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Textphone Messaging Service Description

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PNO-ISC SERVICE DESCRIPTION NUMBER 012
TEXTPHONE MESSAGING
SERVICE DESCRIPTION

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0.2 Normative Information

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0.4 HISTORY

Revision	Date of Issue	Updated By	Description
Issue 1	January 2001	J Dinham, BT	First Issue

0.5 Issue Control

PAGE	ISSUE	DATE
All	Issue 1	November 2000

0.6 References

ITU-T Recommendation V.18 Operational and interworking requirements for DCES operating in the text telephone mode

0.7 Glossary Of Terms

Abbreviations

PSTN Public Switched Telephone Network

Terminology

The following definitions apply to the Textphone Messaging Service

Textphone means a text terminal connected to the public switched telephone network

Relay Service means a service:

(a) which provides facilities for the receipt and translation of voice messages into text and the conveyance of that text to the Textphone of customers of any operator, and vice versa;

(b) which is run on a non-profit basis; and

(c) which has been recognised as a text relay service by a determination made by the Director

"customers who need to use Textphones because of their disabilities" means customers of the Licensee who are deaf, deaf-blind or speech-impaired

0.8 Scope

This document describes a service that operators of Fixed Publicly Available Telephone Services provide for customers who need to use Textphones because of their disabilities.

1.0 DESCRIPTION

The service is based on the option of routing all calls that will or could involve text communications through a node in the PSTN to a Text Message Platform. The Text Message Platform is accessed on a per call basis rather than having a telephone line set up to automatically connect calls via the Text Message Platform.

The Text Message Service provides the following basic features:

- access to a Relay Service
- access to a Public Emergency Call Service, operator assistance and Directory Information Services using short code numbers
- call progress voice announcements in a form suitable for Textphone users.

1.1 Access To A Relay Service

A relay service provides facilities for the receipt and translation of voice messages into text and the conveyance of that text to the Textphone of customers of any operator, and vice versa in real time.

The calling party dials an access code followed by the telephone number they wish to contact. The access code routes the call to the Text Message Platform which then connects the calling party to the number they dialled.

Voice users may use the Text Message Platform when they wish to communicate with a textphone user or when the call may be answered by a textphone user as in the case of a household of people with mixed ability i.e. textphone and voice users.

Existing Textphones support a range of protocols and are often incompatible. The relay service provides translation between these protocols. (ref:ITU-T V.18 Recommendation).

1.2 Access To A Public Emergency Call Service, Operator Assistance And Directory Information Services Using Short Code Numbers

The service provides access to Public Emergency Call, Operator Assistance and Directory Information Services via specific short codes. These codes identify to the Text Message Platform that the call originates from a Textphone. The Text Message Platform then provides relay facilities as described in 1.1

1.3 Call Progress Voice Announcements In A Form Suitable For Textphone Users

When a Textphone calls the Text Message Platform text messages are transmitted to the caller to provide call progress information.

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