



SPIN 027

11 February 2000

Service Provider Industry Notification

For The BT Network

Title :-

**SERVICE PROVIDER ANONYMOUS
CALL REJECTION (ACR)**

The information contained within does not form part of any contract, and is issued for your information.

Further information may be obtained from the contact point detailed within, alternatively please contact your BT Account Manager.

If you are a start-up company in the Independent Service Provider arena please contact the new entrant [New Entrants Hotline No: 0800 671045](tel:0800671045)

For current pricing information please refer to the BT price list available at :-

<http://www.serviceview.bt.com/list/homepage.htm>

SERVICE PROVIDER ANONYMOUS CALL REJECTION (ACR)

1. INTRODUCTION & BACKGROUND

The purpose of this document is to inform Service Providers of the launch of the ACR product. The service will be made available for Service Providers as a Calls & Access product on 1st March 2000.

2. PRODUCT DESCRIPTION

ACR is a network based service that allows users to block incoming calls from callers who have withheld their numbers for presentation.

3. TECHNICAL DESCRIPTION

ACR is customer controlled and can be activated/de-activated by the customer. Customers who control their ACR service can also interrogate the status of ACR.

3.1 Interaction with other Select Services

ACR will work with all existing select services.

Note: ACR will reject calls that have a CLI withheld and this fact must be noted when considering its interaction with select services.

3.2 Announcement

A caller who has withheld their number and is trying to call a line with ACR activated will receive the following announcement: -

“The person you are calling is not accepting anonymous calls, please re-dial without withholding your number”

The caller will not be charged for receiving this announcement.

3.3 What calls will not be blocked by ACR?

Calls where the identity of the caller cannot be obtained, and the message “Unavailable” is delivered. This would mean that the call is coming from a network that does not support Caller Display and Call Return type services. This could be from some exchange types (UXD5), from another licensed operator, from some mobile networks,

from a caller using a Chargecard, or from calls where the message “payphone”, “international” or “operator” is delivered.

3.4 Limitations to provision of ACR

ACR can be provided on single line residential and business PSTN lines, it cannot be provided on auxiliary lines or onto multi-line installations.

A number of organisations who would otherwise not choose to do so, have to withhold their CLI as otherwise calls would be returned to, for example, a main switchboard number which may not be able to establish which employee made the original call. Such organisations include hospitals and some emergency authorities. This can also apply where an organisation uses different telephone companies for outgoing and incoming calls. In such circumstances a call made from organisations who withhold their CLI will not get through to a customer with ACR as all withheld calls are rejected.

A product called Presentation Number will be made available to all large switch multi-line operators to allow them to give a CLI for presentation.

3.5 Ordering

Order provision is in line with other standard select services.

4. PRODUCT AVAILABILITY

ACR will be available from 1st March 2000.

5. PRICE

The price to Service Providers is approximately £6.89p ex-vat per quarter.

The actual price will be as published in the BT Price list, section 36, which is available at the URL on the front page of this document.