method used for recording charges, the outgoing operator notes on the ticket (or equivalent) the time when the call began (or brings the automatic recording device into action).

Article 140

Call to a station reached through an operator at the incoming exchange

1. The outgoing operator of the international exchange (controlling operator) having the caller on the line consults the routing guide as necessary,

¹ For calls with special facilities, and especially for personal calls, see Chapter III below.

seizes the circuit to be used and

1.1 in manual demand service, signals over the circuit;

1.2 in semi-automatic demand operating, keys (or dials) to obtain intervention by an incoming operator in the international exchange (or an incoming operator in a national manual exchange).

2. On reply by an incoming operator, the outgoing operator passes the national call number of the called station. The incoming operator checks the call details as necessary (see Article 66) and sets up the chain of circuits to the called number line.

3. In semi-automatic or direct manual service, when the called station replies, the outgoing operator checks the identity (except on a station call on routes where the caller does the identifying). When requested to do so by the outgoing operator, the incoming operator monitors the connection until the identification has been made, then withdraws from the circuit.

4. In indirect manual service, the incoming operator identifies the called party when he replies, announces the called party's presence on the line to the outgoing operator, and then withdraws from the circuit. The outgoing operator asks the caller to speak, if necessary. According to the method used for recording charges, the operator times the start of the call and then withdraws from the circuit.

Article 141

**Call to a station reached through an automatic international
transit exchange and thence through a manual
incoming international exchange**

(The provisions of the preceding article will apply.)

Article 142

Call to a station reached through a manual international transit exchange, the first international circuit being operated automatically

1. The operator at the outgoing international exchange (controlling operator), having the caller on the line, consults the routing guide if necessary, seizes the circuit to be used and proceeds to key (or dial) the code¹ to route the call to the international transit exchange positions serving the outgoing circuits to the country of destination.
2. When a language operator at the international transit exchange replies, the outgoing operator, using the service language, announces the national number of the called station, supplemented if necessary by the name of the country of destination.
3. There are two cases to be considered:
 - 3.1 The second international circuit is operated semi-automatically.

The operator at the international transit exchange seizes the circuit to be used and proceeds to key (or dial) the called station's number. When the called station answers, this operator identifies the number and announces to the outgoing operator² that the called station is on the line.

¹ Call to any operator in a particular group by sending code 12 followed by the number of the group of positions.

² Some Administrations provide for the outgoing operator to identify the called number, in which case the transit operator remains available for assistance if required by the controlling operator.

3.2 The second international circuit is operated by manual demand working.

The operator at the international transit exchange seizes the circuit to be used and signals over the circuit. The operator at the incoming international exchange who answers the ring establishes the chain of circuits to the called station.

When an answer is received from the called station, the number is identified according to the method of operating the second international circuit (direct or indirect manual demand working), either by the incoming operator at the international exchange or by the operator at the international transit exchange¹.

4. In both cases, the outgoing operator asks the caller to speak and, according to the method used for recording charges, proceeds as indicated in Article 130 and then withdraws from the circuit.

5. The other operators who have participated in setting up the call also withdraw from the circuit.

6. The international transit exchange operator announces to the outgoing operator the presence on the line of the called station.

Article 143

**Call to a subscriber reached through a manual international
transit exchange, the first international circuit
being operated manually**

(The provisions of the preceding article are applicable).

¹ Some Administrations provide for the outgoing operator to identify the called number, in which case the transit operator remains available for assistance if required by the controlling operator.

Article 144

**Special cases: service suspended, number ceased or transferred,
line unused, line faulty, etc.**

When the subscriber's calls are being transferred, or the number is changed, ceased, unused or faulty, the outgoing operator is advised by:

- a) the incoming operator, or
- b) the special information tone, or
- c) a recorded voice, or
- d) an "interception" operator of the service obtained, according to the circumstances and the operating methods in the country of destination. The outgoing operator informs the caller.

Article 145

**Subscriber's line connected to the absent subscriber's service
or to a recording device replacing the called subscriber**

When the subscriber's line is connected with the absent subscriber's service or with a message-recording device answering for the called subscriber, charging in stations calls¹ takes effect when the absent subscriber's service or the message-recording device answers.

¹ For calls with special facilities, and especially personal calls, see Chapter III below.

C. The connection is not set up at the first attempt

Article 146

Subsequent attempts

1. In general, subsequent attempts are made at prescribed intervals. However, judgment should be exercised whenever a change in attempt time may lead to more efficient handling of various calls.
2. Subsequent attempts to obtain a telephone station or information concerning a called party shall be made in accordance with the instructions in force in the exchange concerned.

Article 147

Number of attempts made by outgoing operators and by outgoing delay operators

1. When the call is not completed on the first attempt, the number of subsequent attempts that are to be made by an outgoing operator before sending the call ticket (or equivalent) to a delay call position is left to the discretion of each Administration.
2. The outgoing delay operator keeps trying to establish the call as long as the call request is valid (Article 79) according to the schedule issued by the outgoing administration.

Article 148

Recording of the call request at the incoming international exchange

1. In principle, no recording of call requests is made at the incoming international exchange and the initiative for making subsequent attempts at connection rests with the outgoing operator.
2. By way of exception, however, to meet certain operational conditions (congestion, breakdown, etc.), a recording of the call request may be made at the incoming international exchange. The operator at that exchange then records the request on a call order ticket (or equivalent) together with the number of the delay position to be recalled at the outgoing international exchange and becomes responsible for setting up the call.

Article 149

No international circuit is free in the required direction from the outgoing international exchange

1. If the outgoing (controlling) operator finds that all the outgoing circuits are engaged, the routing guide should be consulted.
2. In manual service
 - 2.1 If there is only one route: the outgoing operator keeps the route to be used under observation for 60 seconds. If, after this period, the congestion continues, the operator makes out a ticket (or equivalent) (if this has not been done already) and advises the caller that the connection cannot be made immediately and that he will be called back later.

At the controlling exchange (possibly after one or more subsequent attempts made by the controlling operator in accordance with the regulations of the administration concerned), the ticket (or equivalent) is sent to a delay operator who becomes responsible for setting up the call. This operator keeps the route concerned under observation and, when the congestion decreases, proceeds to set up the call.

2.2 If there are several routes: the outgoing operator seeks a free circuit in one or other of these routes in a specified order and tries to set up the connection. If, after an observation period of 60 seconds, there is no free circuit on these various routes, the operator makes out a ticket (or equivalent) (if this has not been done already), advises and releases the caller and then, perhaps after one or more subsequent attempts, sends the ticket endorsed accordingly to a delay operator.

