Clearspan® Service Interaction Guide

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Mitel®

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1 REVISION HISTORY

The following represents the revision history of this publication.

REVISION NUMBER	DATE COMPLETED	POINT OF CONTACT	DESCRIPTION
007	1/2018	Mitel Technical Publications	Updated document for Release 22.0 Restructured section 2 **Error! Reference source not found.**. Updated sections 38 Call Waiting and 86 **Error! Reference source not found.**. Updated sections 12 **Error! Reference source not found.** and 86 **Error! Reference source not found.**.
006	3/2017		Corrections for R21
006	12/2016		Changes and Additions for R21
005	08/2014		Changes and Additions for R20
004	08/2013	Bev Marsh	Changes and Additions for R19.0
003	05/17/13	Bev Marsh	Changes and Additions for R18.0
002	01/07/13	Bev Marsh	Changes and Additions
001	11/18/11	Bev Marsh	New document for R14.0

2 SUMMARY OF CHANGES

CHANGES FOR RELEASE 22.0

This version of the document includes the following changes:

- Added information about terminating services, emergency calls, and service limitations caused by unmapped sessions in section 3 **Error! Reference source not found.**.
- Updated sections 55 Do Not Disturb, 84 Sequential Ringing, and 88 Simultaneous Ringing.
- Added sections 53 Direct Route, 27 Calling Name Retrieval, 16 Call Forwarding Always Secondary, and 86 **Error! Reference source not found.**.
- Updated existing services with new interactions.
- Updated sections 37 Call Waiting and 85 Shared Call Appearance.
- Updated sections 12 Clearspan Mobility and 85 Shared Call Appearance.
- Removed references to services that reached end of maintenance as of Release 22.0.

CHANGES FOR RELEASE 21.0

This version of the document includes the following changes:

- Updated document for Release 21.0.
- Updated sections 41 Communication Barring and 63 Intercept User.
- Updated sections 29 Call Notify and 39 Collaborate (Audio and Video).
- Updated sections 33 Call Transfer with Third-Party Consultation and 76 Push To Talk.

CHANGES FOR RELEASE 20.0

- Updated sections 36 CommPilot Express and 14 Call Forwarding No Answer.
- Updated sections 10 Busy Lamp Field, 44 Directed Call Pickup, 45 Directed Call Pickup with Barge-in, and 64 Pre-alerting Announcement.
- Updated sections 9 Clearspan Anywhere and 47 Do Not Disturb.
- Merged sections on CPL Service Scripts and Service Scripts User as they refer to the same service.
- Updated sections 50 Extension Dialing and 65 Priority Alert.
- Updated section 56 Hoteling and 57 Hunt Group.
- Updated sections 13 Call Forwarding Busy and 82 Voice Messaging.

CHANGES FOR RELEASE 19.0

- Updated sections 50 Extension Dialing and 65 Priority Alert.
- Updated sections 9 Clearspan Anywhere and 47 Do Not Disturb.
- Updated sections 33 Call Waiting and 61 Legacy Automatic Callback.
- Updated sections 7 Automatic Hold/Retrieve, 27 Call Notify, and 30 Call Transfer Recall.
- Updated sections 56 Hoteling and 73 Shared Call Appearance.

CHANGES FOR RELEASE 18.0

- Updated the list of services that are inhibited when a call that is queued on a call center, or hunt group is offered to an agent.
- Updated sections 17 Calling Line ID Blocking Override and 18 Calling Line ID Delivery (External and Internal) with missing information.
- ted sections 9 Clearspan Anywhere, 12 Call Forwarding Always, 13 Call Forwarding Busy, 14 Call Forwarding No Answer, 15 Call Forwarding Not Reachable, 16 Call Forwarding Selective, 67 Remote Office, 71 Sequential Ringing, and 74 Simultaneous Ringing.
- Updated section 36 CommPilot Express.
- Updated section 64 Pre-alerting Announcement.

3 INTRODUCTION

This document provides a summary of the service interactions between user services offered by Clearspan as of Release 20. This document is intended for Clearspan customers and partners and it is a complement to other Clearspan product documents.

This document describes the interactions between Clearspan user services and each chapter describes a service; that is, all its interactions with other services.

Each interaction is described twice, once for each of the two services involved. If there are no interactions between two services, there are no descriptions for that combination of services in their respective tables.

The following example illustrates the descriptions for services A, B, and C, where service A has interactions with service B and C, and services B and C have no interactions:

Service A

Service B

- Describes the interactions between service A and service B.

Service C

- Describes the interactions between service A and service C.

Service B

Service A

- Describes the interactions between service B and service A.

Service C

Service A

- Describes the interactions between service C and service A.

Services are organized alphabetically.

This document is limited to two-way interactions.

This document is limited to two-way interactions. The description of “multi-way” interactions can be provided by Mitel Support on request.

Similarly, although some interactions do occur between group services, these interactions are not described in this document.

A complete description of the services can be found in the *Clearspan Service Guide*.

GENERAL INTERACTIONS

This section lists general rules about service interactions.

REDIRECTION SERVICES

In general, redirection services have precedence over other services. The following are the redirection services:

- Call Center
- Call Forwarding *(all types)*
- CommPilot Express
- Hunt Group
- Remote Office
- Simultaneous Ringing
- Sequential Ringing
- Series Completion
- Trunk Group with Redirection Setup
- Voice Mail

SELECTIVE SERVICES

Selective services are services that process calls based on selective criteria. The following are examples of selective services:

- Clearspan Anywhere
- Call Forwarding Selective
- Call Me Now
- Call Notify
- Custom Ringback User
- Personal Assistant
- Pre-alerting Announcement
- Priority Alert
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ringing
- Simultaneous Ringing Personal

TERMINATING SERVICES

Terminating services are services that are applied to incoming calls. The following are examples of terminating services:

- Anonymous Call Rejection
- Call Forwarding (all types)
- Call Park
- Call Pickup

- Call Transfer
- Do Not Disturb
- Incoming Calling Plan
- Intercept
- Pre-alerting Announcement
- Prepaid
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ringing
- Simultaneous Ringing
- Third-Party Voice Mail Support
- Voice Messaging

4 ADVICE OF CHARGE

The following table lists the service interactions between the Advice of Charge service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Advice of Charge and that service.)

In addition to the interactions listed in the table, the following interactions also take place for Advice of Charge:

- Call Park/Retrieve – When call generating advice of charge information is parked using the Call Park feature access code, the advice of charge information stops being generated towards the access device for that call even though it keeps being computed internally for accounting purposes. The advice of charge becomes final when the call is released.

- Click To Dial – The advice of charge is sent to the originating device in a Click To Dial scenario if the call is originated from the users' primary device. Once the user performing the Click To Dial scenario answers from their primary device, the call is treated as a normal origination by the Advice of Charge service.

- Hold Recall – Clearspan may send an INFO message to the originating device while the device is "alerting" because of a hold recall. It happens when the AoC-D timer expires while the recall is taking place.

SERVICE	INTERACTION DESCRIPTION
Automatic Callback	The advice of charge is sent to the originating device if the call was originated from the user's primary device. Once the user answers from their primary device, the call is treated as a normal origination by the Advice of Charge service.
Blind Call Transfer	When an originating call generating advice of charge information is transferred or forwarded by the terminating party, the received tariff information for the initial leg, if any, is used to generate advice of charge information towards the originating access device until the call is released. If a new tariff is received by the redirected call leg after redirection, the redirected call ignores the new tariff info and keeps using the initial tariff information.
Clearspan Anywhere	The advice of charge is not sent to the Clearspan Anywhere secondary location if an origination is performed using the Clearspan Anywhere portal.

Call Forwarding Always	When an originating call generating advice of charge information is forwarded to a third location by the terminating party, the received tariff information for the initial leg, if any, is used to generate advice of charge information towards the originating access device until the call is released. If a new tariff is received by the redirected call leg after redirection, the redirected call ignores the new tariff information and keeps using the initial tariff information.
Call Forwarding Busy	See Call Forwarding Always.
Call Forwarding No Answer	See Call Forwarding Always.
Call Forwarding Not Reachable	See Call Forwarding Always.
Call Forwarding Selective	See Call Forwarding Always.
Call Me Now	Advice of Charge does not apply to the originating Call Me Now leg to an external party.
Call Transfer Recall	Advice of charge stops being generated towards the access device after a transfer by the originating user. The advice of charge keeps being computed internally for accounting purposes after the transfer and it becomes final only when the call is released.
Call Transfer with Third-Party Consultation	See Blind Call Transfer.
Call Transfer with Three-Way Consultation	See Blind Call Transfer.
Directed Call Pickup	Advice of charge is not sent to a device that originated a call using the Directed Call Pickup feature access code.
Directed Call Pickup with Barge-in	Advice of charge is not sent to a device that originated a call using the Directed Call Pickup with Barge-in feature access code. If an originating call generating advice of charge is barged in on, a final advice of charge is sent when the barge-in is accepted and the Advice of Charge service is stopped on this call. In this scenario, the initial Advice of Charge generating calls becomes a terminating call after the barge-in and the Advice of Charge service is not supported for terminating calls. If an originating call generating advice of charge is the “other party” on a call being barged in on, the charge is calculated as soon as the barge-in is accepted and inserted in the active Call Detail Record of the initial originating call. Immediately after the information is collected, the charge is reset to 0. The reset charge starts accumulating from this point on. On subsequent charge calculations, the advice of charge information is inserted in the Barge-In Call Detail Record that was created on barge-in success. It is expected that the device receiving the advice of charge gets an advice of charge notification when the barge-in occurs and another one with a reset value shortly after. From this point on, the charge should be calculated as usual and reflected in the Advice of Charge messages sent to the access device.

Legacy Automatic Callback	If the calling party answers the recall, and if the called party is available at that time, then the call setup continues with an origination to the called party. At the point when the Application Server originates the call leg to the called party, the interactions are virtually identical to a Click To Dial call's second call leg. It is also virtually identical to a normal origination. So for this call leg, Advice of Charge is involved, as it would be for any origination.
Location-Based Calling Restrictions	The Advice of Charge service has precedence over Location-Based Calling Restrictions.
N-Way Calling	The advice of charge information is usually sent to access devices initiating a conference using the conference-URI method.
Remote Office	Advice of charge is not sent to the remote office location when remote office is used for an origination. Tariff information received for such a call leg is ignored.
Sequential Ringing	Secondary calls originated by Sequential Ringing do not generate advice of charge.
Shared Call Appearance	Advice of charge information is sent to secondary locations if they originate a call and if Advice of Charge is applicable. The following behavior applies to the shared call appearance (SCA) actions: SCA Retrieve (*11): When a user retrieves a call on another shared call appearance location, the advice of charge starts being sent to the retrieving location if the retrieval is a success. SCA Bridge: When a communication generating advice of charge information is bridged between all SCA locations, the same advice of charge is sent to all devices.
Simultaneous Ringing	Secondary calls originated by Simultaneous Ringing do not generate advice of charge.
Video Add-On	When Video Add-On is enabled, the advice of charge is sent to the audio device only. If the video device sends Advice of Charge information the information is ignored and not proxied to the network side.
Voice Portal Calling	Advice of charge is not sent to the originating device when a call is originated from the voice portal.

5 ALTERNATE NUMBERS

The following table lists the service interactions between the Alternate Numbers service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Alternate Numbers and that service.)

SERVICE	INTERACTION DESCRIPTION
Anonymous Call Rejection	Anonymous Call Rejection applies to incoming calls destined for alternate numbers.
Automatic Callback	Automatic Callback can reach users on their alternate number. In this case, the behavior is the same as it is with the primary number.
Automatic Hold/Retrieve	Transferring a call to an alternate number associated with a user with Automatic Hold/Retrieve results in holding the call as usual.
Blind Call Transfer	Blind Call Transfer applies to incoming calls destined for alternate numbers.
Busy Lamp Field	Busy Lamp Field user monitoring reflects calls to primary and alternate numbers.
Call Center	The Alternate Numbers service allows the administrator to assign alternate numbers to a call center. This allows callers to reach the call center using the primary phone number or any of the defined alternate numbers. The administrator can configure a distinctive ringing pattern against an alternate number, which applies when the call is offered to an agent. The Call Center's Distinctive Ringing Policy has precedence over the Alternate Number service configured on the Call Center. Therefore, the Distinctive Ringing policy overrides the ringing patterns set by the Call Center's Alternate Numbers.
Call Forwarding Always	Call Forwarding Always applies to incoming calls destined for alternate numbers.
Call Forwarding Busy	Call Forwarding Busy applies to incoming calls destined for alternate numbers.
Call Forwarding No Answer	Call Forwarding No Answer applies to incoming calls destined for alternate numbers.
Call Forwarding Not Reachable	Call Forwarding Not Reachable is independent of the Alternate Numbers service. This means that Call Forwarding Not Reachable triggers regardless of the number (primary or alternate) used to reach the user, if the user's device is unreachable.
Call Forwarding Selective	Call Forwarding Selective applies to incoming calls destined for alternate numbers.
Calling Plans	Incoming Calling Plan applies to incoming calls destined for alternate numbers.

Customer Originated Trace	Customer Originated Trace traces calls to primary or alternate numbers.
Call Waiting	Call Waiting applies to incoming calls destined for alternate numbers.
Calling Line ID Delivery	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Calling Line ID Delivery Per Call	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Calling Line ID Blocking Override	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Calling Name and Number Delivery	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Call Logs	Calls to alternate numbers are logged as usual.
Call Manager	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Call Notify	Call Notify applies to incoming calls destined for alternate numbers.
Collaborate	Alternate numbers are assignable to collaborate bridges.
Connected Line Identification Presentation	When a user is reached via an alternate directory number (DN)/extension, the appropriate connected identity for the alternate DN/extension is used instead of the appropriate connected identity for the user's primary DN/extension.
Custom Ringback	Custom Ringback applies equally to primary and alternate numbers.
Directed Call Pickup	Directed Call Pickup picks up calls destined to alternate numbers.
Directed Call Pickup with Barge-in	Directed Call Pickup with Barge-in picks up and barges-in to calls destined to alternate numbers.
Diversion Inhibitor	Diversion Inhibitor equally applies to calls to alternate numbers.
Do Not Disturb	Do Not Disturb applies to alternate numbers.
Extension Dialing	Alternate numbers can be number and extension, number only, or extension only.
Group Night Forwarding	Group Night Forwarding applies to incoming calls destined for alternate numbers.
Hoteling	When a guest is logged in to a host, calls to the guest alternate numbers terminate on the guest as usual. Calls to any number associated with the host while a guest is logged in are provided with "not reachable" processing.
Last Number Redial	Last Number Redial originates from the primary number.

Legacy Automatic Callback	Legacy Automatic Callback can reach users on their alternate number. In this case, the behavior is the same as it is with the primary number. The service is used to help populate the termination server's reply to a request to queue call for Legacy ACB. The related value within the reply may cause the origination server to invoke an immediate de-queue of the call.
OMA Presence	Presence is not affected by the fact that an alternate number may have been dialed in place of the user's main number. The user's presence is reported normally when the user answers.
Personal Assistant	If a caller dials one of the alternate numbers to call the user with the Personal Assistant service, the service applies only if the dialed alternate number meets the *Call To* criteria.
Priority Alert	Priority Alert has precedence over alternate number to determine the alerting pattern.
Push To Talk	Push To Talk can be used with an alternate number associated with a user.
Remote Office	The alternate number distinctive alerting pattern does not ring on a remote office device.
Selective Call Acceptance	Selective Call Acceptance applies to incoming calls destined for alternate numbers.
Selective Call Rejection	Selective Call Rejection applies to incoming calls destined for alternate numbers.
Sequential Ringing	Alternate numbers can be used to reach the user. Sequential Ringing applies to the alternate numbers as well as the main number. If the base location is rung, the distinctive ringing pattern is used if applicable. It is not applied on the other locations however.
Shared Call Appearance	The alternate number distinctive alerting pattern rings on all shared call appearance locations of the user.
Simultaneous Ringing	Simultaneous Ringing applies to primary and alternate numbers. **NOTE**: Only the primary number experiences distinctive ringing for incoming calls terminating at alternate numbers. Secondary numbers experience normal ringing.
Two-Stage Dialing	If a user has both the Alternate Numbers and Two-Stage dialing services assigned, the Two-Stage Dialing service is invoked when the user calls any phone number associated with their Alternate Numbers service.

6 ANONYMOUS CALL REJECTION

The following table lists the service interactions between the Anonymous Call Rejection service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Anonymous Call Rejection and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Anonymous Call Rejection applies alternate numbers to incoming calls.
Automatic Callback	Automatic Callback does not work when the initial call is blocked by Anonymous Call Rejection.
Automatic Hold/Retrieve	ACR has precedence over Automatic Hold/Retrieve and blocks calls to Automatic Hold/Retrieve users when the caller ID is not available. The attendant can transfer anonymous or private calls to Automatic Hold/Retrieve users with ACR when their caller ID is available by using transfer with consultation or transfer with conference.
Call Forwarding Always	Anonymous Call Rejection has precedence over Call Forwarding Always. Calls do not forward.
Call Forwarding Busy	Anonymous Call Rejection has precedence over Call Forwarding Busy. Calls do not forward.
Call Forwarding No Answer	Anonymous Call Rejection has precedence over Call Forwarding No Answer. Calls do not forward.
Call Forwarding Not Reachable	The Anonymous Call Rejection service has priority over Call Forwarding Not Reachable. If the call is anonymous and Anonymous Call Rejection is active, the call is rejected and Call Forwarding Not Reachable does not redirect it.
Call Forwarding Selective	Anonymous Call Rejection has precedence over Call Forwarding Selective. Calls do not forward.
Call Notify	Anonymous Call Rejection has precedence over Call Notify. Anonymous calls do not trigger notifications.
Call Return	Call Return does not return calls blocked by Anonymous Call Rejection.
Calling Plans	Incoming Calling Plan has precedence over Anonymous Call Rejection. Calls permitted by the Incoming Calling Plan get screened by Anonymous Call Rejection.
Call Waiting	Anonymous Call Rejection has precedence over Call Waiting. It blocks anonymous calls even if the user is eligible for Call Waiting.
Calling Line ID Blocking Override	Calling Line ID Blocking Override has precedence over Anonymous Call Rejection. When active, an anonymous call

SERVICE	INTERACTION DESCRIPTION
	can go through if the CLID is made public for the terminating party.
Collaborate	The Anonymous Call Rejection service can be assigned to a collaborate bridge.
CommPilot Express	Anonymous Call Rejection has precedence over CommPilot Express. It blocks anonymous calls before they reach CommPilot Express.
Customer Originated Trace	Customer Originated Trace is unable to trace calls blocked by Anonymous Call Rejection.
Custom Ringback	Anonymous Call Rejection has precedence over Custom Ringback. Rejected calls do not trigger Custom Ringback.
Directed Call Pickup with Barge-in	Directed Call Pickup with Barge-in has precedence over Anonymous Call Rejection. It can pick up and barge in to a call that has its Caller ID blocked or unavailable, or if Anonymous Call Rejection is active.
Do Not Disturb	Anonymous Call Rejection blocks anonymous calls before they trigger Do Not Disturb.
Group Night Forwarding	The Anonymous Call Rejection service has priority over the Group Night Forwarding service.
Legacy Automatic Callback	The callback does not work when the initial call is blocked by Anonymous Call Rejection. The service is not used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback; however, the service can impact the subsequent call setup before or after queuing the call for Legacy Automatic Callback.
OMA Presence	If a call is blocked by Anonymous Call Rejection, no presence information is reported to the Presence Server.
Personal Assistant	The Anonymous Call Rejection service has precedence over Personal Assistant. When a call from an anonymous caller is rejected by the Anonymous Call Rejection service, the Personal Assistant service is not invoked.
Pre-alerting Announcement	Anonymous calls are rejected and the pre-alerting announcement is not played.
Priority Alert	Anonymous Call Rejection has precedence over Priority Alert. It blocks anonymous calls before they trigger Priority Alert.
Push To Talk	Anonymous Call Rejection applies to incoming Push To Talk calls as usual and blocks calls for which the caller ID is blocked.
Selective Call Acceptance	Anonymous Call Rejection has precedence over Selective Call Acceptance. It blocks anonymous calls before they trigger Selective Call Acceptance.

SERVICE	INTERACTION DESCRIPTION
Selective Call Rejection	Anonymous Call Rejection has precedence over Selective Call Rejection. It blocks anonymous calls before they trigger Selective Call Rejection.
Sequential Ringing	This service has precedence over Sequential Ringing. A rejected call does not trigger Sequential Ringing. If a location refuses the call because of Anonymous Call Rejection, that destination is skipped and Sequential Ringing attempts the next location.
Simultaneous Ringing	Anonymous Call Rejection has precedence over Simultaneous Ringing. It blocks anonymous calls before they trigger Simultaneous Ringing.
Voice Messaging	Anonymous Call Rejection has precedence over Voice Mail redirection on busy and no-answer calls. As well, it blocks anonymous calls before they are redirected.
Call Logs	Calls blocked by Anonymous Call Rejections are not logged.

7 AUTHENTICATION

The following table lists the service interactions between the Authentication service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Authentication and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Always	Call Forwarding Always applies including when the endpoint is not authenticated.
Call Forwarding No Answer	Call Forwarding No Answer results in no answer processing when the endpoint is not authenticated.
Call Forwarding Selective	Call Forwarding Selective applies including when the endpoint is not authenticated.
Calling Line ID Delivery Blocking Per Call	The incoming presentation indicator appears from Call Manager display, regardless of the endpoint authentication.
Calling Line ID Delivery Blocking – Persistent	The incoming presentation indicator appears from Call Manager, regardless of the endpoint authentication.
Calling Line ID Delivery	The Calling Line ID appears from Call Manager, regardless of the endpoint authentication.
Calling Line ID Delivery Per Call	The Calling Line ID appears from Call Manager, regardless of the endpoint authentication.
Calling Name and Number Delivery	The calling name and number appear from Call Manager, regardless of the endpoint authentication.
Calling Plans	Calling Plans apply to incoming calls regardless of the authentication of the endpoint(s).
Call Notify	Call Notify applies including when the endpoint is not authenticated.
Call Return	An authenticated endpoint initiates Call Return. **NOTE**: The last incoming number is memorized when the endpoint is not authenticated.
Call Transfer with Third-Party Consultation	An authenticated endpoint initiates Call control commands.
Call Transfer with Three-Way Consultation	An authenticated endpoint initiates Call control commands.
CommPilot Express	No-answer processing results from incoming calls independent of CommPilot Express.
Customer Originated Trace	An authenticated endpoint initiates Customer Originated Trace. **NOTE:** The last incoming number is memorized when the endpoint is not authenticated.

SERVICE	INTERACTION DESCRIPTION
Custom Ringback	Custom Ringback applies to callers even if the called party is not authenticated.
Do Not Disturb	DND does not require authenticated endpoint(s).
Flexible Seating	When a guest has the Authentication service enabled, Clearspan authenticates the guest (not the host).
Hoteling	When a guest logs in to a host, the authentication credentials change from that of the host to those of the guest. The guest should enter his/her credentials in the phone to allow the device to register and originate calls.
Push To Talk	Push To Talk calls to a user for which the device is not registered due to a failed authentication are processed like regular calls.
Remote Office	Remote Office operates independently from authentication.
Selective Call Acceptance	Selective Call Acceptance operates independently from Authentication.
Selective Call Rejection	Selective Call Rejection operates independently from Authentication.
Sequential Ringing	If a user with Sequential Ringing receives a call while his/her device is not registered due to failed authentication, the device is not alerted, but Sequential Ringing behaves as usual and waits for the ring timer on that user.
Shared Call Appearance	SIP endpoints must be authenticated to be considered by Shared Call Appearance.
Simultaneous Ringing	Simultaneous Ringing operates independently from Authentication.
Voice Messaging	Incoming calls receive no-answer processing from an unauthenticated endpoint.
Call Logs	Incoming calls to a user whose CPE is not authenticated are logged as usual.

8 AUTOMATIC CALLBACK

The following table lists the service interactions between the Automatic Callback service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Automatic Callback and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Automatic Callback can reach users on their alternate number. In this case, the behavior is the same as it is with the primary number.
Anonymous Call Rejection	Automatic Callback does not work when the initial call is blocked by Anonymous Call Rejection.
Automatic Hold/Retrieve	Automatic Hold/Retrieve users are never busy; therefore there is no interaction with Automatic Callback.
Blind Call Transfer	Automatic Callback does not start if the destination of a Blind Transfer is busy.
Clearspan Anywhere	Automatic Callback recall pooling only applies to the primary location of a user with Clearspan Anywhere.
Call Center	Call Center has precedence over Automatic Callback
Call Forwarding Always	Automatic Callback does not start if the destination has Call Forwarding Always active. Call Forwarding Always does not forward Automatic Callback recall.
Call Forwarding Busy	Automatic Callback does not start if the destination is busy and has Call Forwarding Busy active. Call Forwarding Busy does not forward Automatic Callback recall.
Call Forwarding No Answer	Call Forwarding No Answer does not forward Automatic Callback recall.
Call Forwarding Selective	Automatic Callback does not start until Call Forwarding Selective criteria are met for that call. Call Forwarding Selective does not forward Automatic Callback recall.
Calling Line ID Blocking Override	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Calling Line ID Delivery	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Calling Line ID Delivery Per Call	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.

SERVICE	INTERACTION DESCRIPTION
Calling Name and Number Delivery	Calling Name Delivery indicator displays calls originated with Automatic Callback. Calling Number Delivery indicator displays calls originated with Automatic Callback.
Calling Plans	Calling plans have precedence over Automatic Callback. The Automatic Callback attempt fails if a call is not allowed by the calling plan service (for either the originator or the terminator).
Call Logs	Terminating calls that trigger the Automatic Callback user are not logged on the called party. Automatic Callback-delayed calls are logged as usual.
Call Manager	Automatic Callback applies to calls initiated by Call Manager.
Call Notify	Call Notify does not report the Automatic Callback recall. Call Notify reports the initial call that triggered Automatic Callback and the follow-on call initiated by Automatic Callback.
Call Return	Automatic Callback is triggered by a call is originated with Call Return.
Call Transfer with Third-Party Consultation	Automatic Callback is triggered on the add-on leg of a consultation call. If Automatic Callback is active on the add-on leg, the user must flash, use the Call Manager, or hang up (hold recall) to revert to the held call.
Call Transfer with Three-Way Consultation	Automatic Callback is triggered on the add-on leg of a three-way call.
Call Waiting	Automatic Callback recall does not trigger Call Waiting to the originator. Automatic Callback activates when the user's line is truly idle.
CommPilot Express	Automatic Callback is not started if the call is redirected by CommPilot Express.
Customer Originated Trace	Customer Originated Trace does not consider the incoming Automatic Callback recall.
Custom Ringback	Custom Ringback applies to Automatic Callback delayed calls as usual.
Diversion Inhibitor	When a user calls another user that's busy, and attempts to redirect to voice mail or another busy service (for example, Call Forwarding Busy), Diversion Inhibitor blocks the redirection, which results in a busy condition that triggers Automatic Callback on the caller.
Do Not Disturb	Automatic Callback recall overrides Do Not Disturb. It alerts the user. If the called party has Do Not Disturb, Automatic Callback considers the line busy and starts.
Executive	For executive call initiation, the Automatic Callback service is disabled for both the assistant and the executive.

SERVICE	INTERACTION DESCRIPTION
Flash Call Hold	Automatic Callback applies to calls initiated after Flash Call Hold.
Flexible Seating	When a guest user originates a call to a busy party from the associated host device or from their own device, the user can camp on the busy party. When the called party is available to receive a call, the host device as well as the user's own device is alerted.
Hoteling	Automatic Callback applies as usual to calls to and from logged in guests.
Last Number Redial	Automatic Callback applies to calls initiated with Last Number Redial.
Legacy Automatic Callback	Both services may be active at the same time. The number of allowed active Legacy ACB requests and the number of allowed active (MMTel) ACB requests are independent. ACB requests are handled with higher priority than Legacy ACB requests.
Push To Talk	Automatic Callback does not activate for Push To Talk calls. The originator is never presented with the option to initiate an Automatic Callback.
Remote Office	If the called party has Remote Office activated, Automatic Callback starts if the user is busy. If the called party is idle but the remote location is otherwise busy (for example, involved in a non-Clearspan call), Automatic Callback is not started. Automatic Callback starts as usual when the calling party has Remote Office activated.
Security Classification	When using the subscribe/notify method, the user who initiated the automatic callback request is alerted once the callback user becomes available. Once the user answers, the callback destination is alerted. The call classification is computed when the callback destination answers the call. When using the polling method, both parties (the callback initiator and the callback destination) are called by Clearspan when the callback destination becomes available. The call is *Unclassified* for the user who answers first and the call is re-computed once the other party answers.
Selective Call Acceptance	Automatic Callback does not start if the called party blocks the call with Selective Call Acceptance. Automatic Callback recall overrides Selective Call Acceptance. The user receives Automatic Callback alerting regardless of Selective Call Acceptance.
Selective Call Rejection	Automatic Callback does not start if the called party blocks the call with Selective Call Rejection. Automatic Callback recall overrides Selective Call Rejection. The user receives Automatic Callback alerting regardless of Selective Call Rejection.
Sequential Ringing	Sequential Ringing does not activate if a user is busy, hence, it has no direct interactions with Automatic Callback. Sequential Ringing applies as usual to Automatic Callback delayed calls.
Shared Call Appearance	Automatic Callback recall special alerting only applies to the primary location of a user with Shared Call Appearances.

SERVICE	INTERACTION DESCRIPTION
Simultaneous Ringing	Automatic Callback is started if “all busy” is returned to the caller. Otherwise, if one of more Simultaneous Ringing location is alerted and ringback is provided, Automatic Callback is not started. Automatic Callback recall special alerting is only provided to the user’s main location.
Voice Messaging	Automatic Callback is not started when a call is redirected to Voice Messaging. Automatic Callback recall is never redirected to Voice Messaging. Automatic Callback starts for callback initiated from Voice Messaging.

9 AUTOMATIC HOLD/RETRIEVE

The following table lists the service interactions between the Automatic Hold/Retrieve service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Automatic Hold/Retrieve and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Transferring a call to an alternate number associated with a user with Automatic Hold/Retrieve results in holding the call as usual.
Anonymous Call Rejection	ACR has precedence over Automatic Hold/Retrieve and blocks calls to Automatic Hold/Retrieve users when the caller ID is not available. The attendant can transfer anonymous or private calls to Automatic Hold/Retrieve users with ACR when their caller ID is available by using transfer with consultation or transfer with conference.
Automatic Callback	Automatic Hold/Retrieve users are never busy; therefore there is no interaction with Automatic Callback.
Blind Call Transfer	Blind Transfer to an Automatic Hold/Retrieve user results in holding the transferred call.
Busy Lamp Field	Busy Lamp Field reflects a call held by an Automatic Hold/Retrieve user as busy.
Call Forwarding Always	Call Forwarding Always has precedence over Automatic Hold/Retrieve for an incoming call so that the call gets redirected and does not get held.
Call Forwarding Busy	An Automatic Hold/Retrieve user is never busy; hence there are no specific interactions between these services.
Call Forwarding No Answer	An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services.
Call Forwarding Selective	Call Forwarding Selective has precedence over Automatic Hold/Retrieve for an incoming call so that if the call triggers Call Forwarding Selective, the call gets redirected and does not get held.
Calling Plans	Calling Plans have precedence over Automatic Hold/Retrieve so that any incoming call to an Automatic Hold/Retrieve user that gets blocked by the Incoming Calling Plan is played the ICP treatment and is not held.
Call Notify	Calls held and retrieved are reported by Call Notify. Note that Recalls are not reported by Call Notify.

