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**Information technology —  
Telecommunications and information  
exchange between systems — Private  
Integrated Services Network —  
Specification, functional model and  
information flows — Call Diversion  
supplementary services**

*Technologies de l'information — Télécommunications et échange  
d'information entre systèmes — Réseau privé à intégration de  
services — Spécification, modèle fonctionnel et débit d'information —  
Services supplémentaires de diversion*

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## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of the joint technical committee is to prepare International Standards. Draft International Standards adopted by the joint technical committee are circulated to national bodies for voting. Publication as an International Standard requires approval by at least 75 % of the national bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

ISO/IEC 13872 was prepared by ECMA (as ECMA-173) and was adopted, under a special “fast-track procedure”, by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, in parallel with its approval by national bodies of ISO and IEC.

This second edition cancels and replaces the first edition (ISO/IEC 13872:1995), which has been technically revised.

## Introduction

This International Standard is one of a series of Standards defining services and signalling protocols applicable to Private Integrated Services Networks (PISNs). The series uses ISDN concepts as developed by ITU-T and conforms to the framework of International Standards for Open Systems Interconnection as defined by ISO/IEC.

This International Standard specifies the Call Diversion supplementary services:

- Call Forwarding Unconditional (SS-CFU)
- Call Forwarding Busy (SS-CFB)
- Call Forwarding No Reply (SS-CFNR)
- Call Deflection (SS-CD)

This International Standard is based upon the practical experience of ECMA member companies and the results of their active and continuous participation in the work of ISO/IEC JTC 1, ITU-T, ETSI and other international and national standardization bodies. It represents a pragmatic and widely based consensus.

# Information technology — Telecommunications and information exchange between systems — Private Integrated Services Network — Specification, functional model and information flows — Call Diversion supplementary services

## 1 Scope

This International Standard specifies the supplementary services Call Forwarding Unconditional (CFU), Call Forwarding Busy (CFB), Call Forwarding No Reply (CFNR) and Call Deflection (CD), which are applicable to various basic services supported by Private Integrated Services Networks (PISN). Basic services are specified in ISO/IEC 11574.

SS-CFU, SS-CFB and SS-CFNR are supplementary services which apply during call establishment providing a diversion of an incoming call to an other destination. SS-CD is a supplementary service which allows a served user to respond to an incoming call by requesting redirection of that call to another number specified in the response.

Supplementary service specifications are produced in three stages, according to the method described in ETS 300 387. This International Standard contains the stage 1 and stage 2 specifications of the Call Diversion supplementary services. The stage 1 specifications (clauses 6, 7, 8 and 9) specify the supplementary services as seen by users of PISNs. The stage 2 specification (clause 10) identifies the functional entities involved in the supplementary services and the information flows between them.

## 2 Conformance

In order to conform to this International Standard, a stage 3 standard shall specify signalling protocols and equipment behaviour that are capable of being used in a PISN which supports the supplementary services specified in this International Standard. This means that, to claim conformance, a stage 3 standard is required to be adequate for the support of those aspects of clauses 6, 7, 8 and 9 (stage 1) and clause 10 (stage 2) which are relevant to the interface or equipment to which the stage 3 standard applies.

A stage 3 standard for SS-CFU shall support clauses 6 and 10 respectively.

A stage 3 standard for SS-CFB shall support clauses 7 and 10 respectively.

A stage 3 standard for SS-CFNR shall support clauses 8 and 10 respectively.

A stage 3 standard for SS-CD shall support clauses 9 and 10 respectively.

## 3 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 11571:1998, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Networks - Addressing*

ISO/IEC 11574:2000, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Network - Circuit-mode 64 kbit/s bearer services - Service description, functional capabilities and information flows*

ISO/IEC 11579-1:1994, *Information technology - Telecommunications and information exchange between systems - Private integrated services network - Part 1: Reference configuration for PISN Exchanges (PINX)*

ISO/IEC 13864:1995, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Network - Specification, functional model and information flows - Name identification supplementary services*

ISO/IEC 14136:1995, *Information technology - Telecommunications and information exchange between systems - Private Integrated Services Network - Specification, functional model and information flows - Identification supplementary services*

ETS 300 387:1994, *Private Telecommunication Network (PTN); Method for the specification of basic and supplementary services*

ITU-T Rec. I.112:1993, *Vocabulary of terms for ISDNs*

ITU-T Rec. I.210:1993, *Principles of telecommunication services supported by an ISDN and the means to describe them*

ITU-T Rec. Z.100:1999, *Specification and description language (SDL)*