Setting up the connection is governed by the same conditions as under 2.1.

3. In semi-automatic service

When the circuits are engaged, the outgoing operator makes two or more attempts at approximately 30-second intervals, or observes the circuit “group busy” indication for 60 seconds. The operator then advises the caller and proceeds as in manual working above.

Article 150

No international circuit is free in the required direction at an international transit exchange

1. If congestion occurs in an automatic international transit exchange, the outgoing operator is informed, either by a special tone or by a recorded-voice machine provided for this purpose in the transit exchange. The operator takes down the connection, draws up a ticket (or equivalent) as necessary, and

advises and releases the caller. Then, should further attempts be unsuccessful, the operator sends the ticket (or equivalent), endorsed accordingly, to a delay operator, who is then responsible for setting up the connection.

2. The outgoing delay operator makes the further attempts prescribed in the Instructions.

3. As soon as the outgoing delay operator sets up the call to the called subscriber, the correspondents are asked to speak, and the operator notes on the ticket (or equivalent) the time at which the conversation began and withdraws from the circuit.

4. Nevertheless, when congestion on international circuits continues for some time at the international transit exchange, it may be necessary to ask a delay operator at that exchange to record the call. In this event, observation of the outgoing circuit group at the transit exchange is left to the delay operator there, who recalls the delay operator at the outgoing international exchange with a view to setting up the connection.

Article 151

No circuit free in the originating country to recall the originating subscriber

Whenever an international call has to be connected over an inland route in the originating country, in which there is temporarily no idle circuit, the international call takes precedence over inland calls of the same precedence (Article 49), in so far as equipment makes it possible to grant this priority.

Article 152

No circuit free in the inland network of the country of destination

If the outgoing operator is advised (either by an operator, a tone or by a recorded voice) that circuits in the incoming country are busy, the connection toward the called point is taken down and the caller advised. Then, any further attempts being also unsuccessful, the outgoing operator sends the ticket (or equivalent), endorsed accordingly, to a delay operator of the outgoing international exchange, who is then responsible for setting up the connection. In so doing, the delay operator may ask for priority over the national calls of the country of destination in accordance with Article 49.

Article 153

The called station is engaged

The called station having been found engaged at each of the attempts specified in Article 147 and the caller having been advised, the outgoing or delay operator at the outgoing international exchange may, at the request of the caller, initiate action to confirm that the station is indeed engaged and arrange for the required line to be tested in order to determine why it is engaged.

Article 154

The called station does not reply

1. When the outgoing operator observes, or is advised by the incoming operator, that there is no reply from the called station (see Article 31), the caller is advised accordingly and, if he agrees, the call is cancelled. If the caller

does not agree, further attempts must be made at the outgoing exchange, possibly in accordance with information given by the caller as to when the called party is likely to be available. If the caller gives no such indication, the attempts are made at intervals in accordance with the procedure laid down by the originating administration.

2. When the caller disputes the no-reply advice, the incoming exchange may be asked to check the condition. It is desirable that a check be made while the outgoing operator is on the line.

Article 155

No tone received

When the outgoing operator observes, or is advised by an incoming operator, that there is no tone from the called number, the number is verified with the caller and attempts are made to set up a successful connection, taking into account the procedure laid down by the originating administration.

Article 156

Call connected to a wrong number

When the outgoing operator observes, or is advised by an incoming operator, that a wrong number has been obtained, the number is verified with the caller and attempts are made to set up a successful connection, taking into account the procedure laid down by the originating administration.

Article 157

**Arrangements to be made in the event of prolonged
congestion of international circuits**

1. When the delay operators at an outgoing international exchange, or an international transit exchange, find that numerous calls are being deferred because of prolonged congestion on a particular international route, they inform their supervisor of this, and the following arrangements are made.

2. The demand service in the international route concerned is suspended. The demand operators are advised of the delay in force and, when a request for the service concerned is received, they confine themselves to recording the details on a ticket (or equivalent) and advising the callers of the delay.

3. The tickets are then sent to one or more delayed call positions dealing specially with calls to be connected over the congested route.

4. In the manual service, either of the following working methods may be used:

4.1 Method of operating with outgoing preparation (see Article 180)

This method is used in the ordinary circumstances of congestion of the international circuits in a route operated by the demand service method. It involves no change in the organization for the operation of international circuits except at the outgoing international exchange in respect to the congested circuits.

4.2 Advance preparation method of operating (see Article 191)

This method involves agreement between the two international exchanges at each end of the congested route; it should be used only in exceptional circumstances, such as when a high proportion of the circuits in the route concerned are out of service and the volume of traffic to be carried makes it imperative to obtain the maximum circuit efficiency from the remainder. This procedure shall be used, too, when there is congestion beyond the incoming international exchange.

5. In the semi-automatic service: the outgoing preparation method of operating only is used. This method involves no change in the organization for the operation of international circuits except at the outgoing international exchange in respect to the congested circuits.

When resort must be had to this operating method in relation where the international circuits have two-way operation, the international exchanges at each end of the congested circuits shall agree on the number of delay operators to be specially assigned in each of the exchanges to routing traffic on the congested system.

CHAPTER III

Setting-up of calls with special facilities

A. Personal calls

Article 158

Personal calls

1. The call request with the details (see Article 70) is recorded by the outgoing operator (controlling operator), in accordance with the particulars given by the caller. After identification of the called subscriber's main station, the call is established as follows:
2. In semi-automatic or direct manual service, the outgoing operator asks for the desired person or extension in the language adopted between the two countries concerned.
3. In indirect manual service, the outgoing operator quotes to the incoming operator the number of the called station and the name of the person or the extension desired. The incoming operator announces to the called station that there is a call for the desired person or extension.
4. After the called station has been contacted, one of the following three situations can arise:
 - a) the called party is ready to speak (Article 159);
 - b) the called party cannot take the call until after a certain time (Article 160);
 - c) it is stated that no information can be given with respect to the called party (Article 161).

Article 159

The called party is ready to speak

1. In semi-automatic or direct manual service when the called party answers the telephone or when the desired extension answers, the outgoing operator identifies the called party, asks the calling and the called parties to speak, starts timing the conversation and withdraws from the circuit.
2. In the indirect manual service, when the called party answers the telephone or when the desired extension answers, the incoming operator advises the outgoing operator, who asks the calling and called parties to speak, starts timing the conversation and withdraws from the circuit.