Call Transfer with Third-Party Consultation	Calls transferred with consultation are held by Automatic Hold/Retrieve users. Similarly, if a call is already held by the Automatic Hold/Retrieve user, it does get connected to the transferred party.
Call Transfer with Three-Way Consultation	Calls transferred with Three-Way Consultation are held by Automatic Hold/Retrieve users. Similarly, if a call is already held by the Automatic Hold/Retrieve user, it does get connected to the transferred party.
Call Waiting	An Automatic Hold/Retrieve user is never busy; hence there are no specific interactions between these services.
CommPilot Express	CommPilot Express redirection and blocking features have precedence over Automatic Hold/Retrieve, and prevent the incoming calls from being held or retrieved when they apply.
Connected Line Identification Presentation	When a retrieval is performed using the Automatic Hold/Retrieve (AHR) service, the connected parties receive Connected Line identification (COLP) updates as appropriate. The Connected Line Identification Privacy on Redirected Calls option setting is only relevant for the retrieving user. If the retrieving user has the option in effect for the retrieval, then the retrieved party (the party on hold with the AHR user) continues to receive the COLP of the AHR user instead of being updated with the COLP of the retrieving user.
Custom Ringback	An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services.
Directed Call Pickup	An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services.
Directed Call Pickup with Barge-in	Barge-in attempts to a call that is held by the Automatic Hold/Retrieve service are rejected.
Do Not Disturb	Do Not Disturb has precedence over Automatic Hold/Retrieve when active, and provides busy processing to incoming calls which are not held or retrieved.
Executive	When a held call is recalled to the executive's device, the call is not filtered (not routed to assistants). The Automatic Hold/Retrieve service is disabled for the assistant when the assistant receives a filtered call.
Extension Dialing	Extension dialing can be used to hold/retrieve calls with Automatic Hold/Retrieve.
Personal Assistant	The Automatic Hold/Retrieve service is preceded by the Personal Assistant service and it is not invoked if the Personal Assistant service is applied.
Pre-alerting Announcement	The Automatic Hold/Retrieve service has precedence over the Pre-alerting Announcement service. A pre-alerting

	announcement is not played.
Priority Alert	An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services.
Push To Talk	Calls originated by Push-To-Talk user and terminating to a subscriber with the Automatic Hold/Retrieve service are processed like regular incoming calls by Automatic Hold/Retrieve.
Remote Office	When Automatic Hold/Retrieve and Remote Office (RO) are assigned to a user, Automatic Hold/Retrieve takes precedence and incoming calls are never delivered to the RO location. RO cannot be used to originate a call when Automatic Hold/Retrieve is active for the user.
Route List	When Automatic Hold/Retrieve Recall is triggered, the recall is always to the user's primary address. The recall is never to a Route List DN. Automatic Hold/Retrieve is not expected to be used by a Route List user. If Automatic Hold/Retrieve functionality is needed, a dedicated Clearspan user profile should be created for the DN.
Selective Call Acceptance	Selective Call Acceptance has precedence over Automatic Hold/Retrieve and blocks incoming calls that are not accepted by the service. Other calls are processed as usual.
Selective Call Rejection	Selective Call Rejection has precedence over Automatic Hold/Retrieve and blocks incoming calls that are rejected by the service. Other calls are processed as usual.
Sequential Ringing	Automatic Hold/Retrieve has precedence over Sequential Ringing such that Sequential Ringing is never activated by an incoming call to an Automatic Hold/Retrieve user.
Shared Call Appearance	Automatic Hold/Retrieve has precedence over Shared Call Appearance such that Shared Call Appearance is never activated by an incoming call to an Automatic Hold/Retrieve user.
Simultaneous Ringing	Automatic Hold/Retrieve has precedence over Simultaneous Ringing such that Simultaneous Ringing is never activated by an incoming call to an Automatic Hold/Retrieve user.
Speed Dial 8	Speed Dial 8 can be used to place a call to an Automatic Hold/Retrieve user.
Speed Dial 100	Speed Dial 100 can be used to place a call to an Automatic Hold/Retrieve user.
Three-Way Calling	Calling an Automatic Hold/Retrieve user as an add-on party results in holding the conference, thus providing Music On Hold to the conferees. If a party was already held on the Automatic Hold/Retrieve user, it gets retrieved and conferenced with the other conferees.

Two-Stage Dialing	If a user has both the Automatic Hold/Retrieve and Two-Stage Dialing services assigned, the user's calls are rejected after the destination digits are collected by the Two-Stage Dialing service. Users are therefore only allowed to dial and reach Emergency and Repair services.
Call Logs	Incoming calls to an Automatic Hold/Retrieve user are logged as usual by Call Logs.

10 BLIND CALL TRANSFER

The following table lists the service interactions between the Blind Call Transfer service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Blind Call Transfer and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Blind Call Transfer applies to incoming calls destined for alternate numbers.
Automatic Callback	Automatic Callback does not start if the destination of a Blind Transfer is busy.
Automatic Hold/Retrieve	Blind Transfer to an Automatic Hold/Retrieve user results in holding the transferred call.
Call Forwarding Always	The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing.
Call Forwarding Busy	The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing.
Call Forwarding No Answer	Blind Transfer can be used to transfer a call before Call Forwarding No Answer forwards it. The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing.
Call Forwarding Selective	The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing.
Calling Line ID Blocking Override	Calls transferred while ringing, deliver the original number called as the Calling Line ID. Calls transferred once answered, deliver the Calling Line ID of the transferring party.
Calling Line ID Delivery	Calls transferred while ringing, deliver the original number called as the Calling Line ID. Calls transferred once answered, deliver the Calling Line ID of the transferring party.
Calling Line ID Delivery Per Call	Calls transferred while ringing, deliver the original number called as the Calling Line ID. Calls transferred once answered, deliver the Calling Line ID of the transferring party.
Calling Name and Number Delivery	Calls transferred while ringing, deliver the original name and number called as the Calling Name and Number. Calls transferred once answered, deliver the name and number of the transferring party.
Calling Plans	Calling Plans for forwarded/transferred calls screen blind-transferred calls.
Call Manager	Blind Transfer - while ringing - is only available through the Call Manager (or equivalent) client.
Call Notify	Call Notify logs calls that alert the user before they are

SERVICE	INTERACTION DESCRIPTION
	transferred.
Call Recording	Assuming that each party in the Blind Call Transfer scenario has the Call Recording service, the service behaves as follows for each of the parties: • User being transferred – The call recording with the original user ends and a new recording starts when the user at the transfer destination answers the call. • User transferring the call – The call recording stops when the user hangs up. • Transfer destination – The call recording starts after the user answers the transferred call.
Call Return	Call Return considers calls that alert the user before they are transferred.
Call Waiting	Waiting, held, and talking calls can be blind transferred.
Collaborate	The Call Transfer service can be assigned to a collaborate bridge, allowing a collaborate room owner to transfer collaborate room sessions they own to another user.
Connected Line Identification Presentation	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Consultation Hold	Blind Transfer is mutually exclusive with consultation hold.
Customer Originated Trace	Customer Originated Trace traces calls that alert the user before getting transferred.
Custom Ringback	Callers that get blind transferred to another user get the ringback provided by the user where they get transferred.
Directed Call Pickup	Alerting calls can be picked up before they are blind transferred.
Diversion Inhibitor	The Diversion Inhibitor feature access code can be prefixed to the destination of a Blind Transfer.
Executive	When an assistant tries to blind transfer an executive call (either received or made on behalf of the executive) back to the executive, the transfer is rejected.
Expensive Call Notification	Call transfers that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.

SERVICE	INTERACTION DESCRIPTION
Extension Dialing	Users can blind transfer to extensions.
Last Number Redial	Last Number Redial cannot be used to redial a number if it was transferred before it was answered. Otherwise it applies as usual.
Number Portability Announcement	The transfer destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Push To Talk	The terminator of a Push To Talk call cannot transfer the call after answer.
Security Classification	The security classification of the call is re-computed using the current classification level of the transferred and transfer target parties.
Sequential Ringing	Sequential Ringing has precedence over Custom Ringback and provides its initial announcement to callers instead of Custom Ringback.
Shared Call Appearance	Only the user at the primary location can make use of the Call Manager and Blind Transfer while ringing.
Simultaneous Ringing	Simultaneous Ringing is not affected by a Blind Transfer.
Two-Stage Dialing	The user may not transfer a call while the Two-Stage Dialing service is collecting destination digits or while the second stage of the call is proceeding to its destination.
Voice Messaging	Incoming calls can be blind transferred to a voice mailbox through the Call Manager (*Transfer to VM*). They can also be transferred to the voice portal prompt (*Transfer*).

11 CLEARSPAN ANYWHERE

The following table lists the service interactions between the Clearspan Anywhere service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Clearspan Anywhere and that service.)

SERVICE	INTERACTION DESCRIPTION
Automatic Callback	Automatic Callback recall pooling only applies to the primary location of a user with Clearspan Anywhere.
Call Center	The Clearspan Anywhere service takes precedence over the Call Center Agent Whisper policy. Consequently, if Clearspan Anywhere is configured with answer confirmation and the Agent Whisper policy is activated, the agent hears the confirmation announcement, confirms the answer, and then hears the whisper announcement.
Call Forwarding Always	Call Forwarding Always takes precedence over Clearspan Anywhere. When Call Forwarding Always is active, none of the user's Clearspan Anywhere locations is alerted.
Call Forwarding Busy	Call Forwarding Busy takes precedence over Clearspan Anywhere. When Call Forwarding Busy is active, none of the user's Clearspan Anywhere locations is alerted.
Call Forwarding No Answer	Call Forwarding No Answer takes precedence over Clearspan Anywhere if the number of rings for is set to "0" for the service. Otherwise, the first service to answer gets the call.
Call Forwarding Not Reachable	Clearspan Anywhere takes precedence over Call Forwarding Not Reachable. Call Forwarding Not Reachable is applied to a call only if all Clearspan Anywhere locations are unreachable.
Call Forwarding Selective	Call Forwarding Selective takes precedence over Clearspan Anywhere. In other words, if the call meets the selective criteria configured for Call Forwarding Selective, the call is forwarded and Clearspan Anywhere locations are not alerted.
Call Recording	Calls terminating to a user with the Clearspan Anywhere service are recorded on behalf of the user, even if the call is answered by a Clearspan Anywhere location.
Communication Barring	When a user receives a call, all configured Clearspan Anywhere locations other than the primary location are screened against the communication barring redirecting rules. If the redirecting action to apply to a location is not Allow or Allow Timed, the Application Server does not alert the Clearspan Anywhere location. If a location answers the call and the redirecting action to apply to the location is Allow Timed, the call duration timer is started. Once the call duration timer expires, the call is released. When the user initiates a Click-To-Dial call with Alert all locations for Click-To-Dial calls option enabled, all configured Clearspan Anywhere locations other than the primary location

SERVICE	INTERACTION DESCRIPTION
	are screened against the redirecting rules. If the redirecting action to apply for a location is not Allow or Allow Timed, the Application Server does not alert the Clearspan Anywhere location. If a location answers the call and the redirecting action to apply for the location is Allow Timed, the call duration timer for the redirection is started. Then, the called party destination is screened against the communication barring originating rules. The originating action is applied. If the originating action to apply is Allow Timed or Authorization Code Timed, a new call duration timer for the origination is started when the called party answers the call. Once any of the two call duration timers expires, the call is released.
Directed Call Pickup with Barge-in	The following describes the interaction with Directed Call Pickup with Barge-in (DPUBI) with automatic target selection. A DPUBI user can barge in on a call involving a device hosted via Clearspan Anywhere (a Clearspan Anywhere location) if the Clearspan Anywhere user is in the same group as the DPBUI user. However, since the Clearspan Anywhere location is “acting” as the Clearspan Anywhere user, automatic target selection is not possible when the Clearspan Anywhere location involved in the call (connected or alerted) is another user from the same group as the Clearspan Anywhere user.
Do Not Disturb	Clearspan Anywhere locations are not called when the user activates the Do Not Disturb service.
Executive	The executive’s Clearspan Anywhere locations are only alerted for call screening when the *Alert Clearspan Anywhere Locations* setting is enabled for that executive. The *Alert-Info* header with the Executive service’s *Alert Type* is never included in the SIP INVITE sent to the Clearspan Anywhere locations for screening.
Flexible Seating	If the guest user has Clearspan Anywhere enabled, the user is allowed to originate a call from a Clearspan Anywhere location through a Clearspan Anywhere portal or using a call client, and receive the call in the same way as if the Flexible Seating Guest service were disabled.
Legacy Automatic Callback	Automatic Callback recall pooling only applies to the primary location of a user with Clearspan Anywhere. For the recall to the calling party, If the party has Clearspan Anywhere enabled, then the LACB recall alerts all Clearspan Anywhere locations if the user has the *Alert all locations for Click-to-Dial* calls option enabled.
Location-Based Calling Restrictions	Click-to-Dial Calls originated with Clearspan Anywhere will not receive the Office Zone Announcement.
Number Portability Announcement	The Clearspan Anywhere destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.

Personal Assistant	If the Personal Assistant service is invoked for an incoming call, the call does not alert the target user's Clearspan Anywhere locations.
Remote Office	Remote Office has precedence over Clearspan Anywhere. When Remote Office is active, none of the user's Clearspan Anywhere locations is alerted.
Security Classification	A call to Clearspan Anywhere location is *Unclassified*. Also a call established through the Clearspan Anywhere portal is *Unclassified*.
Sequential Ringing	If the Sequential Ringing service is enabled and configured with a number that matches an enabled Clearspan Anywhere location, Sequential Ringing takes precedence over Clearspan Anywhere. The typical scenario involves ringing the base location first (and all the other Clearspan Anywhere locations at the same time). As soon as Sequential Ringing is alerting the next location, all the Clearspan Anywhere functionality is turned off.

Shared Call Appearance	If the user attempts to originate a call from a primary or alternate location while already active on a call from or to a Clearspan Anywhere location, the call origination is rejected. The user's alternate locations are alerted in parallel to the user's Clearspan Anywhere locations. When a user answers the incoming call from any location, the other locations are simply released. In addition, if the user is already active on a call from or to a Clearspan Anywhere location, then incoming calls are only presented to this Clearspan Anywhere location. Locations that subscribe to the "Call-Info" event package receive notifications for all calls, even for calls linked to a Clearspan Anywhere location. **Multiple Call Arrangement** If the user attempts to originate a call from a primary or alternate location while already active on a call to or from a Clearspan Anywhere location, the call origination is allowed to proceed. In addition, whether or not the user is active on a call to or from a Clearspan Anywhere location, incoming calls are presented to all locations, including the Clearspan Anywhere location. Note that the Multiple Call Arrangement service is disabled if Clearspan call control is required for any location (primary, alternate, or Clearspan Anywhere). For an alternate or primary location, Clearspan call control is required if the location is configured on a non-intelligent device. **Call Retrieve** An active call on a Clearspan Anywhere location can be retrieved by dialing *11 FAC (default) from a Shared Call Appearance secondary location as long as the *Allow SCA Call Retrieve* from another location option is turned on. Also, if a call is active on a Clearspan Anywhere location, then the user may bridge into the call from a primary or alternate location by using the Enhanced Shared Call Appearance Bridge function. If a call is held on a Clearspan Anywhere location, then the user may retrieve the call from a primary or alternate location by using the Enhanced Shared Call Appearance (SCA) Hold-Retrieve function.

Simultaneous Ringing	If both services are enabled and configured with different numbers, Clearspan Anywhere numbers **and** Simultaneous Ringing numbers all ring. The first location to answer gets the call. If however, the Simultaneous Ringing service is enabled and configured with a number that matches an enabled Clearspan Anywhere location, Simultaneous Ringing takes precedence over Clearspan Anywhere. As a result, Clearspan Anywhere functionality does not apply to calls to and from that number, since they are treated as Simultaneous Ringing calls and not Clearspan anywhere calls. It is recommended to unassign Simultaneous Ringing from the user who has Clearspan Anywhere. (Simultaneous Ringing is not required since Clearspan Anywhere provides this functionality.)

12 CLEARSPAN MOBILITY

The following table lists the service interactions between the Clearspan Mobility service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Clearspan Mobility and that service.)

The following service interactions apply to Clearspan Mobility service in addition to the interactions listed in the table:

- The Mobile Manager service has precedence over Clearspan Mobility.
- Zone calling restrictions do not apply when the user dials the FACs for Call Retrieve and Call Bridging using the mobile handset.

For additional information on service interactions between Clearspan Mobility and other services, see the Clearspan *Mobility Guide*.

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Always	The Call Forwarding Always service has precedence over Clearspan Mobility.
Call Forwarding Busy	The Call Forwarding Busy service has precedence over Clearspan Mobility.
Call Forwarding No Answer	The Call Forwarding No Answer service has precedence over Clearspan Mobility.
Call Forwarding Not Reachable	The Call Forwarding Not Reachable service has precedence over Clearspan Mobility.
Call Recording	Calls to and from a user with the Clearspan Mobility service are recorded. This includes calls to or from the subscriber's mobile number provisioned for the Clearspan Mobility service.
Communication Barring	The Communication Barring service has precedence over Clearspan Mobility.
Do Not Disturb	The Do Not Disturb service has precedence over Clearspan Mobility.
Executive	The executive's Clearspan Mobility location is only alerted for call screening when the Alert Clearspan Mobility Location setting is enabled for that executive. The Alert-Info header with the Executive service's Alert Type is never included in the SIP INVITE sent to the Clearspan Mobility location for screening.
Flexible Seating	When a guest user has Clearspan Mobility enabled and is associated with a host, the mobile device is alerted only when the fixed phone is alerted.
Location-Based Calling Restrictions	For mobile originations, the Session Control Function can provide the mobile location information that is used by the Location-based Calling Restrictions service.

MWI Delivery to Mobile Endpoint	Message Waiting Indicator is sent to the Session Control Function to turn on or off the message waiting lamp on the mobile phone.
Number Portability Announcement	The B Clearspan Mobility destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Personal Assistant	If a caller dials the user's mobile number, the Personal Assistant service of the user applies only if the dialed mobile number meets the Call To criteria. When the Personal Assistant service is invoked, the call does not alert the user's mobile location.
Physical Location	The Application Server never includes a P-Access-Network-Info in the INVITE request resulting from a Click To Dial origination from the mobile handset. When a call leg is extended to the mobile handset, the P-Access-Network-Info for the originating party is proxied to the mobile.
Route List	Clearspan Mobility DNs have precedence over Route List DNs for user and network translations on the Application Server. If a Clearspan Mobility DN overlaps with a Route List DN, then user translations route the call toward the Clearspan Mobility DN and network translations route the call to the Clearspan Mobility user. A Route List user is not expected to have the Clearspan Mobility service. If Clearspan Mobility functionality is needed, a dedicated Clearspan user profile should be created for the DN. However, if a Route List user is assigned the Clearspan Mobility service, calls to a Route List DN are treated the same as calls to the primary DN for the Clearspan Mobility handling.

13 BUSY LAMP FIELD

The following table lists the service interactions between the Busy Lamp Field service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Busy Lamp Field and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Busy Lamp Field user monitoring reflects calls to primary and alternate numbers.
Automatic Hold/Retrieve	Busy Lamp Field reflects a call held by an Automatic Hold/Retrieve user as busy.
Call Waiting	Busy Lamp Field reflects a user with a call waiting as a busy user.
Connected Line Identification Presentation	The Busy Lamp Field generally displays the same Connected Line Identification Presentation (COLP) information that the user's own CAP clients would display. If the user's CAP clients can display the COLP for the call, then the Busy Lamp Field receives the same COLP as well. If the COLR causes the COLP to be made anonymous for the user's own CAP clients, then the Busy Lamp Field receives the COLP that is made anonymous as well. If the user has the Calling Line ID Blocking Override service enabled so their CAP clients can display restricted COLP, then the Busy Lamp Field receives the COLP without restriction as well. The one exception is if the user does not have the COLP service enabled. In this scenario, the user's own CAP clients do not receive COLP updates (they show the initially dialed address, the initial CLID, or nothing). The Busy Lamp Field does receive COLP updates however, regardless of whether the monitored user has the COLP service enabled.
Consultation Hold	Busy Lamp Field reflects users in consultation hold as busy.
Dialable Caller ID	If the monitored user has Dialable Caller ID enabled, the calling numbering is present in a dialable format.
Do Not Disturb	Busy Lamp Field represents idle users with DND active as idle.
Flash Call Hold	Busy Lamp Field reflects users in flash call hold as busy.
Hoteling	Busy Lamp Field reflects the state of the guest user when logged in; otherwise it reflects the state of the host.
Pre-alerting Announcement	Busy Lamp Field reflects the state of a call playing a pre-alerting announcement only if the announcement is interruptible. If the announcement is not interruptible, Busy Lamp Field reflects the state of the call only after the pre-alerting announcement has finished playing.
Remote Office	Busy Lamp Field reflects the state of Remote Office users as usual.

Shared Call Appearance	Busy Lamp Field reflects the state of the user, regardless of the location where a call is active.
Three-Way Calling	Busy Lamp Field reflects users in Three-Way Conferences as busy.
Virtual On-Net Enterprise Extensions	For Virtual On-Net calls, in the event that the calling line ID or connected line identification is delivered by a SIP NOTIFY request for Busy Lamp Field, the public presentation of the Virtual On-Net user is overridden with the user extension and/or name configured for the Virtual On-Net Enterprise Extensions feature.

14 CALL CENTER

The following table lists the service interactions between the Call Center service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Center and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	The Alternate Numbers service allows the administrator to assign alternate numbers to a call center. This allows callers to reach the call center using the primary phone number or any of the defined alternate numbers. The administrator can configure a distinctive ringing pattern against an alternate number, which applies when the call is offered to an agent. The Call Center's Distinctive Ringing Policy has precedence over the Alternate Number service configured on the Call Center. Therefore, the Distinctive Ringing policy overrides the ringing patterns set by the Call Center's Alternate Numbers.
Automatic Callback + +	Call Center has precedence over Automatic Callback
Clearspan Anywhere	The Clearspan Anywhere service takes precedence over the Call Center Agent Whisper policy. Consequently, if Clearspan Anywhere is configured with answer confirmation and the Agent Whisper policy is activated, the agent hears the confirmation announcement, confirms the answer, and then hears the whisper announcement.
Call Forwarding Always	Call Forwarding Always has precedence over the Call Center queue policies. The incoming call is forwarded to the configured destination, and the entrance message is not played, even if it is configured to play to completion. When a call that is queued on a call center is offered to an agent, the Call Forwarding Always service is inhibited.
Call Forwarding Busy	This service triggers when a call is processed out of the queue for busy processing (for example, in overflow). When a call that is queued on a call center is offered to an agent, the Call Forwarding Busy service is inhibited.
Call Forwarding No Answer	When a call that is queued on a call center is offered to an agent, the Call Forwarding No Answer service is inhibited.
Call Forwarding Not Reachable	When a call that is queued on a call center is offered to an agent, the Call Forwarding Not Reachable service is inhibited.
Call Forwarding Selective	Call Forwarding Selective takes precedence over the Call Center Queue policies. The incoming call is forwarded when applicable to the configured destination, and the entrance message is not played, even if it is configured to play to completion. When a call that is queued on a call center is offered to an agent, the Call Forwarding Selective service is inhibited.

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Delivery Blocking Per Call	This service allows the administrator to make anonymous the diversion information (Diversion or History-Info) whenever a call is transferred from the Call Center to a new destination. This is applicable whether the call is transferred by service configuration (for example, Call Forwarding Always) or by a queue policy (for example, Holiday Service). The diversion information can be made anonymous on a subscription basis or on a per-call basis by including the Calling Line ID Delivery Blocking (CIDB) FAC in the destination address.
Calling Line ID Delivery Blocking – Persistent	This service allows the administrator to make anonymous the diversion information (Diversion or History-Info) whenever a call is transferred from the Call Center to a new destination. This is applicable whether the call is transferred by service configuration (for example, Call Forwarding Always) or by a queue policy (for example, Holiday Service). The diversion information can be made anonymous on a subscription basis or on a per-call basis by including the Calling Line ID Delivery Blocking (CIDB) FAC in the destination address.
Call Notify	When a call that is queued on a call center is offered to an agent, the Call Notify service is inhibited.
Communication Barring	When a call that is queued on a call center is offered to an agent, the Communication Barring service is inhibited.
Custom Ringback	Custom Ringback service does not work in conjunction with Call Center. Assigning this service to a call center is without effect. When a call that is queued on a call center is offered to an agent, the Custom Ringback service is inhibited.
Diversion Inhibitor	This service allows the administrator to inhibit subsequent redirections when a call is transferred to a new destination. This is applicable whether the call is transferred by service configuration (for example, Call Forwarding Always [CFA]) or by Queue policy (for example, Holiday Service). Subsequent redirections are inhibited on a per-call basis by including the Diversion Inhibitor (DI) FAC in the destination address.
Do Not Disturb	Do Not Disturb takes precedence over the call center queue policies. Incoming calls are provided with Busy Processing, and the entrance message is not played, even if it is configured to play to completion.
Executive	When an executive, who is also an agent in a call center, receives a call from the call center and filters the call, the pre-pending of the call center's name to the presentation identity name does not apply to the assistants who receive the filtered call. Dialed Number Identification Service (DNIS) identity policies in effect for the call center call to the executive do not apply to the assistants either.
External Custom Ringback	When a call that is queued on a call center is offered to an agent, the External Custom Ringback service is inhibited.
Group Night Forwarding	The Call Center – Premium service also has a Night Forwarding feature. If the Group Night Forwarding service is assigned to a call center, then the Group Night Forwarding service takes precedence over the call center's Night Forwarding.

SERVICE	INTERACTION DESCRIPTION
Legacy Automatic Callback	For line status monitoring, when the calling party is busy on recall, Legacy ACB has priority over call center agent availability. In other words, if an agent in a call center is busy and is being monitored for a Legacy ACB recall, then when the agent becomes available, they will receive the Legacy ACB recall before becoming available to take a call center call. The terminating Clearspan Application Server does not allow queuing of calls for Legacy ACB against a call center (or any other virtual subscriber); however queuing is allowed against call center agents. As for the de-queuing process on the termination server, Legacy ACB has priority over the Call Center service. More specifically, Call Center may consider an agent busy while there is a call queued for Legacy ACB against the agent; this allows the Legacy ACB queue to flush prior to the Call Center considering the agent no longer busy.
Number Portability Announcement	When a call center routes a call to an agent, the agent's directory number may be ported.
Personal Assistant	An incoming call from a call center is provided with busy processing and the Personal Assistant announcement is not played to the caller. The ring splash is provided on the user's phone if the ring splash option is enabled. Call Center Silent Monitoring behaves as usual regardless of the Personal Assistant service.
Pre-alerting Announcement	When a call that is queued on a call center is offered to an agent, the Pre-alerting Announcement service is inhibited.
Priority Alert	Priority Alert allows incoming calls that meet the configured criteria to be provided with distinctive ringing patterns. The ringing pattern applies when the call is offered to an agent. The Call Center Distinctive Ringing policy has precedence over the Priority Alert Service assigned and configured on the call center. The Distinctive Ringing policy overrides the priority alerting set by the Priority Alert Service on the call center. When a call that is queued on a call center is offered to an agent, the Priority Alert service is inhibited.
Route List	A Route List user is not expected to be a call center agent. If Call Center functionality is needed, a dedicated Clearspan user profile should be created for the DN.
Security Classification	A call to a call center is *Unclassified.* A call initiated by a call center agent uses the agent's current security classification level for determining the security classification level of the call. The supervisor's request to silently monitor an agent's call is denied if the supervisor's current classification level is lower than the agent's assigned classification level.
Selective Call Acceptance	When a call that is queued on a call center is offered to an agent, the Selective Call Acceptance service is inhibited.
Selective Call Rejection	Selective Call Rejection takes precedence over the call center queue policies. Incoming calls are rejected if they meet the configured criteria, and the entrance message is not played, even if it is configured to play to completion. When a call that is queued on a call center is offered to an agent, the

SERVICE	INTERACTION DESCRIPTION
	Selective Call Rejection service is inhibited.
Sequential Ringing	When a call that is queued on a call center is offered to an agent, the Sequential Ringing service is inhibited.
Series Completion	When a call that is queued on a call center is offered to an agent, the Series Completion service is inhibited.
Service Scripts User	When a call that is queued on a call center is offered to an agent, the Service Scripts User service is inhibited.
Shared Call Appearance	The forced delivery of calls option of a call center only applies to the user's primary location. If the agent has the Shared Call Appearance service assigned and configured, then the incoming call is presented to all locations so they are alerted. If the primary location supports the remote control talk package, then the primary location is forced off hook after the configured time threshold, and other locations are released and stop ringing. If the agent answers the incoming call before the configured time threshold, then the primary and other locations are released and the caller is connected to the agent at the alternate location.
Simultaneous Ringing	When a call that is queued on a call center is offered to an agent, the Simultaneous Ringing service is inhibited.
Voice Messaging	When a call center is set to play a comfort message, a caller can press '0' to leave a message. To make that interaction possible, the call center must have the "Voice Messaging User" service assigned and activated with the "Send Busy Calls to Voice Mail" option checked. Otherwise, the system will play a busy tone to the caller. The Voice Messaging service takes precedence over the Call Center Queue policies. When a call that is queued on a call center is offered to an agent, the Voice Messaging service is inhibited.

15 CALL FORWARDING ALWAYS

The following table lists the service interactions between the Call Forwarding Always service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Forwarding Always and that service.)

SERVICE	INTERACTION DESCRIPTION
Advice of Charge	When an originating call generating Advice of Charge information is forwarded to a third location by the terminating party, the received tariff information for the initial leg, if any, is used to generate advice of charge information towards the originating access device until the call is released. If a new tariff is received by the redirected call leg after redirection, the redirected call ignores the new tariff information and keeps using the initial tariff information.
Alternate Numbers	Call Forwarding Always applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Call Forwarding Always. Calls do not forward.
Authentication	Call Forwarding Always applies including when the endpoint is not authenticated.
Automatic Callback	Automatic Callback does not start if the destination has Call Forwarding Always active. Call Forwarding Always does not forward Automatic Callback recall.
Automatic Hold/Retrieve	Call Forwarding Always has precedence over Automatic Hold/Retrieve for an incoming call so that the call gets redirected and does not get held.
Clearspan Anywhere	Call Forwarding Always takes precedence over Clearspan Anywhere. When Call Forwarding Always is active, none of the user's Clearspan Anywhere locations is alerted.
Clearspan Mobility	The Call Forwarding Always service has precedence over Clearspan Mobility.
Call Center	Call Forwarding Always has precedence over the Call Center queue policies. The incoming call is forwarded to the configured destination, and the entrance message is not played, even if it is configured to play to completion. When a call that is queued on a call center is offered to an agent, the Call Forwarding Always service is inhibited.
Call Forwarding Always Secondary	Call Forwarding Always has precedence over Call Forwarding Always Secondary. When the Call Forwarding Always service successfully forwards the call, the Call Forwarding Always Secondary service does not execute.
Call Forwarding Busy	Call Forwarding Always has precedence over Call Forwarding Busy.

