

SERVICE CODE CONFIRMATION TIMING

FEATURE DOCUMENT

1A ESS⁰ SWITCH

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1. INTRODUCTION

DEFINITION

1.01 The SCCT (Service Code Confirmation Timing) feature protects against unintentional calls reaching any service code number.

ECONOMIC WORTH

1.02 An unintentional call is a call which is inadvertently misdialed. Unintentional calls which are completed to service code numbers (e.g., 411, 911) are inconvenient for both the originating party and the answering party. In fact, an unintentional call completed to the universal emergency service number 911 temporarily uses a line which would otherwise be available for a valid emergency call. Valuable attendant time lost on such calls is essentially eliminated with the SCCT feature.

AVAILABILITY

1.03 The SCCT feature is available in 1AE8A.07 and later (excluding 1AE9.01) generic programs.

FEATURE ASSIGNMENT

1.04 The SCCT feature is provided on a per-switch basis in the base

generic program

2. USER PERSPECTIVE

2.01 This feature is designed for telephone companies and their customers. No hardware is required for the SCCT feature.

2.02 A service code contains exactly three digits (e.g., 411, 911).

Digits which represent service codes are reserved as such. For example, the digits 911 are reserved nationwide as the universal emergency service number. Digits which represent service codes are not assigned as either a NPA (numbering plan area) number or an office code in a dialing pattern.

2.03 Since dialing patterns are flexible, a similar set of digits (e.g., 912 through 919) may exist as either a NPA number or office code in a particular dialing pattern. If a customer inadvertently dials the digits 911, the call could be completed as an emergency call to an attendant.

2.04 To prevent inadvertent calls from completing to any service code, the SCCT feature provides timing for receipt of a fourth digit. Timing for a fourth digit provides an automatic time delay to receive another digit prior to completing a service code call. If a fourth digit is received during the time delay period following any valid service code, a misdialled call is assumed and the call is routed to reorder tone.

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2.05 The telephone company can select one of four SCCT time delay options. Since the SCCT feature is based on a similar previous development for E911 (enhanced 911) service, item 911 DELAY (bits 19 and 20) in word 1 of the office options translator provides the SCCT time delay option for all service codes. The four time delay options, as specified by the value of item e as follows:

(a) If a value of zero is specified, no time delay is provided.

This is also the default value.

(b) If a value of one is specified, a 1- to 2-second time delay is provided.

(c) If a value of two is specified, a 2- to 3-second time delay is provided. (d) If a value of three is specified,

a 3- to 4-second time delay is provided.

2.06 Two important considerations regarding the SCCT time delay are as follows:

(a) The specified time delay is applicable to all service code calls. The completion of any valid service code call (including 911 calls) is automatically delayed for the time specified.

(b) If a customer intends to and does dial a desired service code but inadvertently dials another digit (e.g., 911X) during the time delay period, the call is treated as a misdialled call and is routed to reorder tone.

3. ENGINEERING

3.01 No hardware or software engineering is required.

3.02 The memory required is as follows:

(a) Approximately 20 words are required in the base generic program.

(b) Item eE911DELAY already exists as a 2-bit item in word 1 of the office options translator.

4. IMPLEMENTATION

4.01 Item E911DELAY is recorded as entry 48 on the 1500 office option record. Refer to the Translation Guide TG-1A

4.02 The RC:PSWD message is used to specify (assign or change) the value of item E911DELAY in the office options translator. The recent change and verification procedures for item E911DELAY are provided in AT&T Practice 231-048-311. For a layout of the office options translator, refer to the Translation Output Configuration PA-6A002.

5. ADMINISTRATION

5.01 The SCCT feature does not require either traffic measurements or AMA (automatic message accounting) records.

6. COMMENT FORM

6.01 A comment form is located at the back of this practice to provide a communications channel from the user to the writer.

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COMMENT FORM

Your comments and suggestions concerning accuracy, level of coverage, organization, etc., of this document will be appreciated. Please be as specific as possible for technical comments.

() Check to request reply (technical comments only, please).

Mail comments to:

AT&T Consumer Products
Dept. 25WR441350
2400 Reynolda Road
Winston-Salem, N.C. 27106

AT&T Practice

Name Tel ()

Co.

Address

City, State zip