Article 160

The called party cannot take the call until after a certain time

1. In the semi-automatic or direct manual service, if the outgoing operator is informed that the called party cannot take the call until after a certain time, the caller is so advised.
 - 1.1 Word not left with called station
 - a) The caller may ask the operator to set up the call at a suitable time, or the caller may book the call later;
 - b) if the outgoing operator has not left word with the person who answered at the called station, the ticket (or equivalent), duly noted, is sent to the delay position and attempts are made to set up the call in accordance with the procedure laid down by the originating administration until the end of the period of validity.

- c) if the party requested has not accepted the call at the end of the period of validity, the delay operator in the outgoing country asks the caller whether a final attempt should be made to establish a connection.

1.2 Word left with called station

- a) If the caller so requests, the outgoing operator leaves word with the person who has answered at the called number, requesting the called party, when able to take the call, to advise the international or national exchange of the incoming country in accordance with the procedure of the country of destination. If agreed between the administrations concerned, certain information relating to the call may be included when word is left;
- b) at the outgoing exchange, the ticket (or equivalent), duly noted, is sent to a delay position, where it is kept in hand;
- c) if the called party for whom word has been left advises that he is ready to speak, the operator at the incoming exchange advises the outgoing exchange and the call is set up in accordance with the provisions in force;
- d) if the called party for whom word has been left does not advise that he is ready to speak before the end of the period of validity, the delay operator at the outgoing country asks the caller whether a final attempt should be made to establish the connection.

2. In the indirect manual demand service, the procedure is the same as above. However, the incoming operator acts as an intermediary for the outgoing operator, the person answering the call at the main station, or the required person or extension.

Article 161

No information can be given by the called station

The outgoing operator on being informed, either by the incoming operator or by the person answering at the called number, that no information can be furnished, advises the caller. The outgoing operator then proceeds in accordance with Article 160.

Article 162

The called station is engaged

The provisions of Article 153 apply.

Article 163

No reply from the called station

The provisions of Article 154 apply.

Article 164

**Called number connected to the absent subscribers
service or to an answering device**

1. When the called subscriber's line is connected to the absent subscriber's service, information may be furnished which will enable the call to be set up.

2. The caller is informed that the line is connected to the absent subscriber's service or to an answering device substituting for the subscriber in his absence. If the call is accepted, it is charged on the basis of duration and the special charge for a personal call is levied. If the caller does not accept the call, no charge is levied.

Article 165

Other particular cases concerning personal calls

1. The called party may be reached at another station in the same country

1.1 If the called station advises that the called party is at another station in the same country, this information is communicated to the caller.

1.2 If the caller agrees to talk with another person, or to anyone at the first station, the call is connected accordingly.

1.3 If the caller wishes to speak to the called party at the other station, the first request remains valid but should be modified accordingly. In either case, the call remains subject to the personal call rates.

2. The personal call requires the sending of a messenger

The setting-up of personal calls requiring the dispatch of a messenger falls into two parts:

2.1 provisions for the dispatch of the messenger (Article 166);

2.2 advice of the availability of the called person and setting-up of the call (Article 167).

Article 166

Provision for the dispatch of the messenger

1. At an outgoing international exchange, the ticket (or equivalent) for a personal call requiring the dispatch of a messenger is passed to a delay operator in that exchange. This delay operator passes the call details to a delay operator in the incoming international exchange who sees to the dispatch of a messenger according to the procedure in force in the country of destination.
2. At the outgoing international exchange, the ticket (or equivalent) for this call is kept at the delay position pending the completion of the call.
3. If, for any reason, the delivery of the message cannot take place, the operator at the incoming exchange informs the delay operator at the outgoing exchange and gives the reason.

Article 167

Advice of the called party's availability and setting-up the call

When the called party makes his presence known and is ready to take the call, the method applied in setting-up the call is identical to that followed for setting-up a personal call (see Article 160, point 1.2 c)).

Article 168

Cancellation

1. Should a caller cancel a personal call request after the passing of the particulars has begun, the exchange of destination shall be informed of the cancellation, and it shall inform the called subscriber's station if the latter has been told of the call request.

Article 169

Data and fax calls

When a data or fax call is requested, the outgoing operator must make a very clear note to this effect on the ticket (or equivalent) so that she will not monitor the call during transmission or disconnect it before receipt of the clearing signal.

Information that the call is a data or fax call must be transmitted to all operators concerned in setting up. These operators also must make a note of the information to avoid entering the circuit before receipt of the clearing signal, as such action could impair the information being transmitted.

Article 170

Collect calls

1. For these calls either of the two methods described below may be used. For each relation, it is for the administration to decide, by bilateral agreement, which method they wish to use.

2. Method whereby the chargeable duration is determined in the outgoing country

2.1 The outgoing international exchange operator who receives a request for a collect call makes out a ticket (or equivalent), immediately calls the called station and asks the person who answers if he agrees to pay for the call.

In the case of a personal call, the outgoing operator must make sure that the person who answers at the main station called (and not the person or extension station called) agrees to pay for the call on behalf of the person or extension station called.

If the payphone recognition tone is heard when the called station answers, the operator should advise the caller that “collect calls” are not allowed to the number requested and ask whether the caller is prepared to pay for the call. If the caller agrees to pay for the call, the connection may either be maintained or reconnected. Otherwise the call must be cancelled.

2.2 If payment of the call is accepted, the call is connected and timed by the outgoing operator. Information concerning a collect call handled in this way is promptly sent to the incoming country where the subscriber has agreed to pay the charge.

2.3 When the called party, in accepting the call, asks how much it will cost, he shall be informed as soon as possible after the conversation has ended. The outgoing operator shall inform the incoming operator of the number of minutes charged and ask her to quote the appropriate charge to her subscriber in his local currency.

2.4 Under this system, when the called party who has accepted a collect call requests the amount of the charge after completion of the call, the operator who receives this request should advise the called party that it may not be possible to provide the information¹. The called party should be advised that in the future such a request should be made before the collect call is accepted.

3. Method whereby the chargeable duration is determined in the incoming country

3.1 The outgoing operator at the international exchange who receives a request for a collect call makes out an order ticket (or equivalent). Details of this request are passed to an incoming operator who makes out the charge ticket (or equivalent), immediately calls the station in question and asks the person who replies if he agrees to pay for the call. In the case of a personal call, the incoming operator must make sure that the person who answers at the main station called (and not the person or the extension station called) agrees to pay for the call on behalf of the person or extension station called.