SERVICE	INTERACTION DESCRIPTION
Call Forwarding No Answer	Call Forwarding Always has precedence over Call Forwarding No Answer.
Call Forwarding Not Reachable	Call Forwarding Always has priority over Call Forwarding Not Reachable. This means that Call Forwarding Always redirects the call if active, regardless of the Call Forwarding Not Reachable settings.
Call Forwarding Selective	Call Forwarding Selective has precedence over Call Forwarding Always. If the Call Forwarding Selective criteria are not met, Call Forwarding Always applies.
Calling Line ID Blocking Override	The Calling Line ID Blocking Override applies to the user and does not apply to forwarded-to parties. If the Calling Line ID is blocked, it appears to the Calling Line ID Blocking Override user, but it does not appear to the forwarded-to party, unless that party also has the Calling Line ID Blocking Override service assigned.
Calling Line ID Delivery	The Calling Line ID does not appear along with the Call Forwarding Always ring splash. The display of the caller's Calling Line ID relays to the forwarded-to party.
Calling Line ID Delivery Per Call	The Calling Line ID is not presented along with the Call Forwarding Always ring splash. The Calling Line ID (and presentation) of the caller is relayed to the forwarded-to party.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID does not appear along with the Call Forwarding Always ring splash. The display of the caller's Calling Line ID relays to the forwarded-to party.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID does not appear with the Call Forwarding Always ring splash. The display of the Calling Line ID of the caller relays to the forwarded-to party. This service impacts the Diversion header of the outgoing INVITE to forwarded-to party; the privacy is updated accordingly.
Calling Name and Number Delivery	The calling name and number do not appear along with the Call Forwarding Always ring splash. The display of the caller's calling name and number relays to the forwarded-to party.
Calling Name Retrieval	The Calling Name Retrieval service takes precedence over the Call Forwarding Always service. The result of the calling name lookup is not presented to the called party but relayed to the forwarded-to party.
Calling Plans	Incoming Calling Plan has precedence over Call Forwarding Always. Calls forwarded by Call Forwarding Always are subject to the Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions.
Call Notify	Call Notify captures calls redirected by Call Forwarding Always.
Call Recording	If the call terminates to a user with the Call Forwarding Always service active, the call is not recorded.

SERVICE	INTERACTION DESCRIPTION
Call Return	Call Return works for both the destination of Call Forwarding Always and the forwarding party. For example, if party B has their phone Call Forwarding Always to C and A calls B, the call is forwarded to C. If either B or C then issues a Call Return command, their call is returned to A.
Call Transfer Recall	The recall is diversion-inhibited and Call Forwarding Always (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Waiting	Call Forwarding Always has precedence over Call Waiting.
Charge Number	The charge number of the last user in the diversion is the charge number sent to the network. If the redirecting party does not have a charge number, no charge number is included in the INVITE.
Collaborate	The Call Forwarding Always service can be assigned to a collaborate bridge.
CommPilot Express	Call Forwarding Always has precedence over CommPilot Express.
Communication Barring	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Connected Line Identification Presentation	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Customer Originated Trace	Customer Originated Trace can trace a call forwarded by Call Forwarding Always.
Custom Ringback	Custom Ringback is applied as per the final destination of the call independently of the call being forwarded.
Directed Call Pickup	The call can be picked up as long as it is within the same group.
Diversion Inhibitor	Diversion Inhibitor prevents calls from being forwarded with Call

SERVICE	INTERACTION DESCRIPTION
	Forwarding Always when activated for the incoming call. When Clearspan is terminating a diversion-inhibited call, Call Forwarding Always is inhibited (not triggered).
Do Not Disturb	Call Forwarding Always has precedence over Do Not Disturb.
Executive	For filtered calls, the assistants' Call Forwarding Always service is disabled.
Expensive Call Notification	It is possible to forward a call to a number resulting in an expensive call. In this case, the call forwarding is allowed and the originating user does not hear the Expensive Call Notification warning announcement.
Extension Dialing	Call Forwarding Always can be used to forward to an extension.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Call Forwarding Always service is inhibited.
In-Call Service Activation	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation.
Legacy Automatic Callback	Call Forwarding Always does not forward a Legacy Automatic Callback recall. The Call Forwarding Always service is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The Call Forwarding Always service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Number Portability Announcement	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Personal Assistant	The Call Forwarding Always service has precedence over Personal Assistant. If Call Forwarding Always is activated, the Personal Assistant service is not invoked.
Pre-alerting Announcement	The call is forwarded and the pre-alerting announcement is not played.
Prepaid	Credit fragmentation occurs for all Call Forwarding scenarios if both legs use up credits. It is up to the Open Client Server to manage credit fragmentation. Both legs are considered by Clearspan to be separate calls and are billed as such (the related call ID can be used to correlate the two calls). The low credits warning tone and insufficient credits announcement are not played after the call is forwarded, because these are only to be played to the Prepaid subscriber, and not to a remote party.
Push To Talk	If the terminator redirects a Push To Talk call before answer, then the call continues to be treated as a Push To Talk

SERVICE	INTERACTION DESCRIPTION
	origination as it is redirected to the new destination.
Remote Office	Call Forwarding Always takes precedence over Remote Office.
Route List	When a SIP INVITE is sent to a trunk group for ring splash via the Call Forwarding Always service, the Accept-Contact header is added if applicable, based on the Implicit Registration Set Support Policy option in effect for the trunk group. If the SIP INVITE for ring splash is being sent to the trunk group for a Route List DN termination, the INVITE includes the Route List DN in the same manner as if the trunk group were being alerted for the call.
Route Point	The Call Forwarding Always service takes precedence over the Route Point policies. The inbound calls received by the route point are routed to the configured destination provisioned with the Call Forwarding Always service. The Route Point policies are not applied to the inbound call and the call is not added to the route point queue. When a call that is queued on a route point is offered to an agent, the Call Forwarding Always service is inhibited.
Security Classification	A call to a user who configured a Call Forwarding Always destination is classified based on the security classification levels of the calling party and the Call Forwarding Always answering party destination.
Selective Call Acceptance	Selective Call Acceptance applies to incoming calls before Call Forwarding Always does.
Selective Call Rejection	Selective Call Rejection applies to incoming calls before Call Forwarding Always does.
Sequential Ringing	If Call Forwarding Always is assigned to the primary location, it takes precedence over Sequential Ringing. If Call Forwarding Always is assigned to other locations visited by Sequential Ringing, Sequential Ringing timer applies as usual and hunts to the next location if the call does not get answered before the timer expires.
Silent Alerting	The Call Forwarding Always service runs at a higher priority than the Silent Alerting service. Therefore, when the call is redirected, the Silent Alerting of the forwarding user does not apply. Similarly, the ring splash (ring reminder) configured by the forwarding user is not overridden with silent alerting.
Simultaneous Ringing	Call Forwarding Always has precedence over Simultaneous Ringing.
Voice Messaging	Call Forwarding Always has precedence over Voice Messaging forwarding.
Call Logs	The Call Logs reports calls that are forwarded by the user.

16 CALL FORWARDING ALWAYS SECONDARY

The following table lists the service interactions between the Call Forwarding Always Secondary service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Forwarding Always Secondary and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Center	The Call Forwarding Always Secondary service can be assigned to a call center. When a call that is queued on a call center is offered to an agent, the Call Forwarding Always Secondary service is inhibited.
Call Forwarding Always	Call Forwarding Always has precedence over Call Forwarding Always Secondary. When the Call Forwarding Always service successfully forwards the call, the Call Forwarding Always Secondary service does not execute.
Calling Plans	The forwarding address configured against the Call Forwarding Always Secondary service is verified against the Outgoing Calling Plan (OCP)/Enhanced Outgoing Calling Plan (EOCP) to determine whether the call is allowed. It is validated during provisioning or call processing if provisioning validation is enabled on the system.
Call Logs	When the Call Forwarding Always Secondary service is invoked for a user with the Enhanced Call Logs service enabled, a missed call log is generated with the Service Invocation Disposition set to “Call Forward Always Secondary”.
Collaborate	The Call Forwarding Always Secondary service can be assigned to a collaborate bridge.
Collaborate	The Call Forwarding Always Secondary service can be assigned to a collaborate bridge.
Communication Barring	Call forwarding initiated by the Call Forwarding Always Secondary service is subjected to screening by Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transferred the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Diversion Inhibitor	When the incoming call is marked as “diversion-inhibited”, Call Forwarding Always Secondary does not execute.
Hunt Group	When a call that is queued on a hunt group is offered to an

SERVICE	INTERACTION DESCRIPTION
	agent, the Call Forwarding Always Secondary service is inhibited.
Pre-alerting Announcement	The Call Forwarding Always Secondary service has precedence over Pre-alerting Announcement. The call is forwarded and the announcement is not played.
Priority Alert	The Call Forwarding Always Secondary service runs at a higher priority than the Priority Alert service and redirects the calls. Therefore, the Priority Alert settings do not apply.
Collaborate	The Call Forwarding Always Secondary service can be assigned to a collaborate bridge.
Route Point	The Call Forwarding Always Secondary service can be assigned to a route point. Calls to the route point are redirected to the configured number.
Silent Alerting	The Call Forwarding Always Secondary service runs at a higher priority than the Silent Alerting service. Therefore, when the call is redirected, the Silent Alerting of the forwarding user does not apply. Similarly, the ring splash (ring reminder) configured by the forwarding user is not overridden with silent alerting.

17 CALL FORWARDING BUSY

The following table lists the service interactions between the Call Forwarding Busy service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Forwarding Busy and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Forwarding Busy applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Call Forwarding Busy. Calls do not forward.
Automatic Callback	Automatic Callback does not start if the destination is busy and has Call Forwarding Busy active. Call Forwarding Busy does not forward Automatic Callback recall.
Automatic Hold/Retrieve	An Automatic Hold/Retrieve user is never busy; hence there are no specific interactions between these services.
Blind Call Transfer	The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing.
Clearspan Anywhere	The Call Forwarding Busy service has precedence over Clearspan Anywhere.
Call Center	This service triggers when a call is processed out of the queue for busy processing (for example, in overflow). When a call that is queued on a call center is offered to an agent, the Call Forwarding Busy service is inhibited.
Call Forwarding Always	Call Forwarding Always has precedence over Call Forwarding Busy.
Call Forwarding No Answer	Call Forwarding Busy applies if a user cannot accept more calls. Otherwise, Call Forwarding No Answer applies to waiting calls.
Call Forwarding Not Reachable	If the user is busy, Call Forwarding Busy redirects the call. Call Forwarding Not Reachable does not redirect the call on a busy condition, so the two services are actually independent.
Call Forwarding Selective	Call Forwarding Selective has precedence over Call Forwarding Busy. If the Call Forwarding Selective criteria are not met, Call Forwarding Busy applies.
Calling Line ID Blocking Override	The Calling Line ID Blocking Override applies to the user. It does not apply to forwarded-to parties. If the Calling Line ID is blocked, it appears to the Calling Line ID Blocking Override user. It does not appear to the forwarded-to party unless that party also has the Calling Line ID Blocking Override service assigned.
Calling Line ID Delivery	The display of the caller's Calling Line ID relays to the forwarded-to party.

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Delivery Per Call	The display of the caller's Calling Line ID relays to the forwarded-to party.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID (and presentation) of the caller is relayed to the forwarded-to party.
Calling Line ID Delivery Blocking – Persistent	The display of the caller's Calling Line ID relays to the forwarded-to party. This service impacts the Diversion header of the outgoing INVITE to forwarded-to party; the privacy is updated accordingly.
Calling Name and Number Delivery	The display of the caller's calling name and number relays to the forwarded-to party.
Calling Plans	Incoming Calling Plan has precedence over Call Forwarding Busy. Calls forwarded by Call Forwarding Busy are subject to the Outgoing Digit Plan and Outgoing Calling Transfer/Forward restrictions.
Call Logs	The Call Logs reports calls that are forwarded by the user.
Call Notify	Call Notify captures calls redirected by Call Forwarding Busy.
Call Recording	If an announcement is played to the caller prior to routing the call, then the announcement is captured in the recording. When the call is routed to the Call Forwarding Busy destination, the call recording stops.
Call Return	Call Return works for both the destination of Call Forwarding Busy and the forwarding party. For example, if party B has their phone Call Forwarding Busy to C, A calls B, and B is busy, the call is forwarded to C. If either B or C then issues a Call Return command, their call is returned to A.
Call Transfer Recall	The recall is diversion-inhibited and Call Forwarding Busy (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Waiting	Call Waiting has precedence over Call Forwarding Busy. If the user can no longer accept calls, Call Forwarding Busy applies.
Cancel Call Waiting Per Call	If Cancel Call Waiting is active, Call Forwarding Busy applies when the user is active on one call.
Cancel Call Waiting – Persistent	If Cancel Call Waiting is active, Call Forwarding Busy applies when the user is active on one call.
Collaborate	The Call Forwarding Busy service can be assigned to a collaborate bridge.
CommPilot Express	CommPilot Express has precedence over Call Forwarding Busy. Call Forwarding Busy applies when the CommPilot Express profile is "None".
Communication Barring	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In

SERVICE	INTERACTION DESCRIPTION
	scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Connected Line Identification Presentation	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Customer Originated Trace	Customer Originated Trace can trace a call forwarded by Call Forwarding Busy.
Custom Ringback	Custom Ringback is applied as per the final destination of the call, independently of the call being forwarded.
Directed Call Pickup	The call can be picked up on as long as it is within the same group.
Diversion Inhibitor	Diversion Inhibitor prevents calls from being forwarded with Call Forwarding Busy when activated for the incoming call. When Clearspan is terminating a diversion-inhibited call, Call Forwarding Busy is inhibited (not triggered).
Do Not Disturb	Do Not Disturb activates the Call Forwarding Busy treatment.
Expensive Call Notification	It is possible to forward a call to a number resulting in an expensive call. In this case, the call forwarding is allowed and the originating user does not hear the Expensive Call Notification warning announcement.
Extension Dialing	Call Forwarding Busy can be used to forward to an extension.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Call Forwarding Busy service is inhibited.
In-Call Service Activation	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation.
Legacy Automatic Callback	Call Forwarding Busy does not forward a Legacy Automatic Callback recall. The Call Forwarding Busy service is used to help populate the

SERVICE	INTERACTION DESCRIPTION
	termination server's reply to a request to queue a call for Legacy ACB. The related value within the reply might (although this is not likely) cause a non-Clearspan origination server to invoke an immediate de-queuing of the call.
Number Portability Announcement	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Pre-alerting Announcement	If the user is busy, the pre-alerting announcement is not played.
Push To Talk	If the terminator redirects a Push-To-Talk call before answer, then the call continues to be treated as a Push-To-Talk origination as it is redirected to the new destination.
Remote Office	When the remote device becomes busy, Call Forwarding Busy applies.
Security Classification	A call to a user who configured a Call Forwarding Busy destination is classified based on the security classification levels of calling party and the Call Forwarding Busy answering party destination.
Selective Call Acceptance	Selective Call Acceptance applies to incoming calls before Call Forwarding Busy.
Selective Call Rejection	Selective Call Rejection applies to incoming calls before Call Forwarding Busy.
Sequential Ringing	Sequential Ringing has precedence over Call Forwarding Busy. Only if all locations are busy (or if the base location is busy with the Sequential Ringing set up not to continue) does Call Forwarding Busy have a chance to execute (otherwise, no-answer processing is always applied). Note however that the Sequential Ringing locations can have Call Forwarding Busy themselves, in which case the call is forwarded if the location is busy.
Simultaneous Ringing	If Call Waiting is inactive or if the user cannot accept a new call, then Call Forwarding Busy has precedence over Simultaneous Ringing, which does not alert the secondary locations. If Call Waiting is active and the user can still accept a new call, Simultaneous Ringing alerts all primary and secondary locations.
Voice Messaging	Call Forwarding Busy has precedence over Voice Messaging Busy forwarding. When a user dials their own extension to retrieve voice messages, Call Forwarding Busy is bypassed and the user reaches the voice portal as usual.

18 CALL FORWARDING NO ANSWER

The following table lists the service interactions between the Call Forwarding No Answer service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Forwarding No Answer and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Forwarding No Answer applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Call Forwarding No Answer. Calls do not forward.
Authentication	Call Forwarding No Answer results in no answer processing when the endpoint is not authenticated,
Automatic Callback	Call Forwarding No Answer does not forward Automatic Callback recall.
Automatic Hold/Retrieve	An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services.
Blind Call Transfer	Blind Transfer can be used to transfer a call before Call Forwarding No Answer forwards it. The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing.
Clearspan Anywhere	Call Forwarding No Answer takes precedence over Clearspan Anywhere if the number of rings for Call Forwarding No Answer is set to “0”. Otherwise, the first service to answer takes over the call.
Call Center	When a call that is queued on a call center is offered to an agent, the Call Forwarding No Answer service is inhibited.
Call Forwarding Always	Call Forwarding Always has precedence over Call Forwarding No Answer.
Call Forwarding Busy	Call Forwarding Busy applies if a user cannot accept more calls. Otherwise, Call Forwarding No Answer applies to waiting calls.
Call Forwarding Not Reachable	Call Forwarding No Answer has priority over Call Forwarding Not Reachable if the No-Answer timer expires before any unreachable timer expires. If Call Forwarding Not Reachable detects the unreachable condition before the No-Answer timer expires, then Call Forwarding Not Reachable redirects the call.
Call Forwarding Selective	Call Forwarding Selective has precedence over Call Forwarding No Answer. If the Call Forwarding Selective criteria are not met, Call Forwarding No Answer applies.
Calling Line ID Blocking	Calling Line ID Blocking Override only applies to the user and does not apply to forwarded-to parties. Hence, if the Calling Line

SERVICE	INTERACTION DESCRIPTION
Override	ID is blocked, it gets presented to the Calling Line ID Blocking Override user, but it does not get presented to the forwarded-to party unless that party also has the Calling Line ID Blocking Override service assigned.
Calling Line ID Delivery	The Calling Line ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Calling Line ID) by Call Forwarding No Answer.
Calling Line ID Delivery Per Call	The Calling Line ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Calling Line ID) by Call Forwarding No Answer.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Calling Line ID) by Call Forwarding No Answer.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Calling Line ID) by Call Forwarding No Answer. This service impacts the *Diversion* header of the outgoing INVITE to forwarded-to party; the privacy is updated accordingly.
Calling Name and Number Delivery	The calling name and number of the caller are presented to the user before they get forwarded (with the same caller's identity) by Call Forwarding No Answer.
Calling Plans	Incoming Calling Plan has precedence over Call Forwarding No Answer. Calls forwarded by Call Forwarding No Answer are subject to Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions.
Call Logs	The Call Logs reports calls that are forwarded by the user.
Call Notify	Calls forwarded by Call Forwarding No Answer are logged by Call Notify.
Call Return	Call Return works for both the destination of Call Forwarding No Answer and for the forwarding party. For example, if party B has their phone Call Forwarding No Answer to party C, party A calls party B, and party B does not answer, the call is forwarded to party C. If either party B or party C then issues a Call Return command, their call is returned to party A.
Call Transfer Recall	The recall is diversion-inhibited and Call Forwarding No Answer (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Waiting	Call Forwarding No Answer applies to waiting (that is, unanswered) calls.
CommPilot Express	Call Forwarding No Answer has precedence over CommPilot Express when the profile is set to "Available: Out Of Office," "Busy," or "Unavailable".

SERVICE	INTERACTION DESCRIPTION
Communication Barring	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Connected Line Identification Presentation	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Customer Originated Trace	Customer Originated Trace can be used to trace an incoming call that has been forwarded by Call Forwarding No Answer.
Custom Ringback	When calling a user where custom ringback applies, a caller initially hears the custom ringback of the called party. Upon transfer, the caller hears the ringback applicable for the new destination. This can be regular ringback if the target destination is a PSTN location or the custom ringback of another Clearspan user, if applicable.
Directed Call Pickup	Call is picked up on the forwarded-to party as long as it is within the same group.
Diversion Inhibitor	Diversion Inhibitor prevents calls from being forwarded with Call Forwarding No Answer when activated for the incoming call. When Clearspan is terminating a diversion-inhibited call, Call Forwarding No Answer is inhibited (not triggered).
Do Not Disturb	Call Forwarding No Answer is never activated by an incoming call when Do Not Disturb is active.
Executive	For filtered calls, the executive's normal no answer timer is disabled. No answer processing for the executive's Call Forwarding No Answer service is only triggered when the executive's rollover action leads to no answer processing. Note, however, if the executive's regular no answer timer is set to trigger immediately (after no rings), it still does so as this occurs prior to the filtering of the executive's calls.
Expensive Call Notification	It is possible to forward a call to a number resulting in an expensive call. In this case, the call forwarding is allowed and the originating user does not hear the Expensive Call Notification warning

SERVICE	INTERACTION DESCRIPTION
	announcement.
Extension Dialing	Call Forwarding No Answer can be used to Forwarding to an extension.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Call Forwarding No Answer service is inhibited.
In-Call Service Activation	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation.
Legacy Automatic Callback	Call Forwarding No Answer does not forward a Legacy Automatic Callback recall. The Call Forwarding No Answer service is used to help populate the termination server's reply to a request to queue a call for Legacy ACB. The related value within the reply may cause the origination server to invoke an immediate de-queuing of the call.
Number Portability Announcement	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Pre-alerting Announcement	The no-answer timer starts after the pre-alerting announcement is played.
Priority Alert	Priority Alert applies to incoming calls before Call Forwarding No Answer does.
Push To Talk	If the terminator redirects a Push-To-Talk call before answer, then the call continues to be treated as a Push-To-Talk origination as it is redirected to the new destination.
Remote Office	When the remote location does not answer the call, Call Forwarding No Answer applies to the call.
Security Classification	A call to a user who configured a Call Forwarding No Answer destination is classified based on the security classification levels of calling party and the Call Forwarding No Answer answering party destination.
Selective Call Acceptance	Selective Call Acceptance applies to incoming calls before Call Forwarding No Answer does.
Selective Call Rejection	Selective Call Rejection applies to incoming calls before Call Forwarding No Answer does.
Sequential Ringing	Sequential Ringing has precedence over Call Forwarding No Answer. Even if the base location is configured as a Sequential Ringing location to be attempted, a timeout causes Sequential Ringing to attempt the next location. Once Sequential Ringing has finished going over all its locations, normal no-answer processing occurs and Call Forwarding No Answer can then forward the call (a no-answer timer is not restarted prior to that).
Simultaneous Ringing	If Call Waiting is inactive or if the user cannot accept a new call, neither Simultaneous Ringing nor Call Forwarding No Answer is started.

SERVICE	INTERACTION DESCRIPTION
	If Call Waiting is active and the user can still accept a new call, Simultaneous Ringing alerts all primary and secondary locations and Call Forwarding No Answer is started on the primary location.
Voice Messaging	Call Forwarding No Answer has precedence over Voice Messaging No Answer forwarding.

19 CALL FORWARDING NOT REACHABLE

The following table lists the service interactions between the Call Forwarding Not Reachable service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Forwarding Not Reachable and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Forwarding Not Reachable is independent of the Alternate Numbers service. This means that Call Forwarding Not Reachable triggers regardless of the number (primary or alternate) used to reach the user, if the user's device is unreachable.
Anonymous Call Rejection	The Anonymous Call Rejection service has priority over Call Forwarding Not Reachable. If the call is anonymous and Anonymous Call Rejection is active, the call is rejected and Call Forwarding Not Reachable does not redirect it.
Clearspan Anywhere	Clearspan Anywhere takes precedence over Call Forwarding Not Reachable. Call Forwarding Not Reachable is applied to a call only if all Clearspan Anywhere locations are unreachable.
Call Center	When a call that is queued on a call center is offered to an agent, the Call Forwarding Not Reachable service is inhibited.
Call Forwarding Always	Call Forwarding Always has priority over Call Forwarding Not Reachable. This means that Call Forwarding Always redirects the call if active, regardless of the Call Forwarding Not Reachable settings.
Call Forwarding Busy	If the user is busy, Call Forwarding Busy redirects the call. Call Forwarding Not Reachable does not redirect the call on a busy condition, so the two services are actually independent.
Call Forwarding No Answer	Call Forwarding No Answer has priority over Call Forwarding Not Reachable if the No-Answer timer expires before any unreachable timer expires. If Call Forwarding Not Reachable detects the unreachable condition before the No-Answer timer expires, then Call Forwarding Not Reachable redirects the call.
Call Forwarding Selective	Call Forwarding Selective has priority over Call Forwarding Not Reachable. This means that Call Forwarding Selective redirects the call if the incoming call matches its criteria, regardless of the Call Forwarding Not Reachable settings.
Calling Line ID Delivery Blocking – Persistent	This service impacts the Diversion header of the outgoing INVITE to forwarded-to party; the privacy is updated accordingly.
Calling Plans	Incoming Calling Plan has priority over Call Forwarding Not Reachable. If the call is blocked by an Incoming Calling Plan, Call Forwarding Not Reachable does not redirect the call.
Call Notify	The Call Notify service sends its notification even when Call

SERVICE	INTERACTION DESCRIPTION
	Forwarding Not Reachable redirects the call.
Call Return	Call Return works for both the destination of Call Forwarding Not Reachable and for the forwarding party. For example, if party B has their phone Call Forwarding Not Reachable to C, A calls B, and B is not reachable, the call is forwarded to C. If either B or C then issues a Call Return command, their call is returned to A.
Call Transfer Recall	The recall is diversion-inhibited and Call Forwarding Not Reachable (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Communication Barring	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Connected Line Identification Presentation	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Custom Ringback	The Custom Ringback service can provide custom ringback until Call Forwarding Not Reachable redirects the call (only if a 4xx/5xx/6xx follows an 18x since custom ringback only starts after an 18x), but it does not otherwise affect Call Forwarding Not Reachable.
Directed Call Pickup	A call that has been redirected by Call Forwarding Not Reachable (or any other Call Forwarding service) cannot be picked up on the redirecting user. However, it can be picked up at the destination.
Diversion Inhibitor	If the originator has invoked the Diversion Inhibitor service (for example, *80 before dialing), Call Forwarding Not Reachable does not redirect the call even if the terminating user's access device is unreachable.
Do Not Disturb	Do Not Disturb has priority over Call Forwarding Not Reachable. Call Forwarding Not Reachable does not redirect the call if Do Not Disturb is active.
Expensive Call Notification	It is possible to forward a call to a number resulting in an expensive call. In this case, the call forwarding is allowed and the originating user does not hear the Expensive Call Notification warning announcement.

SERVICE	INTERACTION DESCRIPTION
Hoteling	Call Forwarding Not Reachable supports Hoteling. There are two scenarios to consider, when the guest user receives a call and when the host user receives a call. For the guest user, Call Forwarding Not Reachable redirects an incoming call if the host device is unreachable. For calls to the host user, an unreachable host device does not trigger Call Forwarding Not Reachable since this device is not alerted.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Call Forwarding Not Reachable service is inhibited.
In-Call Service Activation	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation
Legacy Automatic Callback	The Call Forwarding Not Reachable service is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The related value within the reply may cause the origination server to invoke an immediate de-queuing of the call.
Number Portability Announcement	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Pre-alerting Announcement	If the user is not reachable, the pre-alerting announcement is played before the call is forwarded.
Push To Talk	A Push-To-Talk call terminating to the user is redirected by Call Forwarding Not Reachable if the user's device is unreachable.
Remote Office	Call Forwarding Not Reachable applies to terminating Remote Office calls. If the network gateway terminating the Remote Office call fails to respond (or if all of them fail to respond if several are attempted) or responds with an error code (that is, any 4xx, 5xx, or 6xx code except "486 Busy Here" and "600 Busy Everywhere"), Call Forwarding Not Reachable redirects the call.
Security Classification	A call to a user who configured a Call Forwarding Not Reachable destination is classified based on the security classification levels of calling party and the Call Forwarding Not Reachable answering party destination.
Selective Call Acceptance	Selective Call Acceptance has priority over Call Forwarding Not Reachable. If Selective Call Acceptance blocks an incoming call, Call Forwarding Not Reachable does not redirect the call.
Selective Call Rejection	Selective Call Rejection has priority over Call Forwarding Not Reachable. If Selective Call Rejection blocks an incoming call, Call Forwarding Not Reachable does not redirect the call.
Sequential Ringing	**Base Location Unreachable** Call Forwarding Not Reachable only applies to the user's base location. If other Sequential Ringing destinations are unreachable, Call Forwarding Not Reachable does not redirect the call. If,

SERVICE	INTERACTION DESCRIPTION
	however, Sequential Ringing attempts to alert the base location, and it is unreachable, Sequential Ringing completes execution (that is, rings any subsequent locations), and only if none of the locations answer the call does Call Forwarding Not Reachable redirect the call. So Call Forwarding Not Reachable can only run after Sequential Ringing has finished ringing all locations. If the base location is alerted subsequently (by configuring the user's own number in one of the locations) and it is unreachable, then Call Forwarding Not Reachable is invoked (if none of the other locations answered the call). **No Answer** Call Forwarding Not Reachable is also invoked if all of the following conditions are met, even if none of the devices are unreachable: • Sequential Ringing completes execution and none of the locations answered or the user pressed "#" to skip the search process. • Call Forwarding No Answer is not enabled. • Voice Messaging (for unanswered calls) is not enabled. In other words, Call Forwarding Not Reachable is invoked if no other service triggers on a No-Answer condition (which is what happens after Sequential Ringing has finished execution, unless all destinations are busy).
Service Scripts User	Service Scripts User has priority over Call Forwarding Not Reachable. If a call is redirected by Service Scripts User, Call Forwarding Not Reachable is not triggered on this call.
Shared Call Appearance	Call Forwarding Not Reachable applies to Shared Call Appearance calls if all Shared Call Appearance locations are unreachable. When Shared Call Appearance has detected that all locations are unreachable, Call Forwarding Not Reachable then redirects the call. If one (or more) locations respond, these locations are alerted and Call Forwarding Not Reachable does not redirect the call even if the other locations are unreachable.
Simultaneous Ringing	Call Forwarding Not Reachable only applies to the user's main location. Call Forwarding Not Reachable does not redirect the call for an unreachable alternate destination. Call Forwarding Not Reachable only triggers if the main location is unreachable and all alternate locations are either busy or unreachable. If other locations are alerted, they are allowed to continue ringing even if the main location is unreachable.
Video Add-On	The Video Add-On video device does not affect Call Forwarding Not Reachable, whether or not it is reachable. Call Forwarding Not Reachable redirects the call if the main device (that is, audio) is unreachable.
Voice Messaging	The priority between Voice Messaging and Call Forwarding Not Reachable depends on which triggers are active for Voice Messaging deposit. Voice Messaging has priority over Call Forwarding Not Reachable if

SERVICE	INTERACTION DESCRIPTION
	the No-Answer timer expires before any unreachable timer expires. If Call Forwarding Not Reachable detects the unreachable condition before the Voice Messaging No-Answer timer expires (assuming Voice Messaging is not configured to forward all calls to Voice Messaging deposit), Call Forwarding Not Reachable redirects the call. Voice Messaging also redirects on the unreachable condition, but Call Forwarding Not Reachable has priority. In the case of a Voice Messaging busy trigger, Voice Messaging answers the call since Call Forwarding Not Reachable does not trigger on the busy condition. If Voice Messaging is configured to forward all calls to Voice Messaging deposit, then Call Forwarding Not Reachable does not redirect the call.

