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VoIP Supplementary Services Descriptions: Voice Message Retrieval

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Notes:

1
2
3
4
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Contents

1	Voice Message Retrieval (VMR).....	1
1.1	Normal Procedures with Successful Outcome.....	1
1.2	Exception Procedures or Unsuccessful Outcome	2
1.3	Alternative Procedures	3
1.4	Interactions with Other Wireless Services.....	3

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
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1 Voice Message Retrieval (VMR)

Voice Message Retrieval (VMR) permits a subscriber to retrieve messages from a Voice Message system (VMS).

VMR does not impact a subscriber's ability to originate calls.

1.1 Normal Procedures with Successful Outcome

Authorization

VMR may be generally available or may be provided after prearrangement with the service provider.

Deauthorization

VMR may be withdrawn at the subscriber's request or for administrative reasons.

Registration

When a subscriber is authorized for voice message, it is associated with a VMS and a voice mailbox within that system. No further registration is necessary.

Deregistration

VMR shall be deregistered upon deauthorization.

Activation

VMR shall be activated upon authorization.

Deactivation

VMR shall be deactivated upon deauthorization.

Invocation

Voice Message Retrieval without VMR Password

The feature treatment is invoked when the subscriber calls a VMR feature code or his or her own public identity (i.e., a revertive call), as in:

*FC,

*FC + mailbox number,

or

call to subscriber's own public identity (Revertive call).

Voice Message Retrieval with VMR Password

If the VMS requires a VMR Password, the subscriber may provide the VMR Password to the VMS via DTMF digits in response to a prompt from the VMS.

The end of the VMR Password may be determined by the number of expected digits, interdigit timing, or with the pound “#” digit.

Normal Operation with Successful Outcome

When VMR is invoked, the invoking subscriber is connected through the network to his or her VMS and to his or her mailbox. Once a connection is established, the subscriber may be prompted to enter his or her VMR Password at the option of the service provider controlling the VMS. This and all subsequent VMS interactions (e.g., playback, erase, fast-forward) may occur via recorded announcement prompts from the VMS and subscriber dialed DTMF control signals from the originating mobile station.

Accounting Record

The originating system should record all accounting information normally recorded on a standard mobile origination.

The system should also record call detail information for the following:

- a. VMR invocation events.
- b. VMR call usage.

1.2 Exception Procedures or Unsuccessful Outcome

Registration

None identified.

Deregistration

None identified.

Activation

None identified.

Deactivation

None identified.

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Invocation

If the subscriber is not authorized for the request, the system shall apply feature denial treatment when invocation is attempted. If a call cannot be routed to the VMS, the appropriate treatment should be provided.

1.3 Alternative Procedures

Invocation

Two Step Voice Mail Retrieval with VMR Password

If the VMS requires a VMR Password, the subscriber may provide the VMR Password to the VMS in response to a system prompt, as described in Section 1.1.

One Step Voice Mail Retrieval with VMR Password

If the VMS requires a VMR Password, the subscriber may alternatively invoke the VMR feature by appending the VMR Password to the VMR feature code or to his or her own public identity (i.e., a revertive call).

1.4 Interactions with Other Wireless Services

No interactions have been identified with the following exception:

Flexible Alerting (FA)

Revertive calling may be used to invoke VMR or FA, but not both.