3.2 If the payment of the call is accepted, the call is connected and charged by the incoming international exchange operator. The outgoing international exchange operator remains on the line until the incoming operator has received the agreement of the called party.

3.3 If the called party is absent or the line is busy, the outgoing operator sends the ticket (or equivalent) to a delay operator in the outgoing exchange and, similarly, the operator in the incoming exchange sends her ticket (or equivalent) to a delay operator in the incoming exchange. The latter operator consults the called party in accordance with the procedure applying in her

¹ This information may be provided by agreement between administrations.

country. If the called party agrees to pay, the operator asks him to remain at the telephone, calls back the delay operator in the international outgoing exchange who has the relevant ticket (or equivalent) and announces that the called party has accepted the call. The latter operator calls back the caller and announces his presence on the line to the international incoming exchange delay operator, who becomes the charging operator and asks the correspondents to speak, notes the time at which conversation starts (with a view to placing the call charge to the account of the called subscriber), and withdraws from the circuits. The outgoing international exchange delay operator who remains listening until conversation starts, also withdraws. If the called party refuses to accept the charge, the incoming international exchange delay operator informs the outgoing international exchange delay operator, who advises the caller.

3.4 If, when the called station answers, the payphone recognition tone is heard, the incoming operator should advise the outgoing operator that the called number is a payphone and that collect calls are not allowed. The connection should be maintained until advised accordingly by the outgoing operator. If the caller agrees to pay for the call, the incoming operator will be advised by the outgoing operator and the call established on the maintained connection as an outgoing call by the accepted means for the route. The incoming operator will cancel her ticker (or equivalent).

Article 171

Charge-card/credit-card calls

1. The operator at the outgoing international exchange who receives a request for a charge-card/credit-card call prepares a ticket (or equivalent) on which the operator records the charge-card/credit-card number given by the caller.

2. The method for determining the chargeable duration of charge card/credit card calls is that which is followed for collect calls.

3. The originating operator shall verify the validity of the charge-card/credit-card in accordance with Article 74. If the originating operator is unable to do so, the validity should be verified with the card issuer, or its agent.

Article 172

Conference calls

When a request has been noted with full particulars at the outgoing international exchange the call is set up as follows:

1. The responsible operator at the outgoing international exchange, having made sure that conference calls are admitted in all the relations concerned, consults the documentation available to determine, in accordance with the instructions from that administration, the most appropriate connection diagram for setting-up the call.

2. The operator communicates to the international exchanges of the countries whose installations will be used all the necessary indications on setting-up the calls for which they are responsible (type of conference calls), numbers requested, persons or extensions requested, any priority for certain connections, time at which the conference call is to be set up, etc.).

The operator also requests the operators at these exchanges to notify without delay any difficulties which might hamper the setting-up of the call (no reply from called party, absence of called party, congestion or faults on certain relations, etc.) so that the calling subscriber may be informed and decide on the action to be taken on his call request.

3. At the appropriate time the operator requests the operators serving the relevant installations in the other international exchanges to proceed to set up the connections for which they are responsible and sets up the requisite connections from the call originating installation.

When all the connections are set up the outgoing operator puts the correspondents on the line, times the start of the call and then withdraws from the circuit.

Article 173

Request for information

1. When a request for miscellaneous service information can be satisfied without using an international circuit, it is dealt with in accordance with the procedures of the country of origin.

2. When a request for information requires the use of an international circuit, the operator at the outgoing exchange shall consult with the country of destination.

Article 174

Call requests without the called party's number

1. A call request comprising just the name and address of the addressee, or such details as are considered adequate in the country of destination for purposes of identification, shall be treated as follows:

1.1 If it is possible to find the called subscriber's number in the international outgoing exchange, the ticket (or equivalent) is annotated and the request dealt with in the normal way.

1.2 If it is impossible to find the called subscriber's number in the international outgoing exchange, the called subscriber's number is sought as follows in the incoming country:

- a) if the outgoing operator has no language difficulties, the information service of the incoming country is called, the called number is obtained and the call is set up in the normal way;
- b) if there are language difficulties, the outgoing operator calls the international incoming exchange and gives the name of the wanted place together with the name and address of the called party. The international incoming operator acts as intermediary between the outgoing operator and the operator of the information service and, if the outgoing operator so requests, between the outgoing operator and the person who replies at the called station.

1.3 If it is impossible to find the number by methods 1.1 and 1.2 above:

The request is sent to the delay operator in the international incoming exchange who obtains the desired number and informs the delay operator in the international outgoing exchange which had the incomplete ticket (or equivalent). The delay operator in the outgoing exchange sets up the call.

Note – When the called subscriber's number has been obtained by methods 1.1, 1.2 or 1.3 above, the controlling operator shall request the caller to make a note of the number.

2. If the number cannot be found, the caller is advised accordingly.

CHAPTER IV

Supervision of calls. Difficulties

Article 175

Supervision of connection and call

1. When the call is set up, the operator responsible for determining the chargeable duration of the call shall be primarily responsible for supervising the call relying on supervisory indicators to determine the end of the call. If there is no supervisory indication, the operator may monitor the circuit from time to time to see whether the conversation is continuing or not. If nothing is heard, the operator should enter the circuit and ask “Have you finished? Have you finished?” or words to that effect in language decided on in accordance with Article 38. If there is no reply, the operator should, if necessary, give the clearing signal on the circuit(s) and disconnect. Any other operators taking part in putting the call through should watch for clearing signals and inform forthwith the operator responsible for the timing of the end of the call.

2. In a data or fax call, the controlling operator will rely on supervisory indicators to determine the end of the call. It is essential that none of the operators concerned in putting the call through should enter the circuit as such action would impair the information being transmitted.

Article 176

End of conversation and disconnection

1. In general, the operator responsible for determining the chargeable duration is advised of the end of the call by the lighting of the corresponding supervisory and clearing lamps.
2. When the operator receives the signal that indicates that the caller has disconnected, irrespective of the signal from the called station, the operator disconnects the call without entering the circuit.
3. When, without having received a disconnect signal from the calling subscriber, the operator receives a signal that indicates that the called subscriber has disconnected, the operator enters the circuit, inquires to ensure that the call has finished, gives any necessary clearing signal, and disconnects.
4. In the case of data transmission, the operator responsible for determining the chargeable duration must rely solely on the supervisory indications to determine the end of the transmission.
5. In some international exchanges these procedures are maintained by the technical equipment.