20 CALL FORWARDING SELECTIVE

The following table lists the service interactions between the Call Forwarding Selective service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Forwarding Selective and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Forwarding Selective applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Call Forwarding Selective. Calls do not forward.
Authentication	Call Forwarding Selective applies including when the endpoint is not authenticated.
Automatic Callback	Automatic Callback does not start until Call Forwarding Selective criteria are met for that call. Call Forwarding Selective does not forward Automatic Callback recall.
Automatic Hold/Retrieve	Call Forwarding Selective has precedence over Automatic Hold/Retrieve for an incoming call so that if the call triggers Call Forwarding Selective, the call gets redirected and does not get held.
Blind Call Transfer	The number of call forwarding hops increments when a call is transferred from Call Manager while it is ringing.
Clearspan Anywhere	Call Forwarding Selective takes precedence over Clearspan Anywhere. In other words, if the call meets the selective criteria configured for Call Forwarding Selective, the call is forwarded and Clearspan Anywhere locations are not alerted.
Call Center	Call Forwarding Selective takes precedence over the Call Center Queue policies. The incoming call is forwarded when applicable to the configured destination, and the entrance message is not played, even if it is configured to play to completion. When a call that is queued on a call center is offered to an agent, the Call Forwarding Selective service is inhibited.
Call Forwarding Always	Call Forwarding Selective has precedence over Call Forwarding Always. If the Call Forwarding Selective criteria are not met, Call Forwarding Always applies.
Call Forwarding Busy	Call Forwarding Selective has precedence over Call Forwarding Busy. If the Call Forwarding Selective criteria are not met, Call Forwarding Busy applies.
Call Forwarding No Answer	Call Forwarding Selective has precedence over Call Forwarding No Answer. If the Call Forwarding Selective criteria are not met, Call Forwarding No Answer applies.
Call Forwarding Not Reachable	Call Forwarding Selective has priority over Call Forwarding Not Reachable. This means that Call Forwarding Selective redirects the call if the incoming call matches its criteria, regardless of the Call

SERVICE	INTERACTION DESCRIPTION
	Forwarding Not Reachable settings.
Calling Line ID Blocking Override	Selective Call Forwarding screening considers the incoming Calling Line ID regardless of the presentation indicator. Calling Line ID Blocking Override applies to the user and does not apply to forwarded-to parties. If the Calling Line ID is blocked, it appears to the Calling Line ID Blocking Override user, but it does not appear to the forwarded-to party unless that party also has the Calling Line ID Blocking Override service assigned.
Calling Line ID Delivery	This service only impacts the display of caller ID when performing Ring Splash. When this service is enabled and Ring Splash is enabled for Call Forwarding Selective, Ring Splash is presented to the user. When this service is disabled and Ring Splash is enabled for Call Forwarding Selective, no caller ID is provided.
Calling Line ID Delivery Per Call	These services have no specific interactions. The display of the caller's Caller ID relays to the forwarded-to party.
Calling Line ID Delivery Blocking Per Call	These services have no specific interactions. The display of the caller's Caller ID is relayed to the forwarded-to party.
Calling Line ID Delivery Blocking – Persistent	This service impacts the Diversion header of the outgoing INVITE to the forwarded-to party; the privacy is updated accordingly.
Calling Name and Number Delivery	The calling name and number of the caller appears to the user before the call forwards with the same caller's identity.
Calling Plans	Incoming Calling Plan has precedence over Call Forwarding Selective. A call forwarded by Call Forwarding Selective is subject to the Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions.
Call Notify	Call Notify captures calls redirected by Call Forwarding Selective.
Call Return	Call Return works for both the destination of Call Forwarding Selective and the forwarding party. For example, let us assume that party B has their phone Call Forwarding Selective to C, A calls B, and the call is forwarded to C. If either B or C issues a Call Return command, their call is returned to A.
Call Transfer Recall	The recall is diversion-inhibited and Call Forwarding Selective (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Collaborate	The Call Forwarding Selective service can be assigned to a collaborate bridge.
CommPilot Express	Call Forwarding Selective has precedence over CommPilot Express.
Communication Barring	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is

SERVICE	INTERACTION DESCRIPTION
	released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Connected Line Identification Presentation	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Customer Originated Trace	Customer Originated Trace can trace a call forwarded by Call Forwarding Selective.
Custom Ringback	Custom Ringback is applied as per the final destination of the call independently of the call being forwarded.
Directed Call Pickup	The call can be picked up as long as it is within the same group.
Diversion Inhibitor	Diversion Inhibitor prevents calls from being forwarded with Call Forwarding Selective when activated for the incoming call. When Clearspan is terminating a diversion-inhibited call, Call Forwarding Selective is inhibited (not triggered).
Do Not Disturb	Call Forwarding Selective applies to an incoming call before Do Not Disturb.
Expensive Call Notification	It is possible to forward a call to a number resulting in an expensive call. In this case, the call forwarding is allowed and the originating user does not hear the Expensive Call Notification warning announcement.
Extension Dialing	Call Forwarding Selective can forward to an extension. An extension cannot be used as a number to trigger Call Forwarding Selective.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Call Forwarding Selective service is inhibited.
In-Call Service Activation	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation.
Legacy Automatic Callback	Legacy Automatic Callback (LACB) does not start until Call Forwarding Selective criteria are met for that call. Call Forwarding Selective does not forward Legacy Automatic Callback recall. The Call Forwarding Selective service is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.

SERVICE	INTERACTION DESCRIPTION
Number Portability Announcement	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Personal Assistant	The Call Forwarding Selective service has precedence over Personal Assistant. If the call is forwarded by the Call Forwarding Selective service, the Personal Assistant service is not invoked.
Pre-alerting Announcement	If the call is forwarded, the pre-alerting announcement is not played.
Priority Alert	Call Forwarding Selective applies to incoming calls before Priority Alert.
Push To Talk	If the terminator redirects a Push-To-Talk call before answer, then the call continues to be treated as a Push-To-Talk origination as it is redirected to the new destination.
Remote Office	Call Forwarding Selective takes precedence over Remote Office.
Selective Call Acceptance	Selective Call Acceptance applies to incoming calls before Call Forwarding Selective.
Selective Call Rejection	Selective Call Rejection applies to incoming calls before Call Forwarding Selective.
Sequential Ringing	If Call Forwarding Selective is assigned to the primary location, it takes precedence over Sequential Ringing. If Call Forwarding Selective is assigned to other locations visited by Sequential Ringing, the Sequential Ringing timer applies as usual and hunts to the next location if the call is not answered before the timer expires.
Simultaneous Ringing	Simultaneous Ringing applies if the incoming call is not forwarded by Call Forwarding Selective. In other words, Call Forwarding Selective has precedence over Simultaneous Ringing.
Voice Messaging	Call Forwarding Selective applies before Voice Messaging forwarding.
Call Logs	The Call Logs reports calls that are forwarded by the user.

21 CALLING LINE ID BLOCKING OVERRIDE

The following table lists the service interactions between the Calling Line ID Blocking Override service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Calling Line ID Blocking Override and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Anonymous Call Rejection	Calling Line ID Blocking Override has precedence over Anonymous Call Rejection. When active, an anonymous call can go through if the CLID is made public for the terminating party.
Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Blind Call Transfer	Calls transferred while ringing, deliver the original number called as the Calling Line ID. Calls transferred once answered, deliver the Calling Line ID of the transferring party.
Call Forwarding Always	The Calling Line ID Blocking Override applies to the user and does not apply to forwarded-to parties. If the Calling Line ID is blocked, it appears to the Calling Line ID Blocking Override user, but it does not appear to the forwarded-to party, unless that party also has the Calling Line ID Blocking Override service assigned.
Call Forwarding Busy	The Calling Line ID Blocking Override applies to the user. It does not apply to forwarded-to parties. If the Calling Line ID is blocked, it appears to the Calling Line ID Blocking Override user. It does not appear to the forwarded-to party unless that party also has the Calling Line ID Blocking Override service assigned.
Call Forwarding No Answer	Calling Line ID Blocking Override only applies to the user and does not apply to forwarded-to parties. Hence, if the Calling Line ID is blocked, it gets presented to the Calling Line ID Blocking Override user, but it does not get presented to the forwarded-to party unless that party also has the Calling Line ID Blocking Override service assigned.
Call Forwarding Selective	Selective Call Forwarding screening considers the incoming Calling Line ID regardless of the presentation indicator. Calling Line ID Blocking Override applies to the user and does not apply to forwarded-to parties. If the Calling Line ID is blocked, it appears to the Calling Line ID Blocking Override user, but it does not appear to the forwarded-to party unless that party also has the Calling Line ID Blocking Override service assigned.
Calling Line ID Delivery	If the terminating party does not have the Calling Line ID Delivery service activated, the Calling Line ID Blocking Override service has no effect.
Calling Line ID Delivery Blocking Per Call	Calling Line ID Blocking Override has precedence over Calling Line ID Delivery Blocking for incoming calls, and presents the Calling Line ID regardless of the presentation indicator.

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Delivery Blocking – Persistent	Calling Line ID Blocking Override has precedence over Calling Line ID Delivery Blocking for incoming calls and presents the Calling Line ID regardless of the presentation indicator.
Calling Name and Number Delivery	Calling Line ID Blocking Override, when enabled, overrides any blocking requested by Calling Line Identity Blocking or SIP privacy headers.
Call Manager	When Calling Line ID Blocking Override is active for a user, the Call Manager of that user always displays the caller ID of the incoming call, if it is available.
Call Notify	When Calling Line ID Blocking Override is active, Call Notify screening considers the incoming Calling Line ID and reports the incoming Calling Line ID regardless of the presentation indicator.
Call Return	When Calling Line ID Blocking Override is active, Call Return returns the last incoming call even if the last incoming call had the Calling Line ID blocked.
CommPilot Express	When Calling Line ID Blocking Override is active for a user, CommPilot screens calls as if the caller ID was provided, even if they are blocked by the callers.
Connected Line Identification Restriction	The Calling Line ID Blocking Override service overrides the Connected Line Identification Restriction (COLR) setting for the remote party. If a user has the Calling Line ID Blocking Override service enabled and the remote party has COLR enabled, then the override user treats the COLR as if it were disabled.
Custom Ringback	When Calling Line ID Blocking Override is active for a user, Custom Ringback screens the incoming caller ID, even if it is blocked by the calling party.
Directed Call Pickup	When Calling Line ID Blocking Override is active for a user, calls picked up by that user have their caller ID displayed, even if they are blocked by the caller.
Directed Call Pickup with Barge-in	When Calling Line ID Blocking Override is active for a user, calls picked up or barged-in upon by that user have their caller ID displayed, even if they are blocked by the caller(s).
External Custom Ringback	The Calling Line ID Blocking Override configuration of the user with External Custom Ringback service is ignored when constructing the INVITE message to the external custom ringback server. Assuming the calling party has Calling Line ID Blocking, the Calling Line ID Blocking Override service, if enabled for the called party, provides the calling party identity to the called party device. However, the privacy settings appropriate for the Calling Line ID Blocking setting are sent to the external custom ringback server, regardless of the Calling Line ID Blocking Override setting.
Legacy Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Priority Alert	When Calling Line ID Blocking Override is active for a user, Priority Alert screens the incoming caller ID, even if it is blocked by the calling

SERVICE	INTERACTION DESCRIPTION
	party.
Push To Talk	When the Calling Line ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy.
Selective Call Acceptance	When Calling Line ID Blocking Override is active for a user, Selective Call Acceptance screens the incoming caller ID, even if it is blocked by the calling party.
Selective Call Rejection	When Calling Line ID Blocking Override is active for a user, Selective Call Acceptance screens the incoming caller ID even if it is blocked by the calling party.
Sequential Ringing	When Calling Line ID Blocking Override is active for a user, Sequential Ringing screens the incoming caller ID even if it is blocked by the calling party.
Simultaneous Ringing	Calling Line ID Blocking Override only applies to the user and does not apply to forwarded-to parties. Hence, if the caller ID is blocked, it gets presented to the Calling Line ID Blocking Override user, but it does not get presented to the forwarded-to party, unless that party also has the Calling Line ID Blocking Override service assigned.
Virtual On-Net Enterprise Extensions	When interacting with the Calling Line ID Delivery services, a Virtual On-Net call is viewed as an internal call. If the Virtual On-Net caller's identity is displayed to the user with Virtual On-Net Enterprise Extensions feature enabled, the public presentation of the remote party is overridden by their Virtual On-Net identity.
Voice Messaging	When Calling Line ID Blocking Override is active for a user, the caller ID of the user is passed to the Voice Messaging service and can be played as part of the envelope or called back, even if it is blocked by the calling party.
Call Logs	When the Calling Line ID Blocking Override is active, the phone number of all incoming calls is captured in the logs, regardless of their presentation indicator.

22 CALLING LINE ID DELIVERY (EXTERNAL AND INTERNAL)

The following table lists the service interactions between the External Calling Line ID Delivery and Internal Calling Line ID Delivery services and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Calling Line ID Delivery and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Authentication	The Calling Line ID appears from Call Manager, regardless of the endpoint authentication.
Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Blind Call Transfer	Calls transferred while ringing, deliver the original number called as the Calling Line ID. Calls transferred once answered, deliver the Calling Line ID of the transferring party.
Call Forwarding Always	The Calling Line ID does not appear along with the Call Forwarding Always ring splash. The display of the caller's Calling Line ID relays to the forwarded-to party.
Call Forwarding Busy	The display of the caller's Calling Line ID relays to the forwarded-to party.
Call Forwarding No Answer	The Calling Line ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Calling Line ID) by Call Forwarding No Answer.
Call Forwarding Selective	This service only impacts the display of caller ID when performing Ring Splash. When this service is enabled and Ring Splash is enabled for Call Forwarding Selective, Ring Splash is presented to the user. When this service is disabled and Ring Splash is enabled for Call Forwarding Selective, no caller ID is provided.
Calling Line ID Blocking Override	If the terminating party does not have the Calling Line ID Delivery service activated, the Calling Line ID Blocking Override service has no effect.
Calling Line ID Delivery Blocking Per Call	Calling Line ID Delivery Blocking Per Call blocks the presentation of the Calling Line ID to the called party, unless the call is dialed as intra-group.
Calling Line ID Delivery Blocking – Persistent	When Calling Line ID Delivery Blocking is active persistently, the Calling Line ID is delivered to the far-end with the presentation indicator set to private. Calling Line ID Delivery Blocking does not apply to intra-group calls.
Calling Name and Number Delivery	Calling Line ID Delivery takes precedence over Calling Name Delivery and Calling Number Delivery. In particular, if either Internal or External Calling Line ID Delivery is assigned, the Calling

SERVICE	INTERACTION DESCRIPTION
	Name Delivery and Calling Number Delivery services are ignored.
Call Manager	The Call Manager displays the name and number according to the Calling Line ID and the presentation indicator received from the other party.
Call Notify	Call Notify captures the Calling Line ID and honors the presentation indicator.
Call Transfer with Third-Party Consultation	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Call Transfer with Three-Way Consultation	With Call Transfer, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Call Waiting	The Calling Line ID is delivered to the Call Manager and to capable endpoints for waiting calls.
Customer Originated Trace	Customer Originated Trace can trace calls regardless of the Calling Line ID delivery.
Custom Ringback	Incoming calls with the caller ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the caller ID blocked or other non-caller ID related criteria apply.
Dialable Caller ID	The Dialable Caller ID does not change the existing mechanism that controls whether or not to present the calling identity. In cases where the calling number should be displayed to a Clearspan user, the calling numbering is present in dialable format. When the Dialable Caller ID screening failure is set to display the received caller ID, the calling number is displayed as received. When the Dialable Caller ID screening failure is set to restrict the number, the calling number is not displayed. When the Dialable Caller ID screening failure is set to restrict the name and number, the calling numbering is not displayed and the calling name is displayed as "Unavailable".
Directed Call Pickup	The Calling Line ID of the picked-up party gets delivered to the user if available and public.
Executive	For a filtered call, the calling line identity provided to the assistant's clients and devices is as defined by the executive's Executive service settings. These settings do not apply to other assistant's capabilities (such as, call logs, call detail records, and so on), which use the originator's calling line identity. In addition, these settings do not apply to the destination of any redirections made by the assistant (for example, Executive-Assistant Divert), which also use the originator's calling line identity. For Executive-Assistant Call Initiation, the calling line identity provided to the destination is the executive's identity according to the policies and configuration in effect for the executive.
Extension Dialing	The Calling Line ID is always presented for intra-group calls dialed as extensions.
External Custom Ringback	When the external custom ringback server is contacted using the

SERVICE	INTERACTION DESCRIPTION
	service provider setting, the Request URI sent to the server is always based on the user's main DN if available, and if it is not available, then it is based on the group Calling Line ID (CLID). CLID configuration such as the configurable CLID and the group CLID policies are ignored.
Hoteling	Calls made by a Hoteling guest use the Calling Line ID and presentation of the guest, not of the host.
Legacy Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Push To Talk	When the caller ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain the caller ID privacy.
Remote Office	Upon originating a call, the Remote Office subscriber is delivered his/her own Calling Line ID. Upon receiving a call, the Remote Office user is delivered the calling party's Calling Line ID, when available and public.
Selective Call Acceptance	Selective Call Acceptance only applies when a Calling Line ID is delivered and not blocked. Otherwise, the call is allowed to terminate normally.
Selective Call Rejection	Selective Call Rejection only applies when a Calling Line ID is delivered and not blocked. Otherwise, the call is allowed to terminate normally.
Sequential Ringing	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.
Shared Call Appearance	The Calling Line ID is delivered to all locations of a Shared Call Appearance user. The Calling Line ID is delivered to the locations of a Shared Call Appearance upon retrieving from any location.
Simultaneous Ringing	The original caller ID is delivered to all Simultaneous Ringing locations.
Virtual On-Net Enterprise Extensions	When interacting with the Calling Line ID Delivery services, a Virtual On-Net call is viewed as an internal call. If the Virtual On-Net caller's identity is displayed to the user with Virtual On-Net Enterprise Extensions feature enabled, the public presentation of the remote party is overridden by their Virtual On-Net identity.
Voice Messaging	When available, the number of the party who left a message is stored and can be played back as part of the message envelope.
Call Logs	Incoming calls with the caller ID blocked are reported without the phone number in the Call Logs.

23 CALLING LINE ID DELIVERY PER CALL

The following table lists the service interactions between the Calling Line ID Delivery Per Call service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Calling Line ID Delivery Per Call and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Authentication	The Calling Line ID appears from Call Manager, regardless of the endpoint authentication.
Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Blind Call Transfer	Calls transferred while ringing, deliver the original number called as the Calling Line ID. Calls transferred once answered, deliver the Calling Line ID of the transferring party.
Call Forwarding Always	The Calling Line ID is not presented along with the Call Forwarding Always ring splash. The Calling Line ID (and presentation) of the caller is relayed to the forwarded-to party.
Call Forwarding Busy	The display of the caller's Calling Line ID relays to the forwarded-to party.
Call Forwarding No Answer	The Calling Line ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Calling Line ID) by Call Forwarding No Answer.
Call Forwarding Selective	These services have no specific interactions. The display of the caller's Caller ID relays to the forwarded-to party.
Calling Line ID Delivery Blocking Per Call	Per-call Caller ID Delivery and per-call Caller ID blocking can be used on the same call; the last one dialed applies to the call.
Calling Line ID Delivery Blocking – Persistent	When Calling Line ID Delivery Blocking is active persistently, it can be overridden for the current call by dialing the Calling Line ID Delivery Per Call feature access code before making the call.
Calling Name and Number Delivery	Calling Line ID Delivery takes precedence over Calling Name Delivery and Calling Number Delivery. In particular, if either Internal or External Calling Line ID Delivery is assigned, the Calling Name Delivery and Calling Number Delivery services are ignored.
Call Manager	The Call Manager displays the name and number according to the Calling Line ID and the presentation indicator received from the other party.
Call Notify	Call Notify captures the Calling Line ID and honors the presentation indicator.
Call Transfer with Three-	With Call Transfer, the Call Manager of the transferred parties

SERVICE	INTERACTION DESCRIPTION
Way Consultation	displays the other party's Calling Line ID.
Call Transfer with Third-Party Consultation	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Call Waiting	The Calling Line ID is delivered to the Call Manager and to capable endpoints for waiting calls.
CommPilot Express	When used to override persistent Calling Line ID Blocking, Calling Line ID Delivery Per Call allows the number-based rules of CommPilot Express to apply on the called party.
Consultation Hold	The Calling Line ID Delivery Per Call feature access code can be dialed prior to a phone number on a Consultation Hold call leg.
Customer Originated Trace	Customer Originated Trace can trace calls regardless of the Calling Line ID delivery.
Custom Ringback	Incoming calls with the Calling Line ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the caller ID blocked or other non-caller ID related criteria apply.
Dialable Caller ID	The Dialable Caller ID does not change the existing mechanism that controls whether or not to present the calling identity. In cases where the calling number should be displayed to a Clearspan user, the calling numbering is present in dialable format. When the Dialable Caller ID screening failure is set to display the received caller ID, the calling number is displayed as received. When the Dialable Caller ID screening failure is set to restrict the number, the calling number is not displayed. When the Dialable Caller ID screening failure is set to restrict the name and number, the calling numbering is not displayed and the calling name is displayed as "Unavailable".
Directed Call Pickup	The Calling Line ID of the picked-up party gets delivered to the user, if available and public.
Executive	For filtered calls, the calling line identity provided to the assistant's clients and devices is as defined by the executive's Executive service settings. These settings do not apply to other assistant's capabilities (such as, call logs, call detail records, and so on), which use the originator's calling line identity. In addition, these settings do not apply to the destination of any redirections made by the assistant (for example, Executive-Assistant Divert), which also use the originator's calling line identity. For Executive-Assistant Call Initiation, the calling line identity provided to the destination is the executive's identity according to the policies and configuration in effect for the executive.
Extension Dialing	The Calling Line ID is always presented for intra-group calls dialed as extensions.
External Custom Ringback	When the external custom ringback server is contacted using the service provider setting, the Request URI sent to the server is always based on the user's main DN if available, and if it is not available,

SERVICE	INTERACTION DESCRIPTION
	then it is based on the group Calling Line ID (CLID). CLID configuration such as the configurable CLID and the group CLID policies are ignored.
Hoteling	Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host.
Last Number Redial	When the Calling Line ID Delivery Per Call feature access code is used for the current call and Last Number Redial is used to redial, the feature access code is not reapplied to the call automatically; it must be dialed explicitly.
Legacy Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Priority Alert	Priority Alert is not triggered when an incoming call has its Calling Line ID blocked. Calling Line ID Delivery Per Call allows it to be triggered at the called party.
Push To Talk	When the Calling Line ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy.
Remote Office	Upon originating a call, the Remote Office subscriber is delivered their own Calling Line ID. Upon receiving a call, the Remote Office user is delivered the calling party's Calling Line ID, when available and public.
Selective Call Acceptance	Selective Call Acceptance only applies when a Calling Line ID is delivered and not blocked.
Selective Call Rejection	Selective Call Rejection only applies when a Calling Line ID is delivered and not blocked.
Sequential Ringing	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.
Shared Call Appearance	The Calling Line ID is delivered to all locations of a Shared Call Appearance user. The Calling Line ID is delivered to the locations of a Shared Call Appearance upon retrieving from any location.
Simultaneous Ringing	The original caller ID is delivered to all Simultaneous Ringing locations.
Speed Dial 8	The Calling Line ID Delivery Per Call feature access code may be mapped to a speed code, alone or as part of a phone number.
Speed Dial 100	The Calling Line ID Delivery Per Call feature access code may be mapped to a speed code, alone or as part of a phone number.
Three-Way Calling	The Calling Line ID Delivery Per Call feature access code can be dialed when dialing the second (add-on) leg of a Three-Way Calling. Dialing the Calling Line ID Delivery Per Call feature access code on

SERVICE	INTERACTION DESCRIPTION
	the first leg does not automatically apply to the second leg (the feature access code must be dialed explicitly on each leg.)
Voice Messaging	When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the VP from an external phone alias, the VP prompts for the mailbox ID if the incoming Calling Line ID is blocked; otherwise it prompts only for the passcode.
Call Logs	Incoming calls with the caller ID blocked are reported without the phone number in the Call Logs.

24 CALLING LINE ID DELIVERY BLOCKING PER CALL

The following table lists the service interactions between the Calling Line ID Delivery Blocking Per Call service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Calling Line ID Delivery Blocking Per Call and that service.)

SERVICE	INTERACTION DESCRIPTION
Authentication	The incoming presentation indicator appears from Call Manager display, regardless of the endpoint authentication.
Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Call Center	This service allows the administrator to make anonymous the diversion information (Diversion or History-Info) whenever a call is transferred from the Call Center to a new destination. This is applicable whether the call is transferred by service configuration (for example, Call Forwarding Always) or by a queue policy (for example, Holiday Service). The diversion information can be made anonymous on a subscription basis or on a per-call basis by including the Calling Line ID Delivery Blocking (CIDB) FAC in the destination address.
Call Forwarding Always	The Calling Line ID does not appear along with the Call Forwarding Always ring splash. The display of the caller's Calling Line ID relays to the forwarded-to party.
Call Forwarding Busy	The Calling Line ID (and presentation) of the caller is relayed to the forwarded-to party.
Call Forwarding No Answer	The Calling Line ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Calling Line ID) by Call Forwarding No Answer.
Call Forwarding Selective	These services have no specific interactions. The display of the caller's Caller ID is relayed to the forwarded-to party.
Calling Line ID Blocking Override	Calling Line ID Blocking Override has precedence over Calling Line ID Delivery Blocking for incoming calls, and presents the Calling Line ID regardless of the presentation indicator.
Calling Line ID Delivery Per Call	Calling Line ID Delivery Per Call and Calling Line ID Delivery Blocking Per Call can be used on the same call; the last one dialed applies to the call.
Calling Line ID Delivery	Calling Line ID Delivery Blocking Per Call blocks the presentation of the Calling Line ID to the called party, unless the call is dialed as intra-group.
Calling Line ID Delivery Blocking – Persistent	When Calling Line ID Delivery Blocking is active persistently, Calling Line ID Delivery Blocking Per Call can be used but has

SERVICE	INTERACTION DESCRIPTION
	no impact.
Calling Name and Number Delivery	Calling Line ID Delivery Blocking Per Call blocks both name and number delivery.
Call Manager	The Call Manager displays the name and number according to the Calling Line ID and the presentation indicator received from the other party.
Call Me Now	If the target user has the Calling Line ID Delivery Blocking service in effect for the call to the external party, then the external party is notified of that.
Call Notify	Call Notify captures the Calling Line ID and honors the presentation indicator when the criterion is set to “Any phone number”.
Call Return	If the last incoming call did not have a Calling Line ID or had it blocked, Call Return plays an error announcement.
Call Transfer with Three-Way Consultation	With Call Transfer, the Call Manager of the transferred parties displays the other party’s Calling Line ID.
Call Transfer with Third-Party Consultation	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party’s Calling Line ID.
Call Waiting	The presentation indicator is honored for waiting calls.
Collaborate	The Calling Line ID Delivery Blocking service can be assigned to a collaborate bridge and configured to block the calling line ID delivery when the bridge initiates an outdial on behalf of a hosted call.
CommPilot Express	When an incoming call has the Calling Line ID blocked, the CommPilot Express Calling Line ID-based criteria fail (busy, unavailable) and the default behavior applies.
Connected Line Identification Restriction	The Connected Line Identification Restriction (CLIR) service does not apply to user originations. For a user origination, the CLIR setting as specified via the device origination, CLIR service setting, and/or CLIR FACs is used for COLR purposes as well
Consultation Hold	The Calling Line ID Delivery Blocking Per Call feature access code can be dialed prior to a phone number on a Consultation Hold call leg.
Customer Originated Trace	Customer Originated Trace can trace calls regardless of the presentation indicator.
Custom Ringback	Incoming calls with the Calling Line ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the Calling Line ID blocked or other non-Calling Line ID related criteria apply.
Directed Call Pickup	The Calling Line ID presentation indicator of the user applies to

SERVICE	INTERACTION DESCRIPTION
	the picked-up party, and the Calling Line ID of the picked-up party is not delivered to the user, if private.
Executive	For filtered calls, the privacy applied to the calling line identity and used for the privacy indicator follows the Executive service settings. These settings do not apply for other assistant purposes, such as, call detail records, Call Logs, and so on, which continue to use the originator's privacy indicator as usual. In addition, these settings do not apply to the destination of any assistant redirections (for example, Executive-Assistant Divert), which also continue to use the originator's privacy indicator as usual. For Executive-Assistant Call Initiation, the executive's Calling Line Identification Restriction service controls the privacy provided to the destination.
Extension Dialing	The Calling Line ID cannot be blocked for intra-group calls dialed as 10-digits (national number without prefix) and extensions. The Calling Line ID can be blocked for all other dialing methods.
Hoteling	Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host.
Last Number Redial	When the Calling Line ID is blocked for the current call and Last Number Redial is used to redial, the Calling Line ID Delivery Blocking is not reapplied to the call automatically.
Legacy Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Personal Assistant	The Personal Assistant service respects the privacy of callers. The exclusion list does not apply if the caller blocks the delivery of their identity.
Priority Alert	Priority Alert is not triggered when an incoming call has its Calling Line ID blocked.
Push To Talk	When the caller ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy.
Remote Office	When receiving a call with the Calling Line ID blocked, Remote Office users are delivered their own group Calling Line ID (to identify a Remote Office call).
Selective Call Acceptance	Selective Call Acceptance is not triggered when an incoming call has its Calling Line ID blocked, unless the call is intra-group.
Selective Call Rejection	Selective Call Rejection is not triggered when an incoming call has its Calling Line ID blocked, unless the call is intra-group.
Sequential Ringing	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.

SERVICE	INTERACTION DESCRIPTION
Shared Call Appearance	The Calling Line ID Delivery Blocking status of an incoming call applies to all locations configured through Shared Call Appearance.
Simultaneous Ringing	The Calling Line ID presentation indicator is preserved for calls redirected by Simultaneous Ringing.
Speed Dial 8	The Calling Line ID Delivery Blocking Per Call feature access code may be mapped to a speed code, alone or as part of a phone number.
Speed Dial 100	The Calling Line ID Delivery Blocking Per Call feature access code may be mapped to a speed code, alone or as part of a phone number.
Three-Way Calling	The Calling Line ID Delivery Blocking Per Call feature access code can be dialed when dialing the second (add-on) leg of a Three-Way Calling. Dialing the Calling Line ID Delivery Blocking Per Call feature access code on the first leg does not automatically apply to the second leg (feature access code must be dialed explicitly on each leg.)
Voice Messaging	When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the voice portal from an external phone alias, the voice portal prompts for the mailbox ID if the incoming Calling Line ID is blocked; otherwise it prompts only for the passcode.
Call Logs	Incoming calls with the caller ID blocked are reported without the phone number in the Call Logs.