Article 177

Supervising incoming calls. End of conversation

1. When the incoming operator receives supervisory signals:
 - 1.1 If the signal is received from the called side (which indicates that the called party has disconnected), and whether or not the operator has received any signal from the caller, the operator immediately disconnects the call.
 - 1.2 If the signal is received only on the calling side, the operator enters the circuit, inquires to ensure that the call has finished or to receive further instructions and, before disconnecting, gives the clearing signal on the circuit or circuits as necessary.

Article 178

Poor transmission and difficulties in conversation due to the telephone service

1. If, before the beginning of the conversation, the outgoing operator encounters unsatisfactory transmission, or if at the beginning of the conversation a caller reports that he is having difficulty, the operator determines whether the trouble exists on the calling side or the called side.

2. The part of the connection in trouble is held, if possible, and the fault is reported by the operator after the call has been set up through another circuit.

3. If the transmission difficulties occurred during conversation, the provisions of Articles 96 and 100 apply. If locally prescribed, the completed call is referred to the supervisor, who is guided by these articles.

Article 179

Difficulties in setting-up calls

If an operator experiences difficulty in setting-up a call which appears to be due to a breakdown (noise, congestion, wrong number, no tone, etc.), the condition should be immediately reported. The technical services follow the instructions in force in the country concerned.



SECTION V

**OUTGOING PREPARATION
OPERATING**

Preliminary note

When there is a long period of congestion at the outgoing international exchange, it is best to use outgoing preparation operation instead of demand working, until normal traffic conditions are re-established.

If the routing and switching resources available from the incoming international exchange are insufficient to enable calls to be set up immediately, it may be necessary to change over to advance preparation operation (see Section VI); this changeover can be made after a direct understanding between the heads of the international exchanges concerned.

CHAPTER I

General principles

Article 180

Temporary use of outgoing preparation as an emergency in demand operating

1. When congestion of the international circuits temporarily makes demand operating impossible, outgoing preparation may be used. The provisions of Article 157 are applicable. In this case permanent agreement between the international exchanges is desirable but not essential; a reciprocal exchange of information on the traffic conditions may suffice.
2. The outgoing international operator should be in a position to begin setting-up a new call as soon as the preceding call is finished.
3. In this case, all calls should be prepared at the calling end and all necessary steps should be taken to avoid any loss of time in setting-up the calls on the international circuit.

Article 181

Permanent use of outgoing preparation as a simplification of advance preparation operating

1. In international connections normally operated with advance preparation because of the inadequacy of the international circuits which often occurs especially in the busy hour, this mode of operation can be simplified

when the administrations concerned agree among themselves that the called parties can be obtained without preparation. But this simplification must not involve any loss of time on the international circuits for ineffectual attempts.

2. If the above two conditions are fulfilled, outgoing preparation can be used on a given international connection as long as any call can be set up without loss of time from the moment when the call request reaches the incoming international exchange.

3. But, as soon as the international exchanges observe that operating conditions from the incoming international exchange cause a loss of time on the international circuit, advance preparation methods must again be used after a common decision by the exchange heads concerned.

CHAPTER II

Setting-up of calls

Article 182

The call is completed at the first attempt

The controlling operator of the international exchange, having the caller ready to speak, sets up the call in its turn and applies the provisions of Articles 139 to 145 inclusive, as appropriate. When the operator of the incoming international exchange replies, the outgoing operator transmits the national or international call number of the called subscriber. If necessary, the incoming operator checks the call request (see Article 66) and sets up the chain of circuits to the line of the called subscriber, announces to the outgoing operator the presence of the subscriber on the line, then withdraws. If necessary, the outgoing operator asks the caller to speak. According to the method of recording charges, the operator notes the beginning of the call and then withdraws.

Article 183

The call is not completed at the first attempt. Number of attempts by the controlling operator

The outgoing operator makes attempts to set up the call within the limits of the period of validity of the call request (see Article 79) in accordance with the procedure laid down by the originating administration.

Article 184

Recording of the call request at the incoming international exchange

1. In principle, with outgoing preparation, no recording is made on the incoming international exchange and it is up to the outgoing operator to make a subsequent attempt to set up the call.

2. However, by way of exception, to meet certain operational conditions (congestion, breakdown, etc.), a recording of the call request may be made at the international exchange. The operator at that exchange then records the request on a call order ticket, on which is also recorded the number of the position to be recalled at the outgoing international exchange, and takes charge of the setting-up of the connection between the called subscriber and the outgoing operator.



SECTION VI

ADVANCE PREPARATION OPERATING

Preliminary note

1. When international telephone connections are made only by means of a reduced number of circuits, which implies optimum efficiency of these circuits, or congestion at the incoming end makes it impossible to maintain outgoing preparation, the appropriate mode of operating is generally advance preparation.
2. With this method, requests for calls are put into a specified order in the outgoing exchange and they are established on arrival only when the terminal circuits or subscriber's lines have been prepared.
3. This mode of operating assumes that a permanent understanding exists between the two international exchanges concerned which, for each call, prepare the terminals simultaneously.

CHAPTER I

Method of operating

Article 185

Circuit usage principles in advance preparation operating

1. The alternate system of operating is used in the case of a heavily loaded single circuit. In alternate working each of the two international exchanges assume alternately the role of outgoing and incoming exchange; the change takes place after each call, unless there is a slackening of traffic in one direction.
2. Any call which could not be set up when its turn arrived, for example on account of an engaged, no reply or a line out of order advice, does not count in this alternate working.
3. When a call requires the use of several circuits, the principle of alternate operating cannot be adhered to on all the circuits; such a call is set up in its turn at the controlling exchange.
4. Alternate operating must be suspended in order to permit the setting-up of calls entitled to priority of treatment.
5. Alternate operating is abandoned when two exchanges are connected by more than one circuit. In this case, the administrations shall decide to divide the circuits into three groups, two groups in opposite directions and one group for mixed use.
6. The relative size of each of the three groups shall be determined by agreement between the heads of the international exchanges, in light of the nature and volume of the traffic.

7. However, by special arrangement, administrations may decide that the circuits can be used freely in either direction from either exchange.

Article 186

Equalization of delay

1. If the delay to ordinary calls, on an international route between two countries directly connected by that route, exceeds what one of the international exchanges considers to be normal for the service concerned, it should find out the delay in force at the distant international exchange.

2. If there is much difference in the delays, the following arrangements to equalize the delay should be made by mutual agreement between the exchanges concerned:

2.1 In alternate operating or in the indiscriminate utilization of circuits by the two exchanges, at the exchange where the delay is greater, two or three outgoing calls should be cleared for every incoming call until the delay is more or less the same in both directions.

2.2 When the group of circuits is divided into three, as mentioned in Article 185, all the mixed circuits shall be put at the disposal of the exchange where there is the greater delay and, if necessary, as far as technical possibilities allow, a number of incoming circuits shall be used for outgoing traffic from this exchange.

3. These arrangements are cancelled as soon as they are no longer necessary to ensure that the delay is more equal in both directions.

4. An international exchange is bound to supply information about its delay to the distant exchange which asks for it and quotes its own delay.

5. When, in spite of the arrangements made, the congestion of the international circuits is such that the setting-up of calls can no longer be guaranteed within reasonable time-limits (allowing for the period of validity), the international exchange shall inform the exchange of origin, which shall comply with national procedures and decide, after consulting the caller, whether the request should be maintained, deferred or cancelled.

6. If the international exchange is the exchange of origin, national procedures shall be applicable.

CHAPTER II

Passing of call requests

Article 187

Passing of call requests to the international controlling exchange

All recordings of calls, modifications of recordings and advices of cancellation are passed as quickly as possible to the controlling international exchange responsible for classifying the recordings, without regard to the recording time or time of receipt.

Article 188

Order of completion numbering and passing of requests in a direct international service

1. In a service where there is only one international circuit, call requests take their turn on this international circuit at the outgoing international exchange (which is the controlling exchange in this case) in accordance with their class, precedence and:

- a) depending on the procedure in force in the originating country, either the time of the call request recorded in the originating exchange or the time the request was received at the outgoing international exchange;
- b) in accordance with the time indicated by the caller (see Article 76).

2. The controlling operator allots a serial number to each call request. Administrations may agree between themselves to adopt an alternative means of identification.

3. The outgoing international exchange shall pass to the incoming international exchange:

- a) call requests, in their serial number order;
- b) immediately, requests for conference and personal calls, inquiries, modifications of call requests and cancellation advices. However, in those cases where the waiting time is very small (about a quarter of an hour) the requests for personal calls shall be passed according to their order.

Article 189

Order of completion numbering and passing of requests in an international transit service

1. In a service where the connection of calls necessitates the use of more than one link, the outgoing international exchange passes to the transit exchange designated as controlling exchange (Article 3):

- a) call requests in their serial number order;
- b) immediately, requests for conference calls, requests for personal calls, inquiries, modifications of call requests and advice of cancellation.

2. At the transit exchange, call requests receive a serial number in accordance with their class, precedence and time of the receipt of the request at this exchange. This serial number should be recorded on the ticket (or equivalent) together with the serial number allotted by the outgoing international exchange.

3. Call requests take their turn on the controlling circuit in accordance with their serial number.

Article 190

Particulars to be passed

1. To pass a call request, the operator states:
 - a) the class and precedence of the call, when it is not an ordinary private call;
 - b) the serial number allotted to the call;
 - c) the time at which the call is required;
 - d) indications concerning the called station (see Article 62);
 - e) the name of the originating exchange (town) or the exchange numerical code.
2. In the case of requests for personal, data, collect or conference calls, the operator also quotes the particulars detailed in Articles 70, 71, 72 and 75.
3. All the essential details regarding the call required (in particular the class of precedence and special facilities required), proper names and numbers, may be repeated by the operator who receives them.

CHAPTER III

Preparation and setting-up of calls

Article 191

General principles

1. When calls are waiting to be set up on a circuit, it should be possible to connect a fresh call immediately after the preceding call has finished.
2. For this reason, each call should be prepared. The preparation of a call consists in taking all the necessary steps so that the calling and called stations are put into communication with each other without any loss of time on the international circuits, the circuits to be used being made available simultaneously. For this purpose, the subscriber's lines (calling or called) should remain connected to the international positions.
3. The incoming or transit operator keeps the outgoing operator informed of all reports.

Article 192

Duty of the controlling operator

Of the operators who cooperate in the preparation and connection of an international call, it is the controlling operator who should initiate and control the various steps to be taken.

Article 193

Passing of advices to prepare a call

1. The controlling operator passes the advice to prepare and also advises the operator setting-up the other circuit that will have to be prepared for that side of the connection. When several links are required to set up a call, this order is passed step by step to the terminal exchanges.
2. The circuits in both directions should be held while the call is being set up so that the connection may be made promptly.
3. Where possible, a radio circuit is used to pass the advance preparation notice of assignment for setting up a call on a cable circuit.
4. When it is known that there will be an appreciable difference between the probable delay in preparing the call on the outgoing and incoming sides, the controlling operator should endeavour to restore the balance by giving the particulars sooner on the congested side.

Article 194

Preparation advice to subscribers

1. Each of the terminal exchanges should call its subscriber, identify him and request he stay in readiness for the call.

Where an international transit exchange controls the call and has automatic access to the telephone networks of the country of origin or destination, it can, if agreed between the administrations, call back directly to the subscriber to offer the call without bringing in an operator in the international exchange of that country.

2. This preparation should take place at the beginning of the call to which the previous serial number has been allocated.

Article 195

Subscriber's line engaged

1. When a subscriber's line required for a call is found to be engaged, the operator should endeavour to complete the international call as rapidly as possible.
2. Subsequent attempts should be as stipulated by the administration of the controlling exchange.
3. The operator may, for example, if the procedures laid down in the countries concerned and technical resources permit:
 - 3.1 request the correspondents to terminate the call in progress;
 - 3.2 monitor the subscriber's line so that the call may be set up as soon as the line becomes free.
4. If the operator is unable to intervene, the controlling operator should be so advised.

Article 196

Failure to complete the call

Unless otherwise provided, a last attempt shall be made to put a call through before the period of validity expires. Should this prove fruitless, the operator at the exchange concerned shall inform the correspondent, and the call request shall be cancelled.

Article 197

No reply from the called station

1. The outgoing operator, when by observation or upon being advised by the incoming operator, knows there is no reply from the called station, advises the caller accordingly and, if he agrees, the call is cancelled. If the caller does not agree, further attempts must be made at the incoming exchange, possibly in accordance with information given by the caller as to when the called party is likely to be available. If the caller gives no such indication, the attempts are made at intervals in accordance with the procedure laid down by the administration concerned, and within the period of validity.
2. When the caller disputes the no-reply advice, the incoming exchange may be asked to check the condition, if the technical resources permit.
3. The result of the investigation should be passed to the outgoing exchange as soon as possible.