25 CALLING LINE ID DELIVERY BLOCKING – PERSISTENT

The following table lists the service interactions between the Calling Line ID Delivery Blocking – Persistent service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Calling Line ID Delivery Blocking – Persistent and that service.)

SERVICE	INTERACTION DESCRIPTION
Authentication	The incoming presentation indicator appears from Call Manager, regardless of the endpoint authentication.
Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Automatic Callback.
Call Center	This service allows the administrator to make anonymous the diversion information (Diversion or History-Info) whenever a call is transferred from the Call Center to a new destination. This is applicable whether the call is transferred by service configuration (for example, Call Forwarding Always) or by a queue policy (for example, Holiday Service). The diversion information can be made anonymous on a subscription basis or on a per-call basis by including the Calling Line ID Delivery Blocking (CIDB) FAC in the destination address.
Call Forwarding Always	The Calling Line ID does not appear with the Call Forwarding Always ring splash. The display of the Calling Line ID of the caller relays to the forwarded-to party. This service impacts the Diversion header of the outgoing INVITE to forwarded-to party; the privacy is updated accordingly.
Call Forwarding Busy	The display of the caller's Calling Line ID relays to the forwarded-to party. This service impacts the Diversion header of the outgoing INVITE to forwarded-to party; the privacy is updated accordingly.
Call Forwarding No Answer	The Calling Line ID (and presentation) of the caller is presented to the user before it gets forwarded (with the same Calling Line ID) by Call Forwarding No Answer. This service impacts the *Diversion* header of the outgoing INVITE to forwarded-to party; the privacy is updated accordingly.
Call Forwarding Not Reachable	This service impacts the Diversion header of the outgoing INVITE to forwarded-to party; the privacy is updated accordingly.
Call Forwarding Selective	This service impacts the Diversion header of the outgoing INVITE to the forwarded-to party; the privacy is updated accordingly.
Calling Line ID Blocking Override	Calling Line ID Blocking Override has precedence over Calling Line ID Delivery Blocking for incoming calls and presents the Calling Line ID regardless of the presentation indicator.

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Delivery	When Calling Line ID Delivery Blocking is active persistently, the Calling Line ID is delivered to the far-end with the presentation indicator set to private. Calling Line ID Delivery Blocking does not apply to intra-group calls.
Calling Line ID Delivery Per Call	When Calling Line ID Delivery Blocking is active persistently, it can be overridden for the current call by dialing the Calling Line ID Delivery Per Call feature access code before making the call.
Calling Line ID Delivery Blocking Per Call	When Calling Line ID Delivery Blocking is active persistently, Calling Line ID Delivery Blocking Per Call can be used but has no impact.
Calling Name and Number Delivery	Calling Line ID Delivery Blocking – Persistent blocks both name and number delivery.
Call Manager	The Call Manager displays the name and number according to the Calling Line ID and the presentation indicator received from the other party.
Call Me Now	If the target user has the Calling Line ID Delivery Blocking service in effect for the call to the external party, then the external party is notified of that.
Call Notify	Call Notify captures the Calling Line ID and honors the presentation indicator when the criterion is set to “Any phone number”.
Call Return	If the last incoming call did not have a Calling Line ID or had it blocked, Call Return plays an error announcement.
Call Transfer with Three-Way Consultation	With Call Transfer, the Call Manager of the transferred parties displays the other party’s Calling Line ID.
Call Transfer with Third-Party Consultation	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party’s Calling Line ID.
Call Waiting	The presentation indicator is honored for waiting calls.
Collaborate	The Calling Line ID Delivery Blocking service can be assigned to a collaborate bridge and configured to block the calling line ID delivery when the bridge initiates an outdial on behalf of a hosted call.
CommPilot Express	When an incoming call has the Calling Line ID blocked, the CommPilot Express Calling Line ID-based criteria fail (busy, unavailable) and the default behavior applies.
Connected Line Identification Restriction	The Connected Line Identification Restriction (CLIR) service does not apply to user originations. For a user origination, the CLIR setting as specified via the device origination, CLIR service setting, and/or CLIR FACs is used for COLR purposes as well.

SERVICE	INTERACTION DESCRIPTION
Customer Originated Trace	Customer Originated Trace can trace calls regardless of the presentation indicator.
Custom Ringback	Incoming calls with the Calling Line ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the Calling Line ID blocked or if other non-caller ID related criteria apply.
Directed Call Pickup	The Calling Line ID presentation indicator of the user applies to the picked-up party, and the Calling Line ID of the picked-up party is not delivered to the user, if private.
Executive	For filtered calls, the privacy applied to the calling line identity and used for the privacy indicator follows the Executive service settings. These settings do not apply for other assistant purposes, such as, call detail records, Call Logs, and so on, which continue to use the originator's privacy indicator as usual. In addition, these settings do not apply to the destination of any assistant redirections (for example, Executive-Assistant Divert), which also continue to use the originator's privacy indicator as usual. For Executive-Assistant Call Initiation, the executive's Calling Line Identification Restriction service controls the privacy provided to the destination.
Extension Dialing	The Calling Line ID cannot be blocked for intra-group calls dialed as 10-digits (national number without prefix) and extensions. The Calling Line ID can be blocked for all other dialing methods.
Hoteling	Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host.
Last Number Redial	If the Calling Line ID is blocked persistently, any call made by the user (either directly or by using *Last Number Redial*) has the Calling Line ID blocked unless the call is intra-group.
Legacy Automatic Callback	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Personal Assistant	The Personal Assistant service respects the privacy of callers. The exclusion list does not apply if the caller blocks the delivery of their identity.
Priority Alert	Priority Alert is not triggered when an incoming call has its Calling Line ID blocked.
Push To Talk	When the caller ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy.
Remote Office	When receiving a call with the Calling Line ID blocked, Remote Office users are delivered their own group Calling Line ID (to identify a Remote Office call).
Selective Call Acceptance	Selective Call Acceptance is not triggered when an incoming call has its Calling Line ID blocked, unless the call is intra-

SERVICE	INTERACTION DESCRIPTION
	group.
Selective Call Rejection	Selective Call Rejection is not triggered when an incoming call has its Calling Line ID blocked, unless the call is intra-group.
Sequential Ringing	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has specifically configured to trigger on calls with the caller ID blocked.
Shared Call Appearance	The Calling Line ID Delivery Blocking status of an incoming call applies to all locations configured through Shared Call Appearance.
Simultaneous Ringing	The Calling Line ID presentation indicator is preserved for calls redirected by Simultaneous Ringing.
Three-Way Calling	Caller ID will be blocked as usual when adding a party to a three-way-call.
Voice Messaging	When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the voice portal from an external phone alias, the voice portal prompts for the mailbox ID if the incoming Calling Line ID is blocked; otherwise it prompts only for the passcode.
Call Logs	Incoming calls with the Calling Line ID blocked are reported without the phone number in the Call Logs.

26 CALLING NAME AND NUMBER DELIVERY

The following table lists the service interactions between the Calling Name Delivery and Calling Number Delivery services and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Calling Name and Number Delivery and that service.)

The following service interaction applies to the Calling Name Delivery service in addition to the interactions listed in the table:

A user who has the Calling Name Retrieval service assigned and enabled can make Caller ID with NAMe (CNAM) database queries. However, if that user does not have the Calling Name Delivery service enabled, then the Application Server does not deliver the calling name to the user. Note that such service configuration may have value, since the Application Server can deliver the calling name to Attendant Console users who are monitoring that user.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Authentication	The calling name and/or number appear from Call Manager, regardless of the endpoint authentication.
Automatic Callback	Calling Name Delivery indicator displays calls originated with Automatic Callback. Calling Number Delivery indicator displays calls originated with Automatic Callback.
Blind Call Transfer	Calls transferred while ringing, deliver the original name and number called as the Calling Name and Number. Calls transferred once answered, deliver the name and number of the transferring party.
Call Forwarding Always	The calling name and number do not appear along with the Call Forwarding Always ring splash. The display of the caller's identity relays to the forwarded-to party.
Call Forwarding Busy	The display of the caller's calling name and number relays to the forwarded-to party.
Call Forwarding No Answer	The calling name and/or number of the caller are presented to the user before they get forwarded (with the same caller's identity) by Call Forwarding No Answer.
Call Forwarding Selective	The caller's calling name and number appear to the user before the call forwards with the same caller's identity.
Calling Line ID Blocking Override	Calling Line ID Blocking Override, when enabled, overrides any blocking requested by Calling Line Identity Blocking or SIP privacy headers.
Calling Line ID Delivery	Calling Line ID Delivery takes precedence over Calling Name and Number Delivery. In particular, if either Internal or External Calling Line ID Delivery is assigned, the Calling Name Delivery and Calling

SERVICE	INTERACTION DESCRIPTION
	Number Delivery services are ignored.
Calling Line ID Delivery Per Call	Calling Line ID Delivery takes precedence over Calling Name and Number Delivery. In particular, if either Internal or External Calling Line ID Delivery is assigned, the Calling Name Delivery and Calling Number Delivery services are ignored.
Calling Line ID Delivery Blocking Per Call	Calling Line ID Delivery Blocking Per Call blocks both name and number delivery.
Calling Line ID Delivery Blocking – Persistent	Calling Line ID Delivery Blocking – Persistent blocks both name and number delivery.
Call Manager	The Call Manager displays the name and number according to the calling name, number, and the presentation indicator received from the other party.
Calling Name Retrieval	A user who has the Calling Name Retrieval service assigned and enabled can make Caller ID with NAMe (CNAM) database queries. However, if that user does not have the Calling Name Delivery service enabled, then the Application Server does not deliver the calling name to the user.
Call Notify	Depending on the service profile of the user, the name, and the number of the caller, only the name, only the number, or neither can be included in the notification e-mail.
Call Return	When a user invokes the Call Return service the Application Server may display the name and number, only the name, only the number, or neither, depending on the service profile of the user.
Call Transfer with Third-Party Consultation	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party's calling identity.
Call Transfer with Three-Way Consultation	With Call Transfer, the Call Manager of the transferred parties displays the other party's calling identity.
Call Waiting	The calling name and number are delivered to the Call Manager and to capable endpoints for waiting calls.
Connected Line Identification Presentation	Connected Line Identification Presentation is an overlay on the Calling Identity Delivery services, and is affected by the Calling Name and Calling Number Delivery services. Specifically, the connected number can be presented only if the user has the Calling Number Delivery service assigned and enabled. Similarly, the connected name can be presented only if the user has the Calling Name Delivery service assigned and enabled.
Dialable Caller ID	The Dialable Caller ID does not change the existing mechanism that controls whether or not to present the calling identity. In cases where the calling number should be displayed to a Clearspan user, the calling numbering is present in dialable format. When the Dialable Caller ID screening failure is set to display the received caller ID, the calling number is displayed as received. When the Dialable Caller ID screening failure is set to restrict the number, the calling number is not displayed. When the Dialable Caller ID screening failure is set to restrict the name and number, the calling numbering is not displayed and the calling name is displayed as

SERVICE	INTERACTION DESCRIPTION
	"Unavailable".
Directed Call Pickup	The calling name and number of the picked-up party get delivered to the user if available and public.
Directed Call Pickup with Barge-in	When Calling Line ID Blocking Override is active for a user, calls picked-up or barged-in upon by that user have their Calling Line ID displayed, even if they are blocked by the caller(s).
Hoteling	Calls made by a Hoteling guest use the caller name, number, and presentation of the guest, not of the host.
Legacy Automatic Callback	Calling Name Delivery and Calling Number Delivery display calls originated with Automatic Callback.
Selective Call Rejection	Selective Call Rejection only applies when a Calling Line ID is delivered and not blocked. Otherwise, the call is allowed to terminate normally
Sequential Ringing	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.
Simultaneous Ringing	The original calling name and number are delivered to all Simultaneous Ringing locations.
Virtual On-Net Enterprise Extensions	When interacting with the Calling Line ID Delivery services, a Virtual On-Net call is viewed as an internal call. The Virtual On-Net Enterprise Extensions service does not change the mechanism that controls whether to present the calling number and/or name. In cases where the Virtual On-Net caller's identity is displayed to the user with Virtual On-Net Enterprise Extensions feature enabled, the public presentation of the remote party is overridden by their Virtual On-Net identity.
Voice Messaging	When available, the calling identity of the party who left a message is stored and can be played back as part of the message envelope.
Call Logs	Incoming calls with the caller ID blocked are reported without the phone number in the Call Logs.

27 CALLING PLANS

The following table lists the service interactions between the Calling Plans service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Calling Plans and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Incoming Calling Plan applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Incoming Calling Plan has precedence over Anonymous Call Rejection. Calls permitted by the Incoming Calling Plan get screened by Anonymous Call Rejection.
Authentication	Calling plans apply to incoming calls regardless of the authentication of the endpoint(s).
Automatic Callback	Calling plans have precedence over Automatic Callback. The Automatic Callback attempt fails if a call is not allowed by the calling plan service (for either the originator or the terminator).
Automatic Hold/Retrieve	Calling Plans have precedence over Automatic Hold/Retrieve so that any incoming call to an Automatic Hold/Retrieve user that gets blocked by the Incoming Calling Plan is played the ICP treatment and is not held.
Blind Call Transfer	Calling Plans for forwarded/transferred calls screen blind transferred calls.
Call Forwarding Always	Incoming Calling Plan has precedence over Call Forwarding Always. Calls forwarded by Call Forwarding Always are subject to the Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions.
Call Forwarding Busy	Incoming Calling Plan has precedence over Call Forwarding Busy. Calls forwarded by Call Forwarding Busy are subject to the Outgoing Digit Plan and Outgoing Calling Transfer/Forward restrictions.
Call Forwarding No Answer	Incoming Calling Plan has precedence over Call Forwarding No Answer. Calls forwarded by Call Forwarding No Answer are subject to Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions.
Call Forwarding Not Reachable	Incoming Calling Plan has priority over Call Forwarding Not Reachable. If the call is blocked by an Incoming Calling Plan, Call Forwarding Not Reachable does not redirect the call.
Call Forwarding Selective	Incoming Calling Plan has precedence over Call Forwarding Selective. A call forwarded by Call Forwarding Selective is subject to the Outgoing Digit Plan and Outgoing Calling Plan Transfer/Forward restrictions.

SERVICE	INTERACTION DESCRIPTION
Call Me Now	Calling Plan rules defined for the Call-Me-Now calls apply to the originating Call-Me-Now leg to the external party.
Call Notify	An incoming call that is blocked by the Incoming Calling Plan is not captured by Call Notify.
Call Return	Incoming calls blocked by Incoming Calling Plan are not available for call back by Call Return.
Call Transfer with Third-Party Consultation	Call Transfer is subject to the restrictions imposed by the Outgoing Calling Plan Transfer/Forward profile that applies to the user. If a specific transfer is disallowed, both legs are dropped when the controller releases the call and the controller gets recalled by the original party.
Call Transfer with Three-Way Consultation	Call Transfer is subject to the restrictions imposed by the Outgoing Calling Plan Transfer/Forward profile that applies to the user. If a specific transfer is disallowed, both legs are dropped when the controller releases the call and the controller gets recalled by the original party.
Collaborate	The group's calling plans apply to collaborate bridges.
CommPilot Express	Incoming Calling Plan has precedence over CommPilot Express.
Customer Originated Trace	Incoming calls blocked by Incoming Calling Plan cannot be traced.
Directed Call Pickup	Users can pickup calls that would normally be blocked by Incoming Calling Plan.
Directed Call Pickup with Barge-in	Users can pickup calls that would normally be blocked by Incoming Calling Plan.
Do Not Disturb	Incoming Calling Plan has precedence over Do Not Disturb.
Executive	**Incoming Calling Plan** The assistant's Incoming Calling Plan must allow group/enterprise redirection from the executive, for the assistant to receive filtered calls from the executive. **Outgoing Calling Plan/Enhanced Outgoing Calling Plan** For a filtered call, the executive's Outgoing Calling Plan does not apply to the call legs from the executive to the assistants. For all other functionality, the Outgoing Calling Plan service runs as usual for both the assistant and the executive. This includes cases when the rollover action is triggered for a filtered call or when an assistant diverts filtered calls. The assistant's Outgoing Calling Plan must allow group/enterprise originations so that the assistant can initiate calls on behalf of the executive.
Group Night Forwarding	Calling Plans have precedence over Group Night Forwarding.
Legacy Automatic Callback	Outgoing or Incoming Calling Plans do not block the SUBSCRIBE and NOTIFY requests between the calling party and the called

SERVICE	INTERACTION DESCRIPTION
	party.
Personal Assistant	The Incoming Calling Plan service has precedence over the Personal Assistant service. For a call blocked by the Incoming Calling Plan service, the Personal Assistant service is not invoked. The Outgoing Calling Plan screening is applied on the call leg in which the Personal Assistant service transfers the call to the attendant.
Pre-alerting Announcement	If the call gets redirected, the pre-alerting announcement is not played.
Priority Alert	Incoming Calling Plan has precedence over Priority Alert.
Push To Talk	Calling Plans have precedence over Push To Talk and screens Push-To-Talk calls as usual on the originator and the terminator.
Remote Office	Outgoing Digit Plan and Outgoing Calling Plan apply to the Remote Office DN. If the Remote Office DN is disallowed by Outgoing Calling Plan or Outgoing Digit Plan, the Remote Office location is blocked and callers get a treatment.
Selective Call Acceptance	Incoming Calling Plan has precedence over Selective Call Acceptance.
Selective Call Rejection	Incoming Calling Plan has precedence over Selective Call Rejection.
Sequential Ringing	Sequential Ringing calls are screened by the Transferred/Forwarded Calling Plan that applies to the user.
Simultaneous Ringing	Incoming Calling Plan has precedence over Simultaneous Ringing. Simultaneous Ringing numbers that do not meet the applicable Outgoing Calling Plan/Outgoing Digit Plan Forward/Transfer profile are not alerted by Simultaneous Ringing.
Speed Dial 8	Calling Plans only apply to the associated number, and not the speed code itself.
Speed Dial 100	Calling Plans only apply to the associated number, and not the speed code itself.
Two-Stage Dialing	Any Outgoing Calling Plan settings in force for a user apply to all calls made using Two-Stage Dialing, including authorization numbers and access codes. If a user has both the Call Transfer and Two-Stage Dialing services assigned, the user may not transfer a call while the Two-Stage Dialing service is collecting destination digits or while the second stage of the call is proceeding to its destination.
Voice Messaging	Incoming calls that are blocked by the Incoming Calling Plan are not redirected to Voice Messaging but are played a treatment. The return call option of Voice Messaging is subject to Outgoing

SERVICE	INTERACTION DESCRIPTION
	Digit Plan and Outgoing Calling Plan.
Call Logs	Calls screened out by the Incoming Calling Plan of the user are not captured in the Call Logs. Calls screened out by the Outgoing Calling Plan of the user are captured in the Call Logs.

28 CALL LOGS

The following table lists the service interactions between the Call Logs and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Logs and that service.)

If a call is rejected by a screening service, (for example, Intercept User, Incoming Calling Plan, Anonymous Call Rejection, Selective Call Acceptance, Selective Call Rejection, and so on) the call is not written to the call log.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Calls to alternate numbers are logged as usual.
Anonymous Call Rejection	Calls blocked by Anonymous Call Rejections are not logged.
Authentication	Incoming calls to a user whose CPE is not authenticated are logged as usual.
Automatic Callback	Terminating calls that trigger the Automatic Callback user are not logged on the called party. Automatic Callback-delayed calls are logged as usual.
Automatic Hold/Retrieve	Incoming calls to an Automatic Hold/Retrieve user are logged as usual by Call Logs.
Call Forwarding Always	The Call Logs reports calls that are forwarded by the user.
Call Forwarding Busy	The Call Logs reports calls that are forwarded by the user.
Call Forwarding No Answer	The Call Logs reports calls that are forwarded by the user.
Call Forwarding Selective	The Call Logs reports calls that are forwarded by the user.
Calling Line ID Blocking Override	When the Calling Line ID Blocking Override is active, the phone number of all incoming calls is captured in the logs, regardless of their presentation indicator.
Calling Line ID Delivery	Incoming calls with the caller ID blocked are reported without the phone number in the Call Logs.
Calling Line ID Delivery Per Call	Incoming calls with the caller ID blocked are reported without the phone number in the Call Logs.
Calling Line ID Delivery Blocking Per Call	Incoming calls with the caller ID blocked are reported without the phone number in the Call Logs.
Calling Line ID Delivery Blocking – Persistent	Incoming calls with the Calling Line ID blocked are reported without the phone number in the Call Logs.
Calling Name and Number Delivery	Incoming calls with the caller ID blocked are reported without the phone number in the Call Logs.
Calling Plans	Calls screened out by the Incoming Calling Plan of the user are

SERVICE	INTERACTION DESCRIPTION
	not captured in the Call Logs. Calls screened out by the Outgoing Calling Plan of the user are captured in the Call Logs.
Call Me Now	Call Logs services do not apply to the originating Call-Me-Now leg to the external party.
Call Transfer with Three-Way Consultation	Calls to add-on parties are captured by the Call Logs as usual.
Call Transfer with Third-Party Consultation	Calls to add-on parties are captured by the Call Logs as usual.
Call Waiting	Waiting calls are reported by the Call Logs.
Consultation Hold	Consultation calls are captured by the Call Logs.
Dialable Caller ID	Dialable Caller ID applies to call logs (that is, call logs are captured in dialable format).
Directed Call Pickup	Picked-up calls are reported in the Call Logs.
Directed Call Pickup with Barge-in	Picked-up calls are reported in the Call Logs.
Do Not Disturb	Calls blocked by DND are reported in the Call Logs.
Fax Messaging	Since outgoing fax calls are outgoing voice portal calls, any services that apply to Voice Portal Calling apply to outgoing fax calls.
Group Night Forwarding	The *Service Invocation Disposition* field for the received log is set to “Group Night Forwarding”.
Last Number Redial	Calls originated with Last Number Redial are captured in the Call Logs.
Location-Based Calling Restrictions	Calls to alternate numbers are logged as usual.
Personal Assistant	When a call is blocked by the Personal Assistant service, the call is reported as a missed call in the call logs. If the user has Enhanced Call Logs, the *Service Invocation Disposition* field of the call log is set to “Personal Assistant” when the call is transferred to the assistant.
Pre-alerting Announcement	The call is logged as a missed call if the caller hangs up before the pre-alerting announcement finishes playing.
Push To Talk	Push-To-Talk calls are reported in the Call Logs.
Remote Office	Calls to and from Remote Office users are captured in Call Logs.
Selective Call Acceptance	Calls blocked by Selective Call Acceptance are reported in the

SERVICE	INTERACTION DESCRIPTION
	Call Logs.
Selective Call Rejection	Calls blocked by Selective Call Rejection are reported in the Call Logs.
Sequential Ringing	Calls that trigger Sequential Ringing are captured in the Call Logs.
Simultaneous Ringing	Calls that trigger Simultaneous Ringing are captured in the Call Logs.
Speed Dial 8	Speed dial calls are captured in the Call Logs.
Speed Dial 100	Speed dial calls are captured in the Call Logs.
Three-Way Calling	All call legs in a three-way call initiated by the user are captured in the Call Logs.
Video Add-On	Calls to voice mail are captured by the Call Logs. Calls that roll over to voice mail are captured in the Call Logs.
Virtual On-Net Enterprise Extensions	The Identification Delivery service controls whether to capture the phone number and/or name in the call logs. A Virtual On-Net call is viewed as an internal call. However, unlike the Identification Delivery services, the original dialed address or the calling number and/or name to be captured in the call logs is not overridden with the extension and/or name of the Virtual On-Net user.
Voice Messaging	Calls to voice mail are captured by the Call Logs. Calls that roll over to voice mail are captured in the Call Logs.

29 CALL MANAGER

The following table lists the service interactions between the Call Manager service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Manager and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Manager displays a Calling Line ID that shows a call is terminating on an alternate number.
Automatic Callback	Automatic Callback applies to calls initiated by Call Manager.
Blind Call Transfer	Blind Transfer - while ringing - is only available through the Call Manager (or equivalent) client.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, the Call Manager of that user always displays the caller ID of the incoming call, if it is available.
Calling Line ID Delivery	The Call Manager displays the name and number according to the Calling Line ID and the presentation indicator received from the other party.
Calling Line ID Delivery Blocking Per Call	The Call Manager displays the name and number according to the Calling Line ID and the presentation indicator received from the other party.
Calling Line ID Delivery Blocking – Persistent	The Call Manager displays the name and number according to the Calling Line ID and the presentation indicator received from the other party.
Calling Line ID Delivery Per Call	The Call Manager displays the name and number according to the Calling Line ID and the presentation indicator received from the other party.
Calling Name and Number Delivery	The Call Manager displays the name and number according to the calling name, number, and the presentation indicator received from the other party.
Call Transfer with Three-Way Consultation	Call Transfer with Three-Way Consultation can be initiated through the Call Manager.
Call Transfer with Third-Party Consultation	Call Transfer with Third-Party Consultation can be initiated through the Call Manager.
Call Waiting	The Call Manager implicitly provides Call Waiting to analog phone users. Waiting calls must be answered through the Call Manager unless the Flash Call Waiting service is assigned to the user.
Cancel Call Waiting Per Call	The Cancel Call Waiting feature access code can be dialed from the Call Manager, as a standalone code or as a prefix to the dialed number.
Cancel Call Waiting –	Cancel Call Waiting prevents Call Waiting sessions even if the Call

SERVICE	INTERACTION DESCRIPTION
Persistent	Manager is assigned to a user.
CommPilot Express	The CommPilot Express profile is displayed and can be changed from the Call Manager.
Consultation Hold	Flashing the switch-hook during a call (to put the other party on Consultation Hold) causes that party to show as Held on the Call Manager. Holding a party on the Call Manager while no other call is active puts that party on Consultation Hold.
Directed Call Pickup	Call can be picked up using the Call Manager to dial the Directed Call Pickup feature access code and desired extension.
Directed Call Pickup with Barge-in	The Directed Call Pickup with Barge in feature access code can be dialed from the Call Manager, optionally followed by the picked-up extension.
Diversion Inhibitor	Activating Diversion Inhibitor on a call does not prevent the called party from transferring the call to Voice Mail or Blind Transferring the call.
Do Not Disturb	The Do Not Disturb status is shown on the Call Manager and the *Do Not Disturb* page can be accessed from the Call Manager.
Extension Dialing	Extensions can be called from the Call Manager.
Flash Call Hold	The Flash Call Hold service has the following interactions with the Call Manager: Calls show up as held calls as soon as the user flashes the switch-hook during a call. The use of the Flash Call Hold feature access code after the flash does not change the status of the call (held) on the Call Manager. If a call was held with Flash Call Hold, flashing the switch-hook again leaves the call appear in the held state on the Call Manager as long as the call has not been explicitly retrieved by entering the Flash Call Hold feature access code again. Clicking the Talk button can be used to reconnect to calls held by Flash Call Hold, call waiting hold or consultation hold. In all cases, the nature of the session is persisted so further interactions using the flash remain the same. Clicking the conference button can be used to conference parties held by Flash Call Hold, call waiting hold or consultation Hold.
Hoteling	Click To Dial calls originated with the Call Manager alert the host device where the guest is logged on.
Last Number Redial	Last Number Redial can be invoked by clicking Redial on the Call Manager or by dialing the Last Number Redial feature access code with the Call Manager Dial capability.
Legacy Automatic Callback	Legacy Automatic Callback applies to calls initiated by Call Manager.

SERVICE	INTERACTION DESCRIPTION
N-Way Calling	The Call Manager is enhanced to allow the user to start an N-Way Calling when more than two calls are present. The Call Manager cannot add additional calls to an N-Way Calling after one has been started. While an N-Way Calling conference is active, all calls made or received by the user are shown on the Call Manager as being in the conference, regardless of whether every call is actually in the conference. However, the user can still control the calls independently of one another.
Push To Talk	Push-To-Talk calls can be initiated via the Call Manager and applies to the call toward the called party (not to the call to the originator's device).
Remote Office	Remote Office users must use the Call Manager to originate and control Clearspan calls (hold, retrieve, conference). Users can see the Remote Office status through the Call Manager and access the Remote Office configuration page.
Shared Call Appearance	A single Call Manager is available for all Shared Call Appearance locations. Calls originated through the Call Manager only ring the primary location. Calls held and retrieved from different locations do not get updated in the Call Manager display window. Calls to IP phones cannot be held from the Call Manager.
Speed Dial 8	Speed codes can be programmed and dialed from the Call Manager.
Speed Dial 100	Speed codes can be programmed and dialed from the Call Manager.
Three-Way Calling	Three-Way Calls can be initiated and controlled from the Call Manager.
Voice Messaging	Active calls can be transferred directly to the user's or any group member's voice mailbox from the Call Manager.

30 CALL ME NOW

The following table lists the service interactions between the Call Me Now service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Me Now and that service.)

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Delivery Blocking Per Call	If the target user has the Calling Line ID Delivery Blocking service in effect for the call to the external party, then the external party is notified of that.
Calling Line ID Delivery Blocking – Persistent	See *Calling Line ID Delivery Blocking Per Call*.
Calling Plans	Calling Plan rules defined for the Call–Me-Now calls apply to the originating Call-Me-Now leg to the external party.
Call Logs	The Call Logs service does not apply to the originating Call-Me-Now leg to the external party.
Call Recording	All calls that terminate to a Clearspan Call-Me-Now subscriber are recorded after the subscriber answers the call.
Communication Barring	The Call-Me-Now rules in the Communication Barring profile (if any) in effect for the target user's group are executed. If the result is that the call is blocked, then the Call-Me-Now request is rejected.
Expensive Call Notification	Expensive Call Notification does not apply to the originating Call-Me-Now leg to the external party.
Intercept User	The intercept configuration in effect for the target user or the target user's group applies to the originating Call-Me-Now leg to the external party.
Security Classification	A call initiated from Clearspan to an external party is initially *Unclassified* when the external party answers the call. Once the Clearspan user answers the call, the call classification is re-computed based on the classification level of the external party and the answering Clearspan user. If the re-computed classification changes from the initial level sent to the external party, an updated call classification notification is sent to the external party's device.

31 CALL NOTIFY

The following table lists the service interactions between the Call Notify service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Notify and that service.)

In addition to the interactions listed in the table, the following interaction also takes place for Call Notify.

- Hunt Group – When a call that is queued on a hunt group is offered to an agent, the Call Notify service is inhibited.
- Call Park/Retrieve – Call Notify does NOT send a notification e-mail when a recall occurs.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Notify applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Call Notify. Anonymous calls do not trigger notifications.
Authentication	Call Notify applies including when the endpoint is not authenticated.
Automatic Callback	Call Notify does not report the Automatic Callback recall. Call Notify reports the initial call that triggered Automatic Callback and the follow-on call initiated by Automatic Callback.
Automatic Hold/Retrieve	Calls held and retrieved are reported by Call Notify. Note that Recalls are not reported by Call Notify.
Blind Call Transfer	Call Notify logs calls that alert the user before they are transferred.
Call Center	When a call that is queued on a call center is offered to an agent, the Call Notify service is inhibited.
Call Forwarding Always	Call Notify captures calls redirected by Call Forwarding Always.
Call Forwarding Busy	Call Notify captures calls redirected by Call Forwarding Busy.
Call Forwarding No Answer	Calls forwarded by Call Forwarding No Answer are logged by Call Notify.
Call Forwarding Not Reachable	The Call Notify service sends its notification even when Call Forwarding Not Reachable redirects the call.
Call Forwarding Selective	Call Notify captures calls redirected by Call Forwarding Selective.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active, Call Notify screening considers the incoming Calling Line ID and reports the incoming Calling Line ID regardless of the presentation indicator.
Calling Line ID Delivery	Call Notify captures the Calling Line ID and honors the presentation indicator.