Article 198

A prepared call should not be deferred

Calls already prepared should not be held back in favour of calls of superior rank, save in the case of distress calls.

CHAPTER IV

Setting-up of calls with special facilities

A. Personal calls

Article 199

General provisions

1. Personal calls shall be subject to all the rules governing international telephone communications, except as modified by the following:

- a) such calls shall be set up in their turn only if the controlling exchange has been informed that the caller and the called party are ready to take the call;
- b) when the probable delay on the international circuit or circuits concerned is longer than 15 minutes, the caller shall be informed, and the controlling operator, in transmitting the call request to the exchange of destination, shall indicate how long the wait is likely to be. This latter exchange shall inquire whether the called party will be ready to converse at roughly the time when the call can be put through.

2. As soon as the person required appears at a public station or announces that he is ready to take the call at a particular subscriber's number, the controlling exchange shall be informed forthwith, and connects the call as soon as its turn comes.

Article 200

Cancellation

1. Should a caller cancel a personal call request after the passing of the particulars has begun, the exchange of destination shall be informed of the cancellation, and it shall inform the called subscriber's station, if the latter has been told of the call request.

2. When a messenger has had to be dispatched to find the called party, the called party shall be informed of the cancellation if he is at the public station or appears there later. Should the caller want the called party to be told of the cancellation at this address, another messenger should be dispatched to deliver the notice of cancellation.

Article 201

The called party is ready to take the call

1. If, on receiving the advice, the called station states that the called party is ready to take the call, the controlling exchange is advised immediately. If there is no delay, the call is set up immediately unless the caller indicates otherwise; if there is a delay, the controlling exchange connects the call in its turn.

2. If the called exchange is informed that the called party is at another telephone station in the same country, the caller is informed and, if he agrees, the call is set up as if it had been requested for that other station.

Article 202

The called party cannot or will not accept the call (cancellation)

If the called party cannot or will not accept the call, the caller is advised accordingly as soon as possible. The caller may then (if this has not already been done) either ask for another number or another person - in either case giving, if necessary a new time for the connection of the call - or ask for the call with the station specified despite the absence of the called person. If he declines this facility, the call request is cancelled.

Article 203

The called party will not be able to take the call until later

1. If the called station states that the called party will not be able to take the call at the approximate time at which it is likely to mature, the caller should be informed immediately.

2. If the caller agrees, and if allowed the controlling operator arranges for word to be left with the person who has answered at the called number, requesting the called party, when he is able to take the call, to advise the international or national exchange of the incoming country in accordance with the operating procedures of the country of destination. In addition, when the called station, on being asked by the called exchange, is able to state a time after which the called party will be able to take the call, the caller should be informed immediately of the time mentioned. The caller may then either ask for another number or another person, or ask for a call to the station indicated.

3. In the case where a call is answered by a recorded announcement indicating that the caller should wait for someone to answer (e.g. a call queueing system), the customer should be informed. If the customer requests it the operator should wait for up to one minute for someone to respond. If no one responds, the customer should be advised and the call should be considered as refused. Exceptionally, the operator may wait for a reasonable additional period for someone to respond if the customer so requests. Subsequent attempts should be as stipulated by the administration of the controlling exchange. National exceptions may apply.

Article 204

No information can be given by the called station

1. If, at any time on the first attempt, the called station cannot give any information as to the time at which the called party will be available, the controlling operator, informed by the incoming operator that no information can be furnished, must inform the caller and then proceed in accordance with Article 203.

2. If the called party has not called by the time the validity of the call request expires, a last attempt is made by the controlling operator before the call is cancelled.

Article 205

Subsequent advice from the called party that he is available

When the called party subsequently advises that he is available, the call should await its turn unless the turn of the call has already passed. In the latter case it should be placed in front of calls of the same order of priority on hand.

Article 206

The called party can wait no longer for the call

If, after having said that he is ready to take the call, the called party states that he cannot wait any longer or that the call should be deferred, the procedure laid down in Articles 202 and 203 should be followed.

Article 207

No reply from the called station

1. In the event of no reply from the called station, further attempts are made at intervals in accordance with the procedure existing in the country of destination. If there is still no reply when the turn of the call request matures, the caller should be informed. The caller should then be told that the call request may be kept or modified under the provisions of Article 77. If the caller maintains the call request, it remains valid for the period laid down in Article 79 and during that period the called exchange should make repeat attempts to obtain the called station.

2. When the no-reply advice is queried by the caller, the incoming exchange may be asked to check the condition if the technical resources permit.

3. The result of this investigation should be passed to the outgoing exchange as soon as possible.

Article 208

Connection of the call

At the beginning of the call, the calling and called exchanges should inform the calling and called stations respectively that it will shortly be possible to set up the personal call and that the calling and called parties should hold themselves in readiness to take the call. If, at that moment, the called station states that it is ready to take the call, the calling and called subscriber's lines should be held at the calling and called exchanges respectively, if technical conditions permit. At the time of this advice, the called exchange should remind the called station of the name and number of the called party; thereafter the call is set up in the normal manner.

B. Personal calls with messenger

Article 209

Non-delivery of the message

If, for any reason, the delivery of the message cannot take place, the operator at the incoming exchange informs the controlling operator and explains the reasons.

C. Collect calls

Article 210

Collect calls

1. If the person who answers at the called station agrees to pay for the call, the call is connected; the outgoing exchange records on the ticket (or equivalent) that the called party has agreed to pay for the call and the incoming exchange prepares a new ticket (or equivalent) as if the call had been requested by the called person. In this case, the incoming exchange is considered the charging exchange.
2. In the case of a personal call, the incoming operator must make sure that the person who answers at the main station called (and not the person or extension station called) agrees to pay for the call on behalf of the person or extension station called.
3. In the case where a call is answered by a recorded announcement indicating that the caller should wait for someone to answer (e.g. a call queueing system), the customer should be informed. If the customer requests it the operator should wait for up to one minute for someone to respond. If no one responds, the customer should be advised and the call should be considered as refused. Exceptionally, the operator may wait for a reasonable additional period for someone to respond, if the customer so requests. Subsequent attempts should be as stipulated by the administration of the controlling exchange. National exceptions may apply.

D. Charge-card/credit-card calls

Article 211

Charge-card/credit-card calls

In principle, the method of operating used between the two countries concerned is that which is followed for collect calls, with the incoming operator being responsible for ascertaining the validity of the charge-card/credit-card.

E. Conference calls

Article 212

Conference calls

1. Conference calls are subject to all the rules governing the preparation and setting-up of calls, subject to the following provisions:
 - a) when one or more of the connections comprising a conference call has or have to be up on circuits with preparation operating, the controlling operator serving these circuits shall inform the outgoing operator of probable delays. The outgoing operator will advise the calling party accordingly and, if appropriate, fix a new time for the call in agreement with him;
 - b) this new time should be passed to the controlling operators concerned and the latter shall endeavour to set up the calls as near as possible to the time indicated.

F. Request for information

Article 213

Request for information

1. When a request for miscellaneous service information can be satisfied without using an international circuit, it is dealt with in accordance with the procedures of the country of origin.
2. When a request for information requires the use of an international circuit, the operator at the outgoing exchange shall ask the incoming operator to consult the information service.
3. When cable and HF radio circuits are both available an HF radio circuit should preferably be used for this inquiry.

CHAPTER V

Supervision of calls

Article 214

Beginning of the call

1. The operator responsible for determining the chargeable duration and the incoming international exchange operator should verify that conversation between the correspondents is satisfactory; the operator responsible for determining the chargeable duration should also note the time at which the call begins.
2. When conversation does not immediately follow the setting-up of the connection, the operator responsible for determining the chargeable duration should verify with the other exchanges that the corresponding stations are in circuit; the incoming international exchange operator takes part, if necessary, in this verification.

Article 215

Supervision of the call

1. When the call has been established on stable circuits (such as cables), the operator responsible for determining the chargeable duration should monitor from time to time to confirm that conversation is progressing. If the call is in normal progress, the operator withdraws and maintains the call; the provisions of Article 219 should be followed if the operator encounters difficulties during conversation. If nothing is heard, the operator should enter the circuit and ask “Have you finished?”. If there is no reply, the operator should give the clearing signal, when this is not automatic, and disconnect the call.

2. In a data call or fax, the controlling operator responsible for determining the chargeable duration will rely on supervisory indicators to determine the end of the call. It is essential that none of the operators concerned in putting the call through should enter the circuit as such action would impair the information being transmitted.

3. When the call is established over circuits with variable stability (particularly HF radio channels), the call is supervised at the exchange responsible for determining the chargeable duration:

3.1 either by an operator who permanently monitors the unstable circuit;

3.2 or by periodic monitoring according to the procedure laid down by the administration of the country of the exchange responsible for determining the chargeable duration.

In both cases, the operator responsible for determining the chargeable duration makes allowance for the period(s) during which conversation has been unsatisfactory.

4. The operators at the terminal exchanges shall be responsible for supervising the clearing signals and for immediately reporting the termination of the call to the operator responsible for determining the chargeable duration who is primarily responsible for supervision of the call and for noting the time at which the call ends.

Article 216

Supervision of clearing signals

1. All the operators who have participated in the setting-up of a call are required to supervise the clearing signals. When one of these operators observes the appearance of a clearing signal, that operator should enter the

circuit. If nothing is heard, the operator should say: “Have you finished? Have you finished?”. If neither of the two correspondents replies, the operator should give a clearing signal on each circuit when that signal is not sent automatically and disconnect the call.

2. When the call has been set up on an unstable circuit, the operator responsible for determining the chargeable duration must make certain that it really is the end of the call and not an accidental interruption.

Article 217

Supervising incoming calls. End of conversation

1. When the incoming operator receives supervisory signals, the following operations should take place:

1.1 If the signal is received from the called side (which indicates that the called subscriber has disconnected), and whether or not the operator has received any signal from the caller, the operator immediately disconnects the call;

1.2 if the signal is received only on the calling side, the operator enters the circuit, inquires to ensure that the call has finished or to receive further instructions and, before disconnecting, gives the clearing signal on the circuits or circuit as necessary.

CHAPTER VI

Calls on which there are transmission difficulties

Article 218

Difficulties noticed when the call is in progress

If, before the beginning of conversation, the operator responsible for determining the chargeable duration of the other operators consider the transmission to be unsatisfactory, or the caller reports difficulties, the call is disconnected and steps taken to ascertain the cause. If the cause of the trouble lies on the international circuit and cannot be removed by the use of another circuit in the same connection or the use of another route, all calls should be deferred until such time as conditions permit their successful connection, each call taking its turn. The reporting of fault conditions, which may be revealed in the incoming networks as a result of the operator responsible for determining the chargeable duration seeking the assistance of the operator at the incoming international exchange, will be the responsibility of the operator at the incoming international exchange. Other fault conditions, e.g., poor transmission encountered by the operator responsible for determining the chargeable duration, will be reported locally in accordance with rules laid down by the country concerned.

Article 219

Difficulties during conversations

1. If the operator notes any incident, receives the clearing signal, observes a prolonged silence, or if, during the course of a call, on entering the circuit, is informed by one of the correspondents that some difficulty is being experienced, the operator should endeavour to effect an improvement.

2. A note on the incident should be made on the ticket or record form. The operator should also make due allowance for the interruption. (See Article 223 relating to the chargeable duration of the call.)

Article 220

Assistance to subscribers

If the procedure in force in a country so permits, the operators at the controlling exchange or the operators at another international exchange may be exceptionally authorized, at the caller's risk, to act as a relay between the correspondents, provided that the service is not thereby prejudiced.

Article 221

Reporting of faults to supervisors

Operators should report to their supervisors every call on which there are persistent transmission difficulties, specifying the nature of the difficulties and the time during which they occurred. This information should be periodically passed to the technical service concerned in conformity with the instructions applicable in the country in question.

Article 222

Difficulties with data or fax calls

In the case of difficulties or interruptions with data or fax calls, the operator may apply special provisions to adjust the chargeable duration of the affected calls.

CHAPTER VII

Determination of the chargeable duration of calls

Article 223

Determination of the chargeable duration of calls

1. As a general rule, the chargeable duration of the call is determined by the outgoing operator; it may, however, be determined by the operator in the controlling international transit exchange by agreement between the administrations concerned.
2. The operator responsible for determining the chargeable duration shall record the details necessary for the preparation of the international accounts and particulars of service incidents.
3. For collect and charge-card/credit-card calls the incoming operator may be required to determine the chargeable duration.

Article 224

Advice of the chargeable duration of calls to the outgoing exchange

When it is so provided by the administrations and the caller has been called back on the semi-automatic service for the connection of the call in accordance with Article 191, the international exchange responsible for determining the chargeable duration shall call back the exchange which has taken the call request after the end of the call to give it details of the call made.

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