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Delivery Per Call	Call Notify captures the Calling Line ID and honors the presentation indicator.
Calling Line ID Delivery Blocking Per Call	Call Notify captures the Calling Line ID and honors the presentation indicator when the criterion is set to “Any phone number”.
Calling Line ID Delivery Blocking – Persistent	Call Notify captures the Calling Line ID and honors the presentation indicator when the criterion is set to “Any phone number”.
Calling Name and Number Delivery	Depending on the service profile of the user, the name, and the number of the caller, only the name, only the number, or neither can be included in the notification e-mail.
Calling Plans	An incoming call that is blocked by the Incoming Calling Plan is not captured by Call Notify.
Call Transfer Recall	Call Notify does not send a notification e-mail when a recall occurs.
Call Waiting	Waiting calls are captured by Call Notify.
Collaborate	The Call Notify service allows an administrator of a collaborate bridge to receive e-mail notifications about selected incoming calls based on the specified selective criteria. When the Call Notify service is assigned to a collaborate bridge, it sends two e-mail notifications for a call to the bridge: the first when the user dials in to the collaborate bridge and the second when the user has entered a valid collaboration session ID/PIN.
CommPilot Express	Call Notify logs calls processed by CommPilot Express.
Dialable Caller ID	Dialable Caller ID does not apply to Call Notify. The calling number to be presented in the e-mail is not converted to dialable format.
Directed Call Pickup	Call Pickup does not send a call notify message for picked-up calls.
Directed Call Pickup with Barge-in	Calls picked up and barged in by Directed Call Pickup with Barge-in are not reported by Call Notify.
Do Not Disturb	Call Notify captures calls even when Do Not Disturb is active.
Extension Dialing	Call Notify captures numbers as extensions when no full number is available.
Group Night Forwarding	Group Night Forwarding has precedence over Call Notify.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Call Notify service is inhibited.
Legacy Automatic Callback	Call Notify does not report a Legacy Automatic Callback recall.
Meet-Me Conferencing	When the Call Notify service is assigned to a Meet-Me conference bridge, it sends two e-mail notifications for a call to the bridge: the first when the user dials in to the Meet-Me conference bridge and the second when the user has entered a valid Meet-Me conference ID/PIN.

SERVICE	INTERACTION DESCRIPTION
Personal Assistant	The notification e-mail is sent to the user whether or not their Personal Assistant service is invoked.
Pre-alerting Announcement	The notification e-mail is sent before playing pre-alerting announcement.
Push To Talk	Push-To-Talk calls are reported as normal calls by Call Notify.
Selective Call Acceptance	Call Notify does not capture calls blocked by Selective Call Acceptance.
Selective Call Rejection	Call Notify does not capture calls blocked by Selective Call Rejection.
Virtual On-Net Enterprise Extensions	The Identification Delivery service controls whether to include the calling number and/or name in the call notify e-mail. A Virtual On-Net call is viewed as an internal call. However, unlike the Identification Delivery services, the original calling number and/or name to be presented in the e-mail is not overridden with the extension and/or name of the Virtual On-Net user.
Voice Messaging	Call Notify captures calls that get redirected to Voice Messaging.

32 CALL RECORDING

The following table lists the service interactions between the Call Recording service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Recording and that service.)

Call Recording and the DTMF transmission are mutually exclusive. If a call is being recorded, the DTMF Transmission feature does not run.

If a user with the Call Recording service is placed on hold, the call continues to be recorded.

Service	Interaction Description
Blind Call Transfer	When a call is transferred, the call recording of the original call ends. Depending on the call recording settings of the parties involved in the transferred call, a new recording may start.
Clearspan Anywhere	Calls terminating to a Clearspan Anywhere subscriber are recorded on behalf of the Clearspan Anywhere user, even if the call is answered by a Clearspan Anywhere location.
Call Center	Call center calls can be recorded if the call center has the Call Recording service assigned and activated. When a call is received by a call center, the policies of the call center determine how the call is handled. Typically, call center calls are placed in a queue and then offered to an agent upon being received by a call center. In general, the call center calls are recorded shortly after the call center answers the call and until the call is answered by an agent.
Call Forwarding Always	If the call terminates to a user with the Call Forwarding Always service active, the call is not recorded.
Call Forwarding Busy	If an announcement is played prior to routing the call, the announcement is captured in the recording. When the call is routed to the destination, the call recording stops.
Call Me Now	All calls that terminate to a Clearspan Call-Me-Now user are recorded after the subscriber answers the call.
Call Transfer with Third-Party Consultation	Assuming that each party in this scenario has the Call Recording service, call recording behaves as follows: • User being transferred – The call recording continues with the far end of the call now connected to the target of the transfer. • User transferring the call – The call recording stops when the transfer is completed. • Transfer destination– The call recording starts after the user answers the call from the user transferring the call. When the transfer completes, the recording continues with the party that was transferred.

Call Transfer with Three-Way Consultation	The Call Recording service has the same behavior as in a Three-Way Conference. See *Three-Way Calling*.
Collaborate	A user with the Call Recording service can record collaborate room sessions in which they participate. Collaborate bridges cannot record collaborate room sessions.
Directed Call Pickup	If a user who picks up the call has Call Recording, then the call is recorded.
Directed Call Pickup with Barge-in	If a user who barges in on the call has Call Recording, then the call is recorded. If they enabled the call recording notification, the *Recording Started* announcement is played to all parties in the call. The recording stops when the user leaves the call and the *Recording Ended* announcement is played to the remaining parties in the call.
N-Way Calling	When a user with the Call Recording service sets up an N-Way conference call, all of the calls in the conference generate their own recording. The recording starts when the user places or receives a call from each party participating in the conference call. When the parties are transferred into the N-Way conference, the XML extension data for each call contains the list of all the other participants in the conference. As each call is transferred into the conference, the call being recorded changes from being the conversation between the conference initiator and the party, to being a recording of the conference call.
Push To Talk	If a user with the Call Recording service establishes a one-way voice path Push-To-Talk call, then that is one recording. If the other party involved in the one-way voice path Push-To-Talk conversation wants to instantiate the voice path in the other direction, then that is another recording.
Remote Office	Calls terminating to a Remote Office user are recorded on behalf of the Remote Office user, even if the call is answered by a remote office location.
Security Classification	Security Classification runs before Call Recording to determine the call classification before the call metadata (including security classification) is captured by the Call Recording service.
Sequential Ringing	The call is only recorded if the user answers the call at the primary location. If the destination that answers the call has the Call Recording service, then the call is recorded for the answering party.
Shared Call Appearance	Calls terminating to a Shared Call Appearance user are recorded on behalf of the Shared Call Appearance user, even if the call is answered by a Shared Call Appearance location. An alternate Shared Call Appearance location of a subscriber that created an N-Way conference call would not be allowed to bridge into the conference call when the bridging subscriber has the Call Recording service enabled.
Simultaneous Ringing	The call is only recorded if the user answers the call at the primary location.

	If the destination that answers the call has the Call Recording service, then the call is recorded for the answering party.
Three-Way Calling	When a user sets up a three-way conference call, all of the calls in the conference that are being recorded generate their own recording. As each call is transferred into the conference, the call being recorded changes from being the conversation between the conference initiator and the party, to being a recording of the conference call. When a participant leaves the conference, the corresponding recording stops. When the conference initiator starts recording an existing conference, then there is only a single recording session started, which records the conversation between the conference initiator and the other parties in the conference. This call recording is associated with only one of the participants of the conference; if that participant leaves the conference, the recording stops. When the conference initiator starts recording the conference that has already been established by dialing *44 (default), the recording is started if the conference call is the most recent locally held call. In this case, all of the participating calls are selected and recording is started on each of the calls. In this case, if one participant leaves the conference, that recording stops but the recording of the other participants continues. Many devices are capable of setting up Three-Way Conference calls without the need for a network conference bridge. In these cases, if the user's device bridges the calls together, they appear as two separate call recordings on the Call Recording Server. There is no indication that the two calls are part of a conference call. The second case is when Clearspan provides the conference bridge. In this case, all of the participants of the conference are listed in the XML extension data.

33 CALL RETURN

The following table lists the service interactions between the Call Return service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Return and that service.)

SERVICE	INTERACTION DESCRIPTION
Anonymous Call Rejection	Call Return does not return calls blocked by Anonymous Call Rejection.
Authentication	An authenticated endpoint initiates Call Return. **NOTE**: The last incoming number is memorized when the endpoint is not authenticated.
Automatic Callback	Automatic Callback is triggered by a call is originated with Call Return.
Blind Call Transfer	Call Return considers calls that alert the user before they are transferred.
Call Forwarding Always	Call Return works for both the destination of Call Forwarding Always and the forwarding party. For example, if party B has their phone Call Forwarding Always to C and A calls B, the call is forwarded to C. If either B or C then issues a Call Return command, their call is returned to A.
Call Forwarding Busy	Call Return works for both the destination of Call Forwarding Busy and the forwarding party. For example, if party B has their phone Call Forwarding Busy to C, A calls B, and B is busy, the call is forwarded to C. If either B or C then issues a Call Return command, their call is returned to A.
Call Forwarding No Answer	Call Return works for both the destination of Call Forwarding No Answer and for the forwarding party. For example, if party B has their phone Call Forwarding No Answer to party C, party A calls party B, and party B does not answer, the call is forwarded to party C. If either party B or party C then issues a Call Return command, their call is returned to party A.
Call Forwarding Not Reachable	Call Return works for both the destination of Call Forwarding Not Reachable and the forwarding party. For example, if party B has their phone Call Forwarding Not Reachable to party C, party A calls party B, and party B is not reachable, the call is forwarded to party C. If either party B or party C then issues a Call Return command, their call is returned to party A.
Call Forwarding Selective	Call Return works for both the destination of Call Forwarding Selective and the forwarding party. For example, let us assume that party B has their phone Call Forwarding Selective to party C, party A calls party B, and the call is forwarded to party C. If either party B or party C issues a Call Return command, their call is returned to party A.
Calling Plans	Incoming calls blocked by Incoming Calling Plan are not available for call back by Call Return.

SERVICE	INTERACTION DESCRIPTION
Call Transfer with Three-Way Consultation	Call Return can be used to originate an add-on leg for transfer.
Call Transfer with Third-Party Consultation	Call Return can be used to originate an add-on leg for transfer.
Call Waiting	Waiting calls are honored by Call Return.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active, Call Return returns the last incoming call even if the last incoming call had the Calling Line ID blocked.
Calling Line ID Delivery Blocking Per Call	If the last incoming call did not have a Calling Line ID or had it blocked, Call Return plays an error announcement.
Calling Line ID Delivery Blocking – Persistent	If the last incoming call did not have a Calling Line ID or had it blocked, Call Return plays an error announcement.
Calling Name and Number Delivery	When a user invokes the Call Return service the Application Server may display the name and number, only the name, only the number, or neither, depending on the service profile of the user.
CommPilot Express	Call Return cannot call back incoming calls that were blocked by the busy and unavailable profiles of CommPilot Express.
Consultation Hold	Call Return can be used to originate a call when on Consultation Hold.
Dialable Caller ID	When the Clearspan user dials the Call Return feature access code, the calling address is obtained from the call logs. The call is routed based on the dialable caller ID.
Directed Call Pickup	Call Return can be performed on the picked-up party.
Do Not Disturb	If a call arrives while Do Not Disturb is active, Call Return can still be used to call back that caller.
Extension Dialing	Call Return can be used to call back an extension-only user.
Flash Call Hold	Call Return can be used to call back an extension-only user.
Legacy Automatic Callback	When a call is originated via Call Return, the Application Server stores the actual destination number and a LACB request immediately following the Call Return uses the stored destination number. However, if the incoming call stored for Call Return was an anonymous call, the LACB request is denied.
Location-Based Calling Restrictions	Call Return has precedence over Location-Based Calling Restrictions.
Push To Talk	Call Return can be used to return a Push To Talk incoming call. In this case, the call is returned as a normal call.
Selective Call Acceptance	If a call is blocked by Selective Call Acceptance, Call Return cannot be used to call back that caller.

SERVICE	INTERACTION DESCRIPTION
Selective Call Rejection	If a call is blocked by Selective Call Rejection, Call Return cannot be used to call back that caller.
Sequential Ringing	Call Return can be used to return a call received as part of a Sequential Ringing session.
Speed Dial 8	Speed Dial can associate a code to the Call Return feature access code.
Speed Dial 100	Speed Dial can associate a code to the Call Return feature access code.
Three-Way Calling	Call Return can be used to originate any leg of a three-way call.
Virtual On-Net Enterprise Extensions	This feature has no effect on the Call Return service with the exception that the last Virtual On-Net call is viewed as an *internal* call. Since the Virtual On-Net extension does not override the original calling number in call logs, the call is routed based on the calling number when the Clearspan user dials the Call Return feature access code (FAC).

34 CALL TRANSFER RECALL

The following table lists the service interactions between the Call Transfer Recall service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Transfer Recall and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Always	The recall is diversion-inhibited and Call Forwarding Always (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Forwarding Busy	The recall is diversion-inhibited and Call Forwarding Busy (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Forwarding No Answer	The recall is diversion-inhibited and Call Forwarding No Answer (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Forwarding Not Reachable	The recall is diversion-inhibited and Call Forwarding Not Reachable (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Forwarding Selective	The recall is diversion-inhibited and Call Forwarding Selective (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Notify	Call Notify does not send a notification e-mail when a recall occurs.
Connected Line Identification Presentation	For a Call Transfer Recall, the CLID provided is always the CLID of the transferred party. The presentation of the CLID requires the user to have the appropriate Internal/External COLP service enabled. In addition, the Connected Line Identification Presentation (COLP) provided to the transferred party is reverted to the COLP that was in effect prior to the transfer.
Directed Call Pickup with Barge-in	Call Transfer Recall does not apply to a Transfer with Consultation of a barge-in conference. If a user with Call Transfer Recall enabled performs a Transfer with Consultation of a barge-in conference, then recall monitoring is not started for the transfer.
Executive	Executive call filtering does not trigger (the call is always unfiltered) when a transferred call is recalled to the executive's device.
Route List	If a Route List call is transferred and then recalled via Call Transfer Recall, the recall is made to the Route List DN that was in use for the transferred call.
Selective Call Acceptance	The recall is diversion-inhibited and Selective Call Acceptance (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Selective Call Rejection	The recall is diversion-inhibited and Selective Call Rejection (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.

SERVICE	INTERACTION DESCRIPTION
Simultaneous Ringing	The recall is diversion-inhibited and Simultaneous Ringing (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Voice Messaging	Call Transfer Recall does not apply to Voice Mail Transfers. If a user with Call Transfer Recall enabled transfers a call to Voice Mail, then recall monitoring is not started for the transfer.

35 CALL TRANSFER WITH THIRD-PARTY CONSULTATION

The following table lists the service interactions between the Call Transfer with Third-Party Consultation service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Transfer with Third-Party Consultation and that service.)

SERVICE	INTERACTION DESCRIPTION
Authentication	An authenticated endpoint initiates Call control commands.
Automatic Callback	Automatic Callback is triggered on the add-on leg of a consultation call. If Automatic Callback is active on the add-on leg, the user must flash, use the Call Manager, or hang up (hold recall) to revert to the held call.
Automatic Hold/Retrieve	Calls transferred with consultation are held by Automatic Hold/Retrieve users. Similarly, if a call is already held by the Automatic Hold/Retrieve user, it does get connected to the transferred party.
Calling Line ID Delivery	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Calling Line ID Delivery Per Call	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Calling Line ID Delivery Blocking Per Call	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Calling Line ID Delivery Blocking – Persistent	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Calling Name and Number Delivery	With Call Transfer with Third-Party Consultation, the Call Manager of the transferred parties displays the other party's calling identity.
Calling Plans	Call Transfer is subject to the restrictions imposed by the Outgoing Calling Plan Transfer/Forward profile that applies to the user. If a specific transfer is disallowed, both legs are dropped when the controller releases the call and the controller gets recalled by the original party.
Call Manager	Call Transfer with Third-Party Consultation can be initiated through the Call Manager.

SERVICE	INTERACTION DESCRIPTION
Call Recording	Assuming that each party in this scenario has the Call Recording service, call recording behaves as follows: • User being transferred – The call recording continues with the far end of the call now connected to the target of the transfer. • User transferring the call – The call recording stops when the transfer is completed. • Transfer destination– The call recording starts after the user answers the call from the user transferring the call. When the transfer completes, the recording continues with the party that was transferred.
Call Return	Call Return can be used to originate an add-on leg for transfer.
Call Transfer with Three-Way Consultation	Call transfers can be chained, with or without consultation.
Call Waiting	Waiting calls can be answered on a consultation and then transferred.
Collaborate	The Call Transfer service can be assigned to a collaborate bridge, allowing a collaborate room owner to transfer collaborate room sessions they own to another user.
Communication Barring	When the *Apply to Attended Call Transfers* option at the communication barring profile level is enabled for a communication barring profile and the direct transfer screening is disabled at the system level, an attended call transfer is screened against the transferring party's communication barring profile. Otherwise, the originating party's profile is used.
Connected Line Identification Presentation	When a call is transferred with consultation, the Connected Line Identification Presentation (COLP) provided to the newly connected parties depends on the Connected Line Identification Privacy on Redirected Calls option for the transferring user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the transferring user's own COLP is still provided. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the transferred party's own COLP is provided.
Consultation Hold	Call Transfer with Third-Party Consultation is performed after a Consultation Hold.
Customer Originated Trace	Customer Originated Trace can be used on the consultation leg of a three-way call and reports the last incoming call to the user.
Custom Ringback	Custom Ringback applies when making a consultation call.
Directed Call Pickup	The controller can transfer a call that was previously picked up.
Diversion Inhibitor	Activating Diversion Inhibitor for a call does not prevent the called party from transferring the call.

SERVICE	INTERACTION DESCRIPTION
Expensive Call Notification	Call transfers that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Extension Dialing	The controller can transfer a call that was previously called using Extension Dialing.
External Custom Ringback	Call Transfer may result in media changes that are not supported if the external custom ringback server provides early media. As is the case in other scenarios where media renegotiation is not supported, the connection to the external custom ringback server is released.
Flash Call Hold	Users can only transfer calls using the Call Manager when either leg was created using Flash Call Hold. Hanging up during a Flash Call Hold session does not transfer the call.
In-Call Service Activation	In-Call Service Activation can be used to transfer a call.
Last Number Redial	The controller can transfer a call that was previously called using Last Number Redial.
Number Portability Announcement	The transfer destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Push To Talk	Push To Talk can be used on a consultation call. However, since the originator of a Push To Talk call is not allowed to redirect that call, the transfer portion (before or after answer) of a call transfer with third-party consultation is blocked for that type of call leg. The Push To Talk call can be released and the pre-existing call can be retrieved however.
Remote Office	Remote Office users must use the Call Manager to perform Call Transfer with Third-Party Consultation.
Security Classification	The security classification of the consultation call is computed using the current classification level of the transferring and consultation parties. The security classification of the transferred call is computed using the current classification level of the transferred and transfer target parties.
Selective Call Acceptance	Users cannot transfer to a Selective Call Acceptance treatment provided on Clearspan.
Selective Call Rejection	Users cannot transfer to a Selective Call Rejection treatment provided on Clearspan.
Speed Dial 8	The controller can transfer a call that was previously called using Speed Dial 8.
Speed Dial 100	The controller can transfer a call that was previously called using Speed Dial 100.

SERVICE	INTERACTION DESCRIPTION
Two-Stage Dialing	The user may not transfer a call while the Two-Stage Dialing service is collecting destination digits or while the second stage of the call is proceeding to its destination.
Virtual On-Net Enterprise Extensions	When the transferring party has the Communication Barring service enabled, the Virtual On-Net type, along with other communication criteria for the original two calls, is screened against the communication barring redirecting rules of the transferring party.
Voice Messaging	Users can transfer to Voice Messaging after a consultation.
Call Logs	Calls to add-on parties are captured by the Call Logs as usual.

36 CALL TRANSFER WITH THREE-WAY CONSULTATION

The following table lists the service interactions between the Call Transfer with Three-Way Consultation service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Transfer with Three-Way Consultation and that service.)

SERVICE	INTERACTION DESCRIPTION
Authentication	An authenticated endpoint initiates call control commands.
Automatic Callback	Automatic Callback is triggered on the add-on leg of a three-way call.
Automatic Hold/Retrieve	Calls transferred with Three-Way Consultation are held by Automatic Hold/Retrieve users. Similarly, if a call is already held by the Automatic Hold/Retrieve user, it does get connected to the transferred party.
Calling Line ID Delivery	With Call Transfer, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Calling Line ID Delivery Per Call	With Call Transfer, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Calling Line ID Delivery Blocking Per Call	With Call Transfer, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Calling Line ID Delivery Blocking – Persistent	With Call Transfer, the Call Manager of the transferred parties displays the other party's Calling Line ID.
Calling Name and Number Delivery	With Call Transfer, the Call Manager of the transferred parties displays the other party's calling identity.
Calling Plans	Call Transfer is subject to the restrictions imposed by the Outgoing Calling Plan Transfer/Forward profile that applies to the user. If a specific transfer is disallowed, both legs are dropped when the controller releases the call and the controller gets recalled by the original party.
Call Manager	Call Transfer with Three-Way Consultation can be initiated through the Call Manager.
Call Recording	The Call Recording service has the same behavior as in a Three-Way Conference. Many devices are capable of setting up Three-Way Conference calls without the need for a network conference bridge. In these cases, if the user's device bridges the calls together, they appear as two separate call recordings on the Call Recording Server. There is no indication that the two calls are part of a conference call. The second case is when Clearspan provides the conference bridge. In this case, all of the participants of the conference are listed in the XML extension data.

SERVICE	INTERACTION DESCRIPTION
Call Return	Call Return can be used to originate an add-on leg for transfer.
Call Transfer with Third-Party Consultation	Call transfers can be chained, with or without consultation.
Call Waiting	Call Waiting calls can be joined on a conference and then transferred.
Collaborate	The Call Transfer service can be assigned to a collaborate bridge, allowing a collaborate room owner to transfer collaborate room sessions they own to another user.
Communication Barring	When the *Apply to Attended Call Transfers* option at the communication barring profile level is enabled for a communication barring profile and the direct transfer screening is disabled at the system level, an attended call transfer is screened against the transferring party's communication barring profile. Otherwise, the originating party's profile is used.
Connected Line Identification Presentation	When a call is transferred with consultation, the Connected Line Identification Presentation (COLP) provided to the newly connected parties depends on the Connected Line Identification Privacy on Redirected Calls option for the transferring user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the transferring user's own COLP is still provided. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the transferred party's own COLP is provided.
Custom Ringback	When joining an add-on party during ringback, Custom Ringback applies as usual and the applicable ringback tone is conferenced with the other parties, until the add-on party answers.
Directed Call Pickup	The controller can transfer a call that was previously picked up.
Directed Call Pickup with Barge-in	The user can transfer a call by hanging up after barging onto it. In this case, the original call is restored.
Diversion Inhibitor	Activating Diversion Inhibitor for a call does not prevent the called party from transferring the call.
Expensive Call Notification	Call transfers that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Extension Dialing	The controller can transfer a call that was previously called using Extension Dialing.
External Custom Ringback	Call Transfer may result in media changes that are not supported if the external custom ringback server provides early media. As is the case in other scenarios where media renegotiation is not supported, the connection to the external custom ringback

SERVICE	INTERACTION DESCRIPTION
	server is released.
Flash Call Hold	Users can only perform Transfer with Three-Way Consultation using the Call Manager when either leg was created using Flash Call Hold. Flash Call Hold does not allow to conference or transfer using the CPE.
In-Call Service Activation	In-Call Service Activation can be used to transfer a call.
Last Number Redial	The controller can transfer a call that was previously called using Last Number Redial.
N-Way Calling	If the N-Way Calling subscriber initiates a conference from a smart device (using the REFER method), releasing the conference results in dropping all participants even if the subscriber is assigned the Call Transfer service. If the N-Way Calling subscriber initiates a conference from a non-smart device (not using the REFER method), releasing a Three-Way Conference transfers the parties if the user is assigned the Call Transfer service.
Number Portability Announcement	The transfer destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Push To Talk	Push To Talk can be used to call an add-on party. In this case, the Push-To-Talk leg keeps its characteristics (one-way or two-way) for the duration of the call, even if the leg is conferenced with the others.
Remote Office	Remote Office users must use the Call Manager to perform Call Transfer with Three-Way Consultation.
Security Classification	The security classification of the call is re-computed twice, when the consultation party joins the call, and when the call is transferred, always using the current classification level of the parties involved in the call.
Selective Call Acceptance	Users cannot transfer or conference a Selective Call Acceptance treatment provided on Clearspan.
Selective Call Rejection	Users cannot transfer or conference a Selective Call Rejection treatment provided on Clearspan.
Sequential Ringing	If the add-on party has Sequential Ringing, the Sequential Ringing announcement is played back to the user and can be conferenced with the other parties.
Speed Dial 8	The controller can transfer a call that was previously called using Speed Dial 8.
Speed Dial 100	The controller can transfer a call that was previously called using Speed Dial 100.
Three-Way Calling	Transfer with Three-Way Consultation is performed after a Three-Way Call is established by the user.

SERVICE	INTERACTION DESCRIPTION
Two-Stage Dialing	The user may not transfer a call while the Two-Stage Dialing service is collecting destination digits or while the second stage of the call is proceeding to its destination.
Voice Messaging	Users can transfer to Voice Messaging after a Three-Way Consultation.
Call Logs	Calls to add-on parties are captured by the Call Logs as usual.

37 CALL WAITING

The following table lists the service interactions between the Call Waiting service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Call Waiting and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Call Waiting applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Call Waiting. It blocks anonymous calls even if the user is eligible for Call Waiting.
Automatic Callback	Automatic Callback recall does not trigger Call Waiting to the originator. Automatic Callback activates when the user's line is truly idle.
Automatic Hold/Retrieve	An Automatic Hold/Retrieve user is never busy; hence there are no specific interactions between these services.
Blind Call Transfer	Waiting, held, and talking calls can be blind transferred.
Busy Lamp Field	Busy Lamp Field reflects a user with a call waiting as a busy user.
Call Forwarding Always	Call Forwarding Always has precedence over Call Waiting.
Call Forwarding Busy	Call Waiting has precedence over Call Forwarding Busy. If the user can no longer accept calls, Call Forwarding Busy applies.
Call Forwarding No Answer	Call Forwarding No Answer applies to waiting (that is, unanswered) calls.
Calling Line ID Delivery	The Calling Line ID is delivered to the Call Manager and to capable endpoints for waiting calls.
Calling Line ID Delivery Per Call	The Calling Line ID is delivered to the Call Manager and to capable endpoints for waiting calls.
Calling Line ID Delivery Blocking Per Call	The presentation indicator is honored for waiting calls.
Calling Line ID Delivery Blocking – Persistent	The presentation indicator is honored for waiting calls.
Calling Name and Number Delivery	The Calling Name is delivered to the Call Manager and to capable endpoints for waiting calls.
Call Notify	Waiting calls are captured by Call Notify.
Call Return	Waiting calls are honored by Call Return.
Call Transfer with Third-Party Consultation	Waiting calls can be answered on a consultation and then transferred.

SERVICE	INTERACTION DESCRIPTION
Call Transfer with Three-Way Consultation	Call Waiting calls can be joined on a conference and then transferred.
Cancel Call Waiting Per Call	Once and while Cancel Call Waiting is activated, incoming calls cannot be “call waited”. Calls already waiting when Cancel Call Waiting is activated are not impacted.
Cancel Call Waiting – Persistent	Once and while Cancel Call Waiting is activated, incoming calls cannot be “call waited”. Calls already waiting when Cancel Call Waiting is activated are not impacted.
Call Manager	The Call Manager implicitly provides Call Waiting to analog phone users. Waiting calls must be answered through the Call Manager unless the Flash Call Waiting service is assigned to the user.
CommPilot Express	CommPilot Express has precedence over Call Waiting. Calls that are allowed to terminate by CommPilot Express trigger Call Waiting as applicable.
Connected Line Identification Presentation	For a Call Waiting Recall, the CLID provided is always the CLID/ Connected Line Identification Presentation (COLP) of the call waiting party. The presentation of the CLID is the same as the CLID/COLP provided before the recall started.
Customer Originated Trace	Waiting calls can be traced with Customer Originated Trace.
Custom Ringback	Custom Ringback applies to waiting calls as usual.
Directed Call Pickup	A waiting call cannot be picked up. A call must alert the user with ringing to be picked up.
Directed Call Pickup with Barge-in	It is not possible to barge in onto a party that is the controller of a call waiting session. Directed Call Pickup with Barge-in (DPUBI) does not allow the picked-up user to be involved in two calls as it does with Call Waiting. The DPUBI user receives the DPUBI error treatment in this case. With the Barge-in FAC feature, when automatic target selection is possible and the target selected is a user involved in a Call Waiting scenario, the existing Directed Call Pickup with Barge-in functionality applies to the target, that is, the DPUBI user is provided with the same DPUBI error treatment.
Do Not Disturb	Do Not Disturb has precedence over Call Waiting.
Expensive Call Notification	When a call is made to a user who has Call Waiting while this user is listening to the Expensive Call Notation warning announcement, the user hears the Call Waiting tone for the second incoming call during the playing of the announcement. If the user decides to flash, the user is switched to the second call and the first call ends.
External Custom Ringback	Call Waiting Distinctive Ringback service takes precedence over External Custom Ringback service. When Call Waiting Distinctive Ringback service is applicable, the External Custom Ringback service is inhibited.

SERVICE	INTERACTION DESCRIPTION
Flash Call Hold	Waiting calls are answered by flashing the switch-hook without entering the Flash Call Hold feature access code. Hence, these two services cannot be used concurrently during the same session.
In-Call Service Activation	Call Waiting is modified to provide a call waiting tone to In-Call Service Activation users, if they have a TDM Overlay device. Incoming calls can therefore be answered by entering the flash digits. It is then possible to toggle between the calls in the same manner. Depending on the *supportsClearspanINFOForCallWaiting* device option, the call waiting tone is provided either by the Media Server (if false) or by the device itself (if true).
Legacy Automatic Callback	For the recall to the calling party, the Application Server ignores Call Waiting. Therefore, if the calling party has a single active call and Call Waiting is enabled, the Application Server still considers the calling party to be busy, and it will not make the recall until the calling party has no active calls. Legacy Automatic Callback recall does not trigger Call Waiting to the originator. Legacy Automatic Callback activates when the user's line is truly idle. The Call Waiting service is not used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. More specifically, it is not used to help determine if the called party is busy or free. If the call is queued, then the service is not used to help determine if the queued call is still busy. Therefore, if the called party is in a call, Legacy Automatic Callback considers the called party busy, even though the called party potentially could send the call to call waiting.
Personal Assistant	The Personal Assistant service has precedence over the Call Waiting service. Call Waiting is not invoked if the Personal Assistant service is invoked.
Pre-alerting Announcement	If the Call Waiting service does not allow the call to go through, the pre-alerting announcement is not played. If the call does go through and the Call Waiting ringback is enabled, it is played after the pre-alerting announcement.
Priority Alert	Priority Alert applies to waiting calls and provides a distinctive tone as applicable.
Push To Talk	If Push To Talk is used to call a busy user, call waiting kicks in as usual but the call retains its Push-To-Talk characteristics (one-way versus two-way).
Remote Office	Call Waiting applies to Remote Office users through the Call Manager. No Call Waiting tone is provided to Remote Office users and they cannot flash the switch-hook to answer waiting calls.
Silent Alerting	When a waiting call is recalled (as the user places a non-intelligent device on-hook while having the call waiting), the user's locations are alerted in silence if the user has the Silent Alerting service enabled.

SERVICE	INTERACTION DESCRIPTION
Selective Call Acceptance	Selective Call Acceptance has precedence over Call Waiting.
Selective Call Rejection	Selective Call Rejection has precedence over Call Waiting.
Sequential Ringing	There is no interaction with Call Waiting since Call Waiting is not active for an alerting call. If the call is answered by the base location, then Call Waiting applies as usual on the called party. If the call is answered by another location, then that location's Call Waiting configuration applies, and not that of the original called party.
Shared Call Appearance	Only the active location and the user's Call Manager are notified of waiting calls through tones and lamps. Shared Call Appearance Hold/Retrieve can only be used to retrieve held calls, and cannot be used to retrieve waiting calls from other locations.
Simultaneous Ringing	When a user that has Simultaneous Ringing enabled is busy and has Call Waiting disabled, Clearspan locations in the Simultaneous Ringing list are not alerted. However, external (non-Clearspan) locations are alerted. In the same scenario, if the user has Call Waiting enabled, all locations in the Simultaneous Ringing list are alerted as usual.
Three-Way Calling	Three-Way Calling and Call Waiting can be used interchangeably from the Call Manager. However, once a session is started one way or another, the flash can only be used in the context of the service that was used first.
Two-Stage Dialing	If a user has both the Call Waiting and Two-Stage Dialing services assigned, the user can retrieve incoming calls from the remote endpoint while making a call using the Two-Stage Dialing service.
Voice Messaging	When Call Waiting is active and the user is busy but can take another call, the call is redirected to Voice Messaging upon expiration of the Voice Messaging no-answer timer and gets the no-answer greeting.
Call Logs	Waiting calls are reported by the Call Logs.

38 CANCEL CALL WAITING PER CALL

The following table lists the service interactions between the Cancel Call Waiting Per Call service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Cancel Call Waiting Per Call and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Busy	If Cancel Call Waiting is active, Call Forwarding Busy applies when the user is active on one call.
Call Manager	The Cancel Call Waiting feature access code can be dialed from the Call Manager, as a stand-alone code or as a prefix to the dialed number.
Call Waiting	Once and while Cancel Call Waiting is activated, incoming calls cannot be “call waited”. Calls already waiting when Cancel Call Waiting is activated are not impacted.
Cancel Call Waiting – Persistent	The Cancel Call Waiting Per Call feature access code can be dialed while Cancel Call Waiting is disabled persistently and it has no impact.
Consultation Hold	The Cancel Call Waiting feature access code can be dialed while on a Consultation Hold call leg.
Do Not Disturb	Do Not Disturb takes precedence over Call Waiting (and Cancel Call Waiting).
Flash Call Hold	The Cancel Call Waiting feature access code can be dialed while on a Flash Call Hold call leg.
Last Number Redial	When the Cancel Call Waiting Per Call feature access code is used for the current call and Last Number Redial is used to redial, the feature access code is not reapplied to the call automatically, it must be dialed explicitly.
Priority Alert	When Cancel Call Waiting is active, Priority Alert only applies to power ringing.
Push To Talk	Call Waiting Per Call can be used prior to dialing a Push-To-Talk call or after a flash hook during the Push-To-Talk call.
Remote Office	Remote Office users can only dial the Cancel Call Waiting feature access code through the Call Manager. Cancel Call Waiting only applies to Clearspan calls. Calls terminating directly on the Remote Office location may still trigger Call Waiting.
Selective Call Acceptance	Selective Call Acceptance has precedence over Call Waiting (and Cancel Call Waiting).
Selective Call Rejection	Selective Call Rejection has precedence over Call Waiting (and Cancel Call Waiting).
Shared Call Appearance	The Cancel Call Waiting feature access code can be dialed from any active location and applies equally to all locations of a Shared Call

SERVICE	INTERACTION DESCRIPTION
	Appearance user.
Simultaneous Ringing	If Cancel Call Waiting prevents a call from alerting a user, Simultaneous Ringing is not started for that call and busy processing is provided.
Speed Dial 8	The Cancel Call Waiting feature access code can be assigned to a speed code, alone or as a prefix to a dialed number.
Speed Dial 100	The Cancel Call Waiting feature access code can be assigned to a speed code, alone or as a prefix to a dialed number.
Three-Way Calling	The Cancel Call Waiting feature access code can be dialed as a prefix to the add-on leg dialed number, and applies for as long as this leg is active.
Voice Messaging	Cancel Call Waiting does not interact directly with Voice Messaging but may cause Voice Messaging forwarding on a busy condition if the user is already busy on a call.

39 CANCEL CALL WAITING – PERSISTENT

The following table lists the service interactions between the Cancel Call Waiting – Persistent service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Cancel Call Waiting – Persistent and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Busy	If Cancel Call Waiting is active, Call Forwarding Busy applies when the user is active on one call.
Call Manager	Cancel Call Waiting prevents Call Waiting sessions even if the Call Manager is assigned to a user.
Cancel Call Waiting Per Call	The Cancel Call Waiting Per Call feature access code can be dialed while Cancel Call Waiting is disabled persistently and it has no impact.
Call Waiting	Once and while Cancel Call Waiting is activated, incoming calls cannot be “call waited”. Calls already waiting when Cancel Call Waiting is activated are not impacted.
Do Not Disturb	Do Not Disturb takes precedence over Call Waiting (and Cancel Call Waiting).
Priority Alert	When Cancel Call Waiting is active, Call Waiting is never started and Priority Alert only applies to power ringing.
Remote Office	Cancel Call Waiting only applies to Clearspan calls. Calls terminating directly on the Remote Office location may still trigger Call Waiting.
Selective Call Acceptance	Selective Call Acceptance has precedence over Call Waiting (and Cancel Call Waiting).
Selective Call Rejection	Selective Call Rejection has precedence over Call Waiting (and Cancel Call Waiting).
Shared Call Appearance	Cancel Call Waiting applies equally to all locations of a Shared Call Appearance user.
Simultaneous Ringing	If Cancel Call Waiting prevents a call from alerting a user, Simultaneous Ringing is not started for that call and busy processing is provided.
Voice Messaging	Cancel Call Waiting does not interact directly with Voice Messaging but may cause Voice Messaging forwarding on a busy condition if the user is already busy on a call.

40 CHARGE NUMBER

The following table lists the service interactions between the Charge Number and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Charge Number and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Always	The charge number of the last user in the diversion is the charge number sent to the network. If the redirecting party does not have a charge number, no charge number is included in the INVITE.
Call Forwarding Busy	The charge number of the last user in the diversion is the charge number sent to the network. If the redirecting party does not have a charge number, no charge number is included in the INVITE.
Call Forwarding No Answer	The charge number of the last user in the diversion is the charge number sent to the network. If the redirecting party does not have a charge number, no charge number is included in the INVITE.
Call Forwarding Selective	The charge number of the last user in the diversion is the charge number sent to the network. If the redirecting party does not have a charge number, no charge number is included in the INVITE.
Collaborate	The Charge Number service allows administrators to associate an additional directory number with a collaborate bridge account for charging.
Hoteling	Calls to the network use the charge number of a logged-in guest, if the guest's profile has a charge number.
Sequential Ringing	The charge number of the last user in the diversion is the charge number sent to the network. If the redirecting party does not have a charge number, no charge number is included in the INVITE.
Virtual On-Net Enterprise Extensions	The Virtual On-Net Enterprise Extensions service adds Virtual On-Net types used to label E.164 numbers for the purpose of differentiated billing. The Virtual On-Net type is composed of a billing code used when generating Call Detail Records and a unique name for display purposes.

41 COLLABORATE (AUDIO AND VIDEO)

The following table lists the service interactions between Collaborate (Collaborate – Audio and Collaborate –Video) and other user services. (Note that if a service is not listed, it means that there are no specific interactions between the Collaborate services and that service.)

The Collaborate – Video service requires the Collaborate – Audio to be assigned to the user. Otherwise, the Collaborate – Video service has no effect.

The Collaborate services fall between the Meet-Me Conferencing service and the Conference function of the Call Manager on the service bus.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Alternate numbers are assignable to collaborate bridges.
Anonymous Call Rejection	The Anonymous Call Rejection service can be assigned to a collaborate bridge.
Call Forwarding Always	The Call Forwarding Always service can be assigned to a collaborate bridge.
Call Forwarding Busy	The Call Forwarding Busy service can be assigned to a collaborate bridge.
Call Forwarding Selective	The Call Forwarding Selective service can be assigned to a collaborate bridge.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID Delivery Blocking service can be assigned to a collaborate bridge and configured to block the calling line ID delivery when the bridge initiates an outdial on behalf of a hosted call.
Calling Name Retrieval	The Calling Name Retrieval service can be assigned to a collaborate bridge.
Calling Party Category	The Calling Party Category service can be assigned to a collaborate bridge.
Calling Plans	The group's calling plans apply to collaborate bridges.
Call Notify	The Call Notify service allows an administrator of a collaborate bridge to receive e-mail notifications about selected incoming calls based on the specified selective criteria. When the Call Notify service is assigned to a collaborate bridge, it sends two e-mail notifications for a call to the bridge: the first when the user dials in to the collaborate bridge and the second when the user has entered a valid collaboration session ID/PIN.
Call Recording	A user with the Call Recording service can record collaborate room sessions in which they participate. Collaborate bridges cannot record collaborate room sessions.
Call Transfer	The Call Transfer service can be assigned to a collaborate bridge, allowing a collaborate room owner to transfer collaborate room sessions they own to another user.

SERVICE	INTERACTION DESCRIPTION
Charge Number	The Charge Number service allows administrators to associate an additional directory number with a collaborate bridge virtual user account for charging.
Classmark	The Classmark service can be assigned to a collaborate bridge.
Communication Barring	The Communication Barring User-Control service can be assigned to a collaborate bridge.
Connected Line Identification Restriction	The Connected Line Identification Restriction service prevents the connected identity from being delivered to the callers to the bridge.
Diversion Inhibitor	The Diversion Inhibitor service can be assigned to a collaborate bridge.
Do Not Disturb	The Do Not Disturb can be assigned to a collaborate bridge, allowing an administrator to set the status of a bridge to “unavailable” so that they are not notified of incoming calls.
Fax Messaging	The Fax Messaging service allows an administrator to assign a phone number to a collaborate bridge to receive fax messages for the bridge.
Group Night Forwarding	This Group Night Forwarding service can be assigned to a collaborate bridge.
Pre-alerting Announcement	The Pre-alerting Announcement service can be assigned to a collaborate bridge.
Privacy	The Privacy service can be assigned to a collaborate bridge.
Selective Call Acceptance	The Selective Call Acceptance service can be assigned to a collaborate bridge.
Selective Call Rejection	The Selective Call Rejection service can be assigned to a collaborate bridge.
Voice Messaging	The Voice Messaging User, Voice Messaging User – Video, and Third-Party Voice Mail Support services can be assigned to a collaborate bridge.
Zone Calling Restrictions	The Zone Calling Restrictions service can be assigned to a collaborate bridge.

42 COMMPILOT EXPRESS

The following table lists the service interactions between the CommPilot Express service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between CommPilot Express and that service.)

SERVICE	INTERACTION DESCRIPTION
Anonymous Call Rejection	Anonymous Call Rejection has precedence over CommPilot Express. It blocks anonymous calls before they reach CommPilot Express.
Authentication	No-answer processing results from incoming calls independent of CommPilot Express.
Automatic Callback	Automatic Callback is not started if the call is redirected by CommPilot Express.
Automatic Hold/Retrieve	CommPilot Express redirection and blocking features have precedence over Automatic Hold/Retrieve, and prevent the incoming calls from being held or retrieved when they apply.
Call Forwarding Always	Call Forwarding Always has precedence over CommPilot Express.
Call Forwarding Busy	CommPilot Express has precedence over Call Forwarding Busy. Call Forwarding Busy applies when the CommPilot Express profile is “None”.
Call Forwarding No Answer	Call Forwarding No Answer has precedence over CommPilot Express when the profile is set to “Available: Out Of Office,” “Busy,” or “Unavailable”.
Call Forwarding Selective	Call Forwarding Selective has precedence over CommPilot Express.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, CommPilot screens calls as if the caller ID was provided, even if they are blocked by the callers.
Calling Line ID Delivery Per Call	When used to override persistent Calling Line ID Delivery Blocking, Calling Line ID Delivery Per Call allows the number-based rules of CommPilot Express to apply on the called party.
Calling Line ID Delivery Blocking Per Call	When an incoming call has the Calling Line ID blocked, the CommPilot Express Calling Line ID-based criteria fail (busy, unavailable) and the default behavior applies.
Calling Line ID Delivery Blocking – Persistent	When an incoming call has the Calling Line ID blocked, the CommPilot Express Calling Line ID-based criteria fail (busy, unavailable) and the default behavior applies.
Calling Plans	Incoming Calling Plan has precedence over CommPilot Express.
Call Manager	The CommPilot Express profile is displayed and can be changed from the Call Manager.

SERVICE	INTERACTION DESCRIPTION
Call Notify	Call Notify logs calls processed by CommPilot Express.
Call Return	Call Return cannot call back incoming calls that were blocked by the busy and unavailable profiles of CommPilot Express.
Call Waiting	CommPilot Express has precedence over Call Waiting. Calls that are allowed to terminate by CommPilot Express trigger Call Waiting as applicable.
Communication Barring	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Customer Originated Trace	Incoming calls blocked by CommPilot Express can be traced.
Diversion Inhibitor	Diversion Inhibitor prevents the called party from redirecting the call with CommPilot Express. When Clearspan is terminating a diversion-inhibited call, CommPilot Express is inhibited (not triggered).
Do Not Disturb	The “None” and “Available” profiles honor Do Not Disturb, whereas other profiles override it.
Extension Dialing	Extensions can be used in the configuration of CommPilot Express. However, screening on extension only applies to calls from extension-only users. Full numbers should be used otherwise.
Legacy Automatic Callback	CommPilot Express is used to help populate the termination server’s reply to a request to queue call for Legacy ACB. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy ACB. If queued, the related values within the reply may cause the origination server to invoke an immediate de-queue of the call.
Priority Alert	The “None” and “Available” profiles allow calls to terminate to the user and honor Priority Alert as applicable, whereas the other profiles do not.
Selective Call Acceptance	Selective Call Acceptance has precedence over CommPilot Express. If Selective Call Acceptance allows a call to terminate, CommPilot Express applies.
Selective Call Rejection	Selective Call Rejection has precedence over CE. If Selective Call Acceptance allows a call to terminate, CommPilot Express applies.
Sequential Ringing	The service precedence depends on the underlying services used by CommPilot Express (CPE). For example, if the chosen CPE profile results in having Call Forwarding Always active, then Sequential Ringing is not activated and the call forwards to the destination

SERVICE	INTERACTION DESCRIPTION
	configured in by CPE.
Simultaneous Ringing	CommPilot Express has precedence over Simultaneous Ringing and only alerts the primary and secondary locations if CommPilot Express allows for it.
Voice Messaging	CommPilot Express can make use of the user's Voice Messaging service or it may redirect calls to a configured destination instead. If a user does not have Voice Messaging, CommPilot Express dispositions making use of it are ignored. If the user has Voice Messaging enabled and set to "Send All Calls to Voice Mail", all calls are sent to voice mail and CommPilot Express settings are ignored. When the user has their CommPilot Express set to "Available – In the In Office" and the "Have Voice Messaging take the call" for Busy and/or No Answer options are selected, the call is handled by the Voice Messaging service when the user is on the phone or does not answer the call. However, the call is sent to voice mail only if the Voice Messaging options "Send Busy Calls to Voice Mail" and/or "Send Unanswered Calls to Voice Mail" are checked. (CommPilot Express depends on the appropriate configuration of the Voice Messaging service). When the user has their CommPilot Express set to "Available – Out of the Office", "Busy", or "Unavailable", then CommPilot Express uses Voice Messaging only if the "Send Unanswered Calls to Voice Mail" option is checked. This is intended to emulate an immediate "answer timeout", which causes the Voice Messaging No Answer functionality to kick in shortly after.

43 COMMUNICATION BARRING

The following table lists the service interactions between the Communication Barring service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Communication Barring and that service.)

Communication Barring services include Communication Barring–Fixed and Communication Barring User-Control.

SERVICE	INTERACTION DESCRIPTION
Clearspan Anywhere	When a user receives a call, all configured Clearspan Anywhere locations other than the primary location are screened against the communication barring redirecting rules. If the redirecting action to apply to a location is not Allow or Allow Timed, the Application Server does not alert the Clearspan Anywhere location. If a location answers the call and the redirecting action to apply to the location is Allow Timed, the call duration timer is started. Once the call duration timer expires, the call is released. When the user initiates a Click-To-Dial call with Alert all locations for Click-To-Dial calls option enabled, all configured Clearspan Anywhere locations other than the primary location are screened against the redirecting rules. If the redirecting action to apply for a location is not Allow or Allow Timed, the Application Server does not alert the Clearspan Anywhere location. If a location answers the call and the redirecting action to apply for the location is Allow Timed, the call duration timer for the redirection is started. Then, the called party destination is screened against the communication barring originating rules. The originating action is applied. If the originating action to apply is Allow Timed or Authorization Code Timed, a new call duration timer for the origination is started when the called party answers the call. Once any of the two call duration timers expires, the call is released.
Call Center	When a call that is queued on a call center is offered to an agent, the Communication Barring service is inhibited.
Call Forwarding Always	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Call Forwarding Busy	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the

SERVICE	INTERACTION DESCRIPTION
	transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Call Forwarding No Answer	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Call Forwarding Not Reachable	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Call Forwarding Selective	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Call Me Now	The Call-Me-Now rules in the Communication Barring profile (if any) in effect for the target user's group are executed. If the result is that the call is blocked, then the Call-Me-Now request is rejected.
Call Transfer with Third-Party Consultation	When the Apply to Attended Call Transfers option at the communication barring profile level is enabled for a communication barring profile and the direct transfer screening is disabled at the system level, an attended call transfer is screened against the transferring party's communication barring profile. Otherwise, the originating party's profile is used.
Call Transfer with Three-Way Consultation	When the Apply to Attended Call Transfers option at the communication barring profile level is enabled for a communication barring profile and the direct transfer screening is disabled at the system level, an attended call transfer is screened against the transferring party's communication barring profile. Otherwise, the

SERVICE	INTERACTION DESCRIPTION
	originating party's profile is used.
Collaborate	The Communication Barring User-Control service can be assigned to a collaborate bridge.
CommPilot Express	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Directed Call Pickup with Barge-in	When a Directed Call Pickup with Barge-in (DPUBI) user dials the feature access code followed by an extension to barge in on a call to another group member (picked-up user), the picked-up user and the other party are screened against the originating rules of the DPUBI user. If one of the two originating actions to apply is not Allow or Allow Timed, the barge-in is rejected. In the scenarios in which both actions to apply are Allow Timed, two call duration timers are started, one for each destination. When the first timer expires, the destination restricted by the timer is dropped and a normal call remains between the DPUBI user and the other destination. When the second timer expires, the call is released. In the scenarios in which the two actions to apply are Allow and Allow Timed, a call duration timer is started. When the timer expires, the destination restricted by the timer is dropped and a normal call remains between the DPUBI user and the other destination. Note that the original two-party call will not be reestablished when the two call duration timers have expired.
Group Night Forwarding	The redirecting barring rules are enforced when redirecting the call by the service. The incoming barring rules are enforced on the received call. The group's default profile is used as the Communication Barring profile.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Communication Barring service is inhibited.
Intercept User	Intercept processes all communication barring activation, deactivation, and query events. When a user with Intercept User (or Intercept Group) service enabled dials a Communication Barring User-Control feature access code, the user receives the intercept announcement. Communication Barring is bypassed when using the Transfer on "0" to Phone Number functionality of the Intercept service.
Number Portability	The Communication Barring service includes the portability status

SERVICE	INTERACTION DESCRIPTION
Announcement	as a communication barring criterion and performs digit pattern criteria checks on the normalized routing number.
Personal Assistant	The Communication Barring service screening applies to the call leg in which Personal Assistant transfers the call to the attendant.
Pre-alerting Announcement	If the Communication Barring service is enabled and does not allow the call to go through, the pre-alerting announcement is not played.
Remote Office	The remote office destination is screened against the redirecting rules. If the redirecting action to apply is not Allow or Allow Timed, the call is rejected. If the redirecting action to apply is Allow Timed, the call duration timer is started when the call is answered. Once the call duration timer expires, the call is released. When the user with Remote Office enabled initiates a Click-To-Dial call, the remote office destination is screened against the redirecting rules. If the redirecting action to apply is Allow or Allow Timed, the call is routed to the remote office. Otherwise, the call is rejected. When the remote office answers the call, the call duration timer for the redirection is started if the redirecting action to apply is Allow Timed. Then, the called party destination is screened against the communication barring originating rules. The originating action is applied. If the originating action to apply is Allow Timer or Authorization Code Time, a new call duration timer is started for the origination when the called party answers the call. Once any of the two call duration timers expires, the call is released.
Sequential Ringing	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Simultaneous Ringing	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.

Virtual On-Net Enterprise Extensions	• Transfer with Consultation – When the transferring party has the Communication Barring service enabled, the Virtual On-Net type, along with other communication criteria for the original two calls, is screened against the communication barring redirecting rules of the transferring party. • Directed Call Pickup with Barge-in – If the Directed Call Pickup with Barge-in (DPUBI) user has Communication Barring service enabled and the other party is identified as a Virtual On-Net user, the Virtual On-Net type, along with other communication criteria, is screened against the originating rules of the DPUBI user.

44 CONNECTED LINE IDENTIFICATION PRESENTATION

The following table lists the service interactions between the Connected Line Identification Presentation service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Connected Line Identification Presentation and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	When a user is reached via an alternate directory number (DN)/extension, the appropriate connected identity for the alternate DN/extension is used instead of the appropriate connected identity for the user's primary DN/extension.
Automatic Hold/Retrieve	When a retrieval is performed using the Automatic Hold/Retrieve (AHR) service, the connected parties receive Connected Line identification (COLP) updates as appropriate. The Connected Line Identification Privacy on Redirected Calls option setting is only relevant for the retrieving user. If the retrieving user has the option in effect for the retrieval, then the retrieved party (the party on hold with the AHR user) continues to receive the COLP of the AHR user instead of being updated with the COLP of the retrieving user.
Blind Call Transfer	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Busy Lamp Field	The Busy Lamp Field generally displays the same Connected Line Identification Presentation (COLP) information that the user's own CAP clients would display. If the user's CAP clients can display the COLP for the call, then the Busy Lamp Field receives the same COLP as well. If the COLR causes the COLP to be made anonymous for the user's own CAP clients, then the Busy Lamp Field receives the COLP that is made anonymous as well. If the user has the Calling Line ID Blocking Override service enabled so their CAP clients can display restricted COLP, then the Busy Lamp Field receives the COLP without restriction as well. The one exception is if the user does not have the COLP service enabled. In this scenario, the user's own CAP clients do not receive COLP updates (they show the initially dialed address, the initial CLID, or nothing). The Busy Lamp Field does receive COLP updates however, regardless of whether the monitored user has the COLP service enabled.

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Always	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Call Forwarding Busy	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Call Forwarding No Answer	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Call Forwarding Not Reachable	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Call Forwarding Selective	When a call is redirected, the Connected Line Identification Presentation (COLP) provided depends on the Connected Line Identification Privacy on Redirected Calls option for the redirecting user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the redirecting user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the redirecting location's own COLP is provided upon answer.
Calling Name and Number Delivery	Connected Line Identification Presentation is an overlay on the Calling Identity Delivery services, and is affected by the Calling Name and Calling Number Delivery services. Specifically, the

SERVICE	INTERACTION DESCRIPTION
	connected number can be presented only if the user has the Calling Number Delivery service assigned and enabled. Similarly, the connected name can be presented only if the user has the Calling Name Delivery service assigned and enabled.
Call Transfer Recall	For a Call Transfer Recall, the CLID provided is always the CLID of the transferred party. The presentation of the CLID requires the user to have the appropriate Internal/External COLP service enabled. In addition, the Connected Line Identification Presentation (COLP) provided to the transferred party is reverted to the COLP that was in effect prior to the transfer.
Call Transfer with Three-Way Consultation	When a call is transferred with consultation, the Connected Line Identification Presentation (COLP) provided to the newly connected parties depends on the Connected Line Identification Privacy on Redirected Calls option for the transferring user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the transferring user's own COLP is still provided. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the transferred party's own COLP is provided.
Call Transfer with Third-Party Consultation	When a call is transferred with consultation, the Connected Line Identification Presentation (COLP) provided to the newly connected parties depends on the Connected Line Identification Privacy on Redirected Calls option for the transferring user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the transferring user's own COLP is still provided. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the transferred party's own COLP is provided.
Call Waiting	For a Call Waiting Recall, the CLID provided is always the CLID/ Connected Line Identification Presentation (COLP) of the call waiting party. The presentation of the CLID is the same as the CLID/COLP provided before the recall started.
Dialable Caller ID	The connected line ID is not converted to dialable format.
Directed Call Pickup	When a Directed Call Pickup occurs, the connected parties receive Connected Line Identification Presentation (COLP) updates as appropriate. The Connected Line Identification Privacy on Redirected Calls option setting is only relevant for the pickup user. If the pickup user has the option in effect for the pickup, then the other party continues to receive the COLP of the picked-up user (the pickup target) instead of being updated with the COLP of the picked-up user.
Directed Call Pickup with Barge-in	When a Directed Call Pickup occurs, the connected parties receive Connected Line Identification Presentation (COLP) updates as appropriate. The Connected Line Identification Privacy on Redirected Calls option setting is only relevant for the pickup user. If the pickup user has the option in effect for the pickup, then the

SERVICE	INTERACTION DESCRIPTION
	other party continues to receive the COLP of the picked-up user (the pickup target) instead of being updated with the COLP of the pickup user. When a barge-in occurs, the connected parties receive COLP updates as appropriate. The Connected Line Identification Privacy on Redirected Calls option setting is only relevant for the barge-in user. If the barge-in user has the option in effect for the barge-in, then the other party continues to receive the COLP of the picked-up user (the barge-in target) instead of being updated with the COLP of the barge-in user. The barge-in user always receives the appropriate COLP for the picked-up user and the other party. The picked-up user always receives the appropriate COLP for the barge-in user.
Executive	For a filtered call, the connected line identity provided to the calling party is the executive's identity according to the policies and configuration in effect for the executive. For Executive-Assistant Call Initiation, the connected line identity provided to the assistant is the executive's identity at the start of the call. It then transitions to the destination's identity once a *SIP 18x* or *200 OK* response is received by the assistant with the destination's connected identity.
Remote Office	Connected Line Identification Presentation (COLP) may be received from the network when Remote Office is in use. However, the COLP received for a Remote Office connection to the network is ignored.
Sequential Ringing	While a fork is in progress, the Connected Line Identification Presentation (COLP) provided to the originator is the COLP for the forking user. When a call is answered at one of the secondary locations, then the COLP provided depends on the Connected Line Identification Privacy on Redirected Calls option for the forking user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the forking user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the secondary location's own COLP is provided upon answer.
Simultaneous Ringing	While a fork is in progress, the Connected Line Identification Presentation (COLP) provided to the originator is the COLP for the forking user. When a call is answered at one of the secondary locations, then the COLP provided depends on the Connected Line Identification Privacy on Redirected Calls option for the forking user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the forking user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the secondary location's own COLP is provided upon answer.

SERVICE	INTERACTION DESCRIPTION
Two-Stage Dialing	Since Two-Stage Dialing only interacts with originations, there are no interactions with this service. However, note that a Two-Stage Dialing location never receives Connected Line Identification Presentation (COLP) updates since it is answered to collect digits and COLP updates are only provided to SIP devices before answer.
Virtual On-Net Enterprise Extensions	This feature does not change the mechanism that controls whether or not to present connected line identification. In cases where the connected line identification should be displayed to the Clearspan user, the Virtual On-Net Enterprise Extensions service overrides the public presentation of the remote party with their Virtual On-Net identity. In scenarios where the Virtual On-Net user redirects the call, the connected line identification is revised or changed. The existing mechanism for Connected Line Identification Presentation (COLP) update is unchanged.

45 CONNECTED LINE IDENTIFICATION RESTRICTION

The following table lists the service interactions between the Connected Line Identification Restriction service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Connected Line Identification Restriction and that service.)

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Blocking Override	The Calling Line ID Blocking Override service overrides the Connected Line Identification Restriction (COLR) setting for the remote party. If a user has the Calling Line ID Blocking Override service enabled and the remote party has COLR enabled, then the override user treats the COLR as if it were disabled.
Calling Line ID Delivery Blocking Per Call	The Connected Line Identification Restriction (COLR) service does not apply to user originations. For a user origination, the CLIR setting as specified via the device origination, CLIR service setting, and/or CLIR FACs is used for COLR purposes as well
Calling Line ID Delivery Blocking – Persistent	The Connected Line Identification Restriction (CLIR) service does not apply to user originations. For a user origination, the CLIR setting as specified via the device origination, CLIR service setting, and/or CLIR FACs is used for COLR purposes as well.
Collaborate	The Connected Line Identification Restriction service prevents the connected identity from being delivered to the callers to the bridge.
Executive	When an executive call is routed to an assistant, the connected line identity provided to the calling party is the executive's identity according to the policies and configuration in effect for the executive. When an assistant initiates a call on behalf of the executive, the connected line identity provided to the assistant is the executive's identity at the start of the call. It then transitions to the destination's identity once a SIP response is received by the assistant with the destination's connected identity.
Virtual On-Net Enterprise Extensions	This feature does not change the mechanism that controls whether or not to present connected line identification. In cases where the connected line identification should be displayed to the Clearspan user, the Virtual On-Net Enterprise Extensions service overrides the public presentation of the remote party with their Virtual On-Net identity. In scenarios where the Virtual On-Net user redirects the call, the connected line identification is revised or changed. The existing mechanism for Connected Line Identification Presentation (COLP) update is unchanged.

46 CONSULTATION HOLD

The following table lists the service interactions between the Consultation Hold service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Consultation Hold and that service.)

SERVICE	INTERACTION DESCRIPTION
Blind Call Transfer	Blind Transfer is mutually exclusive with consultation hold.
Busy Lamp Field	Busy Lamp Field reflects users in consultation hold as busy.
Calling Line ID Delivery Per Call	The Calling Line ID Delivery Per Call feature access code can be dialed prior to a phone number on a Consultation Hold call leg.
Calling Line ID Delivery Blocking Per Call	The Call Calling Line ID Delivery Blocking Per Call feature access code can be dialed prior to a phone number on a Consultation Hold call leg.
Call Manager	Flashing the switch-hook during a call (to put the other party on Consultation Hold) causes that party to show as Held on the Call Manager. Holding a party on the Call Manager while no other call is active puts that party on Consultation Hold.
Call Return	Call Return can be used to originate a call when on Consultation Hold.
Call Transfer with Third-Party Consultation	Call Transfer with Third-Party Consultation is performed after a Consultation Hold.
Cancel Call Waiting Per Call	The Cancel Call Waiting feature access code can be dialed while on a Consultation Hold call leg.
Customer Originated Trace	Customer Originated Trace can be activated on Consultation Hold.
Custom Ringback	Custom Ringback is provided to the add-on call as applicable.
Directed Call Pickup	Directed Call Pickup can be used to pick up a call on a Consultation Hold call leg.
Directed Call Pickup with Barge-in	For as long as the picked-up user is involved in a single call, a user can barge in on that user who has put a call on hold. In this case, the conference is established but the call between the user who barged in and the barged-in upon user remains on hold. The other party gets connected to the party who barged in.
Do Not Disturb	The Do Not Disturb feature access code can be dialed on a Consultation Hold call leg.
Extension Dialing	Extensions can be dialed on a Consultation Hold call leg.

SERVICE	INTERACTION DESCRIPTION
Flash Call Hold	The Flash Call Hold service changes some of the existing Consultation Hold functionality. The changes listed below only apply to the flash method. Consultation Hold is invoked by flashing the switch-hook during a two-party call, and results in special dial tone. At this point, users who are assigned the Flash Call Hold service can perform the following actions immediately after flashing: Dial the Flash Call Hold feature access code to hold the active call; Flash again (twice) to reconnect to the held party. The following actions can be performed with or without dialing the Flash Call Hold feature access code. When these actions are performed immediately after flashing the switch-hook (the Flash Call Hold feature access code is not dialed), all parties are bridged over a conference upon flashing again. When the Flash Call Hold feature access code is used first, flashing the switch-hook again results in special dial tone and the parties are not bridged. • Dial an add-on party; • Dial the Call Return feature access code; • Dial the Last Number Redial feature access code; • Dial the Call Park Retrieve feature access code; • Most other feature access codes (for example, Call Forwarding Always programming feature access code). These actions are not possible if two calls are already active. If two calls (one held, one active) are up, the flash is interpreted as follows: If the second call results from a call waiting session, flashing toggles between the two parties (that is, call waiting hold); If the second call was originated after a consultation hold (that is, no Flash Call Hold feature access code), flashing conferences the three parties. If the second call was originated after holding the first party with Flash Call Hold, flashing should result in recall dial tone. The user can then only enter the Flash Call Hold feature access code to toggle between the two parties (that is, no other actions are possible). If another number is dialed (or if nothing is dialed), the Flash Call Hold service provides a reorder tone for approximately 5 seconds, and then reconnects the user with the last active call.
Last Number Redial	The Last number Redial feature access code can be dialed on a Consultation Hold call leg.
Push To Talk	Push To Talk can be used to make a consultation call.
Remote Office	Consultation Hold is available to Remote Office users through the Call Manager since these users cannot use the flash.
Speed Dial 8	Speed codes can be dialed and programmed on a Consultation

SERVICE	INTERACTION DESCRIPTION
	Hold call leg.
Speed Dial 100	Speed codes can be dialed and programmed on a Consultation Hold call leg.
Three-Way Calling	Three-Way Calling can be performed by joining a Consultation Hold call leg with a held call leg or by clicking the Conference button on the Call Manager.
Virtual On-Net Enterprise Extensions	This feature does not change the mechanism that controls whether or not to present connected line identification. In cases where the connected line identification should be displayed to the Clearspan user, the Virtual On-Net Enterprise Extensions service overrides the public presentation of the remote party with their Virtual On-Net identity. In scenarios where the Virtual On-Net user redirects the call, the connected line identification is revised or changed. The existing mechanism for Connected Line Identification Presentation (COLP) update is unchanged.
Call Logs	Consultation calls are captured by the Call Logs.

47 CUSTOMER ORIGINATED TRACE

The following table lists the service interactions between the Customer Originated Trace service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Customer Originated Trace and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Customer Originated Trace traces calls to primary or alternate numbers.
Anonymous Call Rejection	Customer Originated Trace is unable to trace calls blocked by Anonymous Call Rejection.
Authentication	An authenticated endpoint initiates Customer Originated Trace. **NOTE**: The last incoming number is memorized when the endpoint is not authenticated.
Automatic Callback	Customer Originated Trace does not consider the incoming Automatic Callback recall.
Blind Call Transfer	Customer Originated Trace traces calls that alert the user before getting transferred.
Call Forwarding Always	Customer Originated Trace can trace a call forwarded by Call Forwarding Always.
Call Forwarding Busy	Customer Originated Trace can trace a call forwarded by Call Forwarding Busy.
Call Forwarding No Answer	Customer Originated Trace can be used to trace an incoming call that has been forwarded by Call Forwarding No Answer.
Call Forwarding Selective	Customer Originated Trace can trace a call forwarded by Call Forwarding Selective.
Calling Line ID Delivery	Customer Originated Trace can trace calls regardless of the Calling Line ID delivery.
Calling Line ID Delivery Per Call	Customer Originated Trace can trace calls regardless of the Calling Line ID delivery.
Calling Line ID Delivery Blocking Per Call	Customer Originated Trace can trace calls regardless of the presentation indicator.
Calling Line ID Delivery Blocking – Persistent	Customer Originated Trace can trace calls regardless of the presentation indicator.
Calling Plans	Incoming calls blocked by Incoming Calling Plan cannot be traced.
Call Transfer with Third-Party Consultation	Customer Originated Trace can be used on the consultation leg of a three-way call and reports the last incoming call to the user.
Call Waiting	Waiting calls can be traced with Customer Originated Trace.

SERVICE	INTERACTION DESCRIPTION
CommPilot Express	Incoming calls blocked by CommPilot Express can be traced.
Consultation Hold	Customer Originated Trace can be activated on Consultation Hold.
Dialable Caller ID	When the Clearspan user dials the Customer Originated Trace feature access code, the calling address is obtained from the call logs. The number of the caller traced is in dialable format.
Directed Call Pickup	Customer Originated Trace can be performed on the picked-up party.
Do Not Disturb	Customer Originated Trace can trace incoming calls that trigger Do Not Disturb.
Extension Dialing	Customer Originated Trace can trace calls for which the Calling Line ID is an extension. The full Calling Line ID is reported or the group Calling Line ID is reported if the caller has no public number.
Flash Call Hold	Customer Originated Trace can be performed after a Flash Call Hold.
Legacy Automatic Callback	Customer Originated Trace does not consider the incoming Legacy Automatic Callback recall.
Push To Talk	Customer Originated Trace can be used to capture incoming Push-To-Talk calls.
Selective Call Acceptance	Customer Originated Trace cannot trace calls blocked by Selective Call Acceptance.
Selective Call Rejection	Customer Originated Trace cannot trace calls blocked by Selective Call Rejection.
Sequential Ringing	Customer Originated Trace can be used to capture incoming Sequential Ringing calls.
Speed Dial 8	The Customer Originated Trace feature access code can be associated with a Speed Code.
Speed Dial 100	The Customer Originated Trace feature access code can be associated with a Speed Code.

48 CUSTOM RINGBACK

The following table lists the service interactions between the Custom Ringback service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Custom Ringback and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Custom Ringback applies equally to primary and alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Custom Ringback. Rejected calls do not trigger Custom Ringback.
Authentication	Custom Ringback applies to callers even if the called party is not authenticated.
Automatic Callback	Custom Ringback applies to Automatic Callback delayed calls as usual.
Automatic Hold/Retrieve	An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services.
Blind Call Transfer	Callers that get blind transferred to another user get the ringback provided by the user where they get transferred.
Call Center	Custom Ringback does not work in conjunction with Call Center. Assigning this service to a call center is without effect. When a call that is queued on a call center is offered to an agent, the Custom Ringback service is inhibited.
Call Forwarding Always	Custom Ringback is applied as per the final destination of the call independently of the call being forwarded.
Call Forwarding Busy	Custom Ringback is applied as per the final destination of the call, independently of the call being forwarded.
Call Forwarding No Answer	When calling a user where custom ringback applies, a caller initially hears the custom ringback of the called party. Upon transfer, the caller hears the ringback applicable for the new destination. This can be regular ringback if the target destination is a PSTN location or the custom ringback of another Clearspan user, if applicable.
Call Forwarding Not Reachable	The Custom Ringback service can provide custom ringback until Call Forwarding Not Reachable redirects the call (only if a 4xx/5xx/6xx follows an 18x since custom ringback only starts after an 18x), but it does not otherwise affect Call Forwarding Not Reachable.
Call Forwarding Selective	Custom Ringback is applied as per the final destination of the call independently of the call being forwarded.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, Custom Ringback screens the incoming caller ID, even if it is

SERVICE	INTERACTION DESCRIPTION
	blocked by the calling party.
Calling Line ID Delivery	Incoming calls with the caller ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the caller ID blocked or other non-caller ID related criteria apply.
Calling Line ID Delivery Per Call	Incoming calls with the Calling Line ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the caller ID blocked or other non-caller ID related criteria apply.
Calling Line ID Delivery Blocking Per Call	Incoming calls with the Calling Line ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the Calling Line ID blocked or other non-Calling Line ID related criteria apply.
Calling Line ID Delivery Blocking – Persistent	Incoming calls with the Calling Line ID blocked do not activate Custom Ringback unless it has been configured to be activated by calls with the Calling Line ID blocked or other non-caller ID-related criteria apply.
Call Transfer with Three-Way Consultation	When joining an add-on party during ringback, Custom Ringback applies as usual and the applicable ringback tone is conferenced with the other parties, until the add-on party answers.
Call Transfer with Third-Party Consultation	Custom Ringback applies when making a consultation call.
Call Waiting	Custom Ringback applies to waiting calls as usual.
Consultation Hold	Custom Ringback is provided to the add-on call as applicable.
Directed Call Pickup	Directed Call Pickup can be used to pick up a call that is receiving Custom Ringback.
Directed Call Pickup with Barge-in	Directed Call Pickup can be used to pick up a call that is receiving Custom Ringback.
Do Not Disturb	Custom Ringback is never provided when Do Not Disturb is active.
Executive	For a filtered call, the Custom Ringback service is disabled for the assistant but runs as usual for the executive.

External Custom Ringback	The Custom Ringback service takes precedence over the External Custom Ringback service, but the External Custom Ringback service takes precedence over the Custom Ringback Group service. When a user receives an incoming call, the Custom Ringback User service is checked first. If the service is assigned and enabled and the call passes the screening criteria, then the Custom Ringback service provides ringback. If service is not assigned or enabled and the call does not pass the screening criteria, the External Custom Ringback service (if assigned and enabled) attempts to connect to the external custom ringback server. • If successful, the Custom Ringback Group service is inhibited. • If unsuccessful, processing continues and Custom Ringback Group service has a chance to execute.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Custom Ringback service is inhibited.
Personal Assistant	The Personal Assistant service has precedence over the Custom Ringback Group and Custom Ringback User services. If the Personal Assistant service is applied, there is no custom ringback tone for the callers.
Pre-alerting Announcement	The pre-alerting announcement is played before playing custom ringback.
Push To Talk	Push-To-Talk calls are subject to Custom Ringback when forced off-hook does not apply to the call.
Selective Call Acceptance	Calls blocked by Selective Call Acceptance are not subject to Custom Ringback.
Selective Call Rejection	Calls blocked by Selective Call Rejection are not subject to Custom Ringback.
Sequential Ringing	If Sequential Ringing applies on a call, the caller hears the Sequential Ringing announcements, with regular ringback between comfort messages. Custom Ringback does not apply then.
Simultaneous Ringing	The caller hears custom ringback as per the primary location's profile while Simultaneous Ringing is alerting the secondary locations.
Three-Way Calling	When an alerting party is conferenced while providing custom ringback, the custom ringback is heard by all parties on the conference.

49 DIALABLE CALLER ID

The following table lists the service interactions between the Dialable Caller ID service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Dialable Caller ID and that service.)

The Dialable Caller ID terminator service instance is triggered before Call Logs and Calling Name Retrieval services, but after the screening services (for example, Intercept User, Incoming Calling Plan, Anonymous Call Rejection, Selective Call Acceptance, Selective Call Rejection, and so on) to allow the screening and rejection of the call prior to performing a Dialable Caller ID query.

SERVICE	INTERACTION DESCRIPTION
Busy Lamp Field	When a monitored user receives a call, the SIP NOTIFY request for Busy Lamp Field delivers the calling number in the message body. If the monitored user has Dialable Caller ID enabled, the calling numbering is present in dialable format.
Calling Line ID Delivery	The Dialable Caller ID does not change the existing mechanism that controls whether or not to present the calling identity. In cases where the calling number should be displayed to a Clearspan user, the calling numbering is present in dialable format. When the Dialable Caller ID screening failure is set to display the received caller ID, the calling number is displayed as received. When the Dialable Caller ID screening failure is set to restrict the number, the calling number is not displayed. When the Dialable Caller ID screening failure is set to restrict the name and number, the calling numbering is not displayed and the calling name is displayed as “Unavailable”.
Calling Line ID Delivery – per	See *Calling Line ID Delivery*.
Calling Name and Number Delivery	See *Calling Line ID Delivery*.
Calling Name Retrieval	In general, the Calling Name Retrieval service is unaffected by the Dialable Caller ID and vice versa. The Dialable Caller ID delivers the caller’s number while the Calling Name Retrieval service delivers the caller’s name to Clearspan users. When the Calling Name Retrieval service queries a Calling Name Retrieval server for caller’s name, the caller’s actual or charging address, instead of the Dialable Caller ID, is used for identifying the caller. The Calling Name Retrieval service does not update caller’s number. The Dialable Caller ID terminator service instance is triggered before the Calling Name Retrieval service instance. In the scenarios in which the Dialable Caller ID detects a screen error and the parameter for Screening Failure handling is set to restrict the name and number, the Calling Name Retrieval service is not invoked.
Call Logs	Dialable Caller ID applies to Call Logs (that is, the number of the log is converted to a dialable format).
Call Notify	Dialable Caller ID does not apply to Call Notify. The calling number

SERVICE	INTERACTION DESCRIPTION
	to be presented in the e-mail is not converted to a dialable format.
Call Return	When the Clearspan user dials the Call Return feature access code, the calling address is obtained from the call logs. The call is routed based on the dialable caller ID.
Connected Line Identification Presentation	The connected line ID is not converted to dialable format.
Customer Originated Trace	When the Clearspan user dials the Customer Originated Trace feature access code, the calling address is obtained from the call logs. The number of the traced caller is in a dialable format.
Personal Assistant	Personal Assistant uses the original CLID and not the dialable caller ID for exclusion screening.
Shared Call Appearance	Dialable Caller ID delivers the dialable caller ID to all Shared Call Appearance locations associated with the Clearspan user.
Voice Messaging	Dialable Caller ID does not apply to Voice Messaging. The Application Server can be configured to send an e-mail to a user when that user receives a voice mail message. The calling number to be presented in the e-mail is not converted to a dialable format.

50 DIRECTED CALL PICKUP

The following table lists the service interactions between the Directed Call Pickup service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Directed Call Pickup and that service.)

SERVICE	INTERACTION DESCRIPTION
Automatic Hold/Retrieve	Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services.
Blind Call Transfer	Alerting calls can be picked up before they are blind transferred. Transferred calls can be picked up and picked-up calls can be transferred.
Call Forwarding Always	The call can be picked up as long as it is within the same group.
Call Forwarding Busy	The call can be picked up on as long as it is within the same group.
Call Forwarding No Answer	It is possible to pick up a ringing call before the call is forwarded. Picked-up calls are not forwarded by the user picking up the call. Call can be picked up on the forwarded-to party as long as it is within the same group.
Call Forwarding Not Reachable	A call that has been redirected by Call Forwarding Not Reachable (or any other Call Forwarding service) cannot be picked up on the redirecting user. However, it can be picked up at the destination.
Alternate Numbers	Directed Call Pickup picks up calls destined to alternate numbers.
Call Forwarding Selective	The call can be picked up as long as it is within the same group.
Call Hold and Retrieve	It is possible to flash during a call to place a call on hold and pick up another call.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, calls picked up by that user have their caller ID displayed, even if they are blocked by the caller.
Calling Line ID Delivery	The Calling Line ID of the picked-up party gets delivered to the user if available and public.
Calling Line ID Delivery Per Call	The Calling Line ID of the picked-up party gets delivered to the user, if available and public.
Calling Line ID Delivery	The Calling Line ID of the picked-up party is not delivered to the

SERVICE	INTERACTION DESCRIPTION
Blocking Per Call	user, if private or anonymous.
Calling Line ID Delivery Blocking –Persistent	The Calling Line ID of the picked-up party is not delivered to the user, if private or anonymous.
Calling Name and Number Delivery	The calling name and number of the picked-up party get delivered to the user if available and public.
Calling Plans	Users can pickup calls that would normally be blocked by Incoming Calling Plan.
Call Manager	Call can be picked up using the Call Manager to dial the Directed Call Pickup feature access code and desired extension.
Call Notify	Call Pickup does not send a call notify message for picked-up calls.
Call Recording	If a user who picks up the call has Call Recording, then the call is recorded.
Call Return	Call Return can be performed on the picked-up party.
Call Transfer with Three-Way Consultation	The controller can transfer a call that was previously picked up.
Call Transfer with Third-Party Consultation	The controller can transfer a call that was previously picked up.
Call Waiting	A waiting call cannot be picked up. A call must alert the user with ringing to be picked up.
Connected Line Identification Presentation	When a Directed Call Pickup occurs, the connected parties receive Connected Line Identification Presentation (COLP) updates as appropriate. The Connected Line Identification Privacy on Redirected Calls option setting is only relevant for the pickup user. If the pickup user has the option in effect for the pickup, then the other party continues to receive the COLP of the picked-up user (the pickup target) instead of being updated with the COLP of the picked-up user.
Consultation Hold	Directed Call Pickup can be used to pick up a call on a Consultation Hold call leg.
Customer Originated Trace	Customer Originated Trace can be performed on the picked-up party.
Custom Ringback	Directed Call Pickup can be used to pick up a call that is receiving Custom Ringback.
Diversion Inhibitor	Diversion Inhibitor does not prevent another party from picking up the call.
Do Not Disturb	It is possible to pick up calls regardless whether the answering party is accepting calls.

SERVICE	INTERACTION DESCRIPTION
Extension Dialing	Directed Call Pickup makes use of extensions to identify the user to pick up. It is not possible to pick up a call from a user without extension with Directed Call Pickup.
Flash Call Hold	Directed Call Pickup can be used to establish a new call leg after holding the other party.
In-Call Service Activation	A picked-up call can be monitored by the In-Call Service Activation service.
Personal Assistant	When the Personal Assistant service is invoked, the call cannot be picked up.
Pre-alerting Announcement	The call cannot be picked up until a non-interruptible pre-alerting announcement finishes playing and the user devices have been alerted. An interruptible pre-alerting announcement can be picked up during the pre-alerting announcement.
Push To Talk	Push-To-Talk calls cannot be picked up or barged in on using the Call Pickup, Directed Call Pickup, or Directed Call Pickup with Barge-in services. Attempts to pick up or barge in on a Push-To-Talk call result in the pick-up or barge-in request being denied with reorder treatment.
Remote Office	Directed Call Pickup can only be used through the Call Manager when using Remote Office.
Selective Call Acceptance	It is possible to pick up calls that would normally be blocked by Selective Call Acceptance.
Selective Call Rejection	It is possible to pick up calls that would normally be blocked by Selective Call Rejection.
Sequential Ringing	Another user using Call Pickup, no matter which location is being alerted, can still pick up a call to a user being alerted by Sequential Ringing.
Shared Call Appearance	Directed Call Pickup can be used from any active location. When used through the Call Manager, only the primary location is used, if no other location is active.
Speed Dial 8	The Directed Call Pickup feature access code can be associated with a speed code, with or without an extension. Dialing the associated speed code, results in picking up the selected extension.
Speed Dial 100	The Directed Call Pickup feature access code can be associated with a speed code, with or without an extension. Dialing the associated speed code, results in picking up the selected extension.
Three-Way Calling	A picked-up party can be conferenced. It is not possible for the conference controller to pick up another call. If the controller flashes during a conference, the flash is processed in priority by the Flash service. However, a participant in a Three-Way Call can pick up another call by

SERVICE	INTERACTION DESCRIPTION
	flashing and dialing the Call Pickup access code.
Call Logs	Picked-up calls are reported in the Call Logs.

51 DIRECTED CALL PICKUP WITH BARGE-IN

The following table lists the service interactions between the Directed Call Pickup with Barge-in service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Directed Call Pickup with Barge-in and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Directed Call Pickup with Barge-in picks up and barges-in to calls destined to alternate numbers.
Anonymous Call Rejection	Directed Call Pickup with Barge-in has precedence over Anonymous Call Rejection. It can pick up and barge-in to a call that has its Caller ID blocked or unavailable or if Anonymous Call Rejection is active.
Automatic Hold/Retrieve	Barge-in attempts to a call that is held by the Automatic Hold/Retrieve service are rejected.
Clearspan Anywhere	The following describes the interaction with Directed Call Pickup with Barge-in (DPUBI) with automatic target selection. A DPUBI user can barge in on a call involving a device hosted via Clearspan Anywhere (a Clearspan Anywhere location) if the Clearspan Anywhere user is in the same group as the DPBUI user. However, since the Clearspan Anywhere location is “acting” as the Clearspan Anywhere user, automatic target selection is not possible when the Clearspan Anywhere location involved in the call (connected or alerted) is another user from the same group as the Clearspan Anywhere user.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, calls picked up or barged-in upon by that user have their caller ID displayed, even if they are blocked by the caller(s).
Calling Name and Number Delivery	When Calling Line ID Blocking Override is active for a user, calls picked up or barged-in upon by that user have their Calling Line ID displayed, even if they are blocked by the caller(s).
Calling Plans	Users can pickup calls that would normally be blocked by Incoming Calling Plan.
Call Manager	The Directed Call Pickup with Barge in feature access code can be dialed from the Call Manager, optionally followed by the picked-up extension.
Call Notify	Calls picked up and barged in by Directed Call Pickup with Barge-in are not reported by Call Notify.
Call Recording	If a user who picks up the call has Call Recording, then the call is recorded.
Call Transfer Recall	Call Transfer Recall does not apply to a Transfer with Consultation of a barge-in conference. If a user with Call

SERVICE	INTERACTION DESCRIPTION
	Transfer Recall enabled performs a Transfer with Consultation of a barge-in conference, then recall monitoring is not started for the transfer.
Call Transfer with Three-Way Consultation	The user can transfer a call by hanging up after barging onto it. In this case, the original call is restored.
Call Waiting	It is not possible to barge in onto a party that is the controller of a call waiting session. Directed Call Pickup with Barge-in (DPUBI) does not allow the picked-up user to be involved in two calls as it does with Call Waiting. The DPUBI user receives the DPUBI error treatment in this case. With the Barge-in FAC feature, when automatic target selection is possible and the target selected is a user involved in a Call Waiting scenario, the existing Directed Call Pickup with Barge-in functionality applies to the target, that is, the DPUBI user is provided with the same DPUBI error treatment.
Connected Line Identification Presentation	When a Directed Call Pickup occurs, the connected parties receive Connected Line Identification Presentation (COLP) updates as appropriate. The Connected Line Identification Privacy on Redirected Calls option setting is only relevant for the pickup user. If the pickup user has the option in effect for the pickup, then the other party continues to receive the COLP of the picked-up user (the pickup target) instead of being updated with the COLP of the pickup user. When a barge-in occurs, the connected parties receive COLP updates as appropriate. The Connected Line Identification Privacy on Redirected Calls option setting is only relevant for the barge-in user. If the barge-in user has the option in effect for the barge-in, then the other party continues to receive the COLP of the picked-up user (the barge-in target) instead of being updated with the COLP of the barge-in user. The barge-in user always receives the appropriate COLP for the picked-up user and the other party. The picked-up user always receives the appropriate COLP for the barge-in user.
Consultation Hold	For as long as the picked-up user is involved in a single call, a user can barge in on that user who has put a call on hold. In this case, the conference is established but the call between the user who barged in and the barged-in upon user remains on hold. The other party gets connected to the party who barged in.
Custom Ringback	Directed Call Pickup can be used to pick up a call that is receiving Custom Ringback.
Diversion Inhibitor	Diversion Inhibitor does not prevent another party from picking up the call.
Do Not Disturb	Users can barge onto another user that has activated Do Not

SERVICE	INTERACTION DESCRIPTION
	Disturb.
Flash Call Hold	In this case, the conference is established but the call between the user who barged in and the barged-in upon user remains on hold. The other party gets connected to the party who barged in.
In-Call Service Activation	If the In-Call Service Activation user initiates a barge-in, In-Call Service Activation monitors digits during the barge-in conference, and continues monitoring if one of the other parties subsequently hangs up. If no barge-in occurs (because the called party had not answered yet), then In-Call Service Activation also applies, similar to the standard Call Pickup and Directed Call Pickup features.
N-Way Calling	When Directed Call Pickup with Barge-in is used and triggers a barge-in, the barge-in user starts a conference (3WC) with the picked-up user and the other party. However, the barge-in user is not required to have the Three-Way Calling or N-Way Calling service to start this conference. The barge-in conference is simply part of the DPUBI service. A barge-in conference is limited to a 3WC regardless of whether the user has the N-Way Calling service. Attempts to add participants to a barge-in conference are rejected.
Personal Assistant	The Personal Assistant service has precedence over the Directed Call Pickup with Barge-in service. When the Personal Assistant service is invoked, the call cannot be picked up or barged in on.
Pre-alerting Announcement	A call cannot be barged into until a non-interruptible pre-alerting announcement finishes playing. A call playing an interruptible pre-alerting announcement can be barged in during the announcement.
Push To Talk	Push-To-Talk calls cannot be picked up or barged in on using the Call Pickup, Directed Call Pickup, or Directed Call Pickup with Barge-in services. Attempts to pick up or barge in on a Push-To-Talk call results in the pick-up or barge-in request being denied with reorder treatment. A user involved in a Push-To-Talk call (originator or terminator) is not considered to be a candidate for automatic target selection. Therefore, when two calls are active within a group and one of them is a Push-To-Talk call, the target automatically selected for Directed Call Pickup with Barge-in is the user involved in the non-Push-To-Talk call.
Remote Office	Barge-in can be used between Remote Office users. When a Directed Call Pickup with Barge-In call with automatic target selection selects a user involved in a call on a Remote Office device, the selected target is always the call involving the remote office phone.
Security Classification	When a Directed Call Pickup occurs using feature access code *33, the call classification is re-evaluated to select the lowest

SERVICE	INTERACTION DESCRIPTION
	classification priority of users added to the resulting conference.
Selective Call Acceptance	Barge-in has precedence over the Selective Call Acceptance service on the picked-up user and can be used even if calls from the user would normally be blocked.
Selective Call Rejection	Barge-in has precedence over the Selective Call Rejection service on the picked-up user and can be used even if calls from the user would normally be blocked.
Sequential Ringing	Another user using Call Pickup, no matter which location is being alerted, can still pick up a call to a user being alerted by Sequential Ringing. When a user has Sequential Ringing set to secondary locations, this user is a candidate for Directed Call Pickup with Barge-in (DPUBI) with automatic target selection while the call involves the primary location (ringing/answered). When the primary location times out and the secondary location is being alerted, the user is still a candidate for automatic target selection until the call is answered (by any of the secondary locations). Once the call is answered by a secondary location, the Sequential Ringing user cannot be automatically selected as a target for DPUBI.
Speed Dial 8	The Directed Call Pickup with Barge-in feature access code can be assigned to a speed dial code, with or without an extension.
Speed Dial 100	The Directed Call Pickup with Barge-in feature access code can be associated with a speed code, with or without an extension.
Three-Way Calling	Barge-in results in a three-way call session where the user is the controller, the picked-up user is the original party, and the other user is the add-on party. It is not possible to barge onto a user already in a three-way call.
Virtual On-Net Enterprise Extensions	When a DPUBI user with Virtual On-Net Enterprise Extensions service enabled dials the feature access code followed by an extension to barge in on a call to a picked-up user, the other party is checked to see if the call from the DPUBI user to the other party is a Virtual On-Net call.
Voice Messaging	It is possible to barge-in on a user connected to voice mail.
Call Logs	Picked-up calls are reported in the Call Logs.

52 DIRECT ROUTE

The following table lists the service interactions between the Direct Route and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Direct Route and that service.)

The following applies to the Direct Route service in addition to the interactions listed in the table:

- This service changes the processing steps in network translations. The Application Server performs the direct route identifier lookup after it performs the Trunk Group Identity and Originating Trunk Group (OTG)/Destination Trunk Group (DTG) identity lookups and before it performs the Public User Identity (PUI) lookup (IMS deployments only) or the Directory Number (DN) lookup.

- When a user is assigned the Direct Route service, the Application Server applies a one-call-per-session policy for that user's calls, both terminating and originating. In other words, the Application Server processes direct route calls in unmapped sessions. (For more information about unmapped sessions, see section ***Error! Reference source not found.***). Using unmapped sessions yields improved call throughput through greater concurrency, at the expense of losing support for some multiple-call services.

- Call Park/Retrieve – Certain services that are invoked by the user placing an active call on hold and then dialing a feature access code (FAC) do not work with Direct Route. This includes the Call Park service. In addition, when a parked call is recalled, the recall is always to the direct route user's primary address, even if the call was originally set up as a direct route call.

- Emergency calls – New incoming calls are allowed during an emergency call for a user with the Direct Route service.

- Find-me/Follow-me Call Push – This feature does not work for users with the Direct Route service.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Clearspan Anywhere	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Call Center	If the Application Server sends an INVITE request for ring splash after answer, it sends the request to the user's primary address.
Call Forwarding Always	If the Application Server sends an INVITE request for ring splash, it sends the request with the same terminating address

SERVICE	INTERACTION DESCRIPTION
	information as the INVITE request for the original incoming call.
Call Forwarding Selective	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Call Me Now	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Call Notify	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Call Recording	Call Recording using a FAC is not supported.
Call Transfer Recall	If a direct route call is transferred and then recalled via Call Transfer Recall, the recall is made to the direct route user's primary address.
Call Transfer with Three-Way Consultation	Call Transfer with Three-Way Consultation are not supported with the Direct Route service.
Call Waiting	If Call Waiting is assigned and disabled, the Application Server does not prevent the user from receiving more than one call. That is, the Application Server cannot block a new incoming call due to Call Waiting being disabled.
Custom Ringback	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Directed Call Pickup with Barge-in	Barging in on a call is not supported for a user with the Direct Route service.
Do Not Disturb	If the Application Server sends an INVITE request for ring splash, it sends the request with the same terminating address information as an INVITE request for an incoming call.
Executive	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension. Call Bridge and Call Retrieve are not supported for a user with the Direct Route service.
N-Way Calling	N-Way Calling is not supported with the Direct Route service.
Personal Assistant	If the Application Server sends an INVITE request for ring splash, it sends the request with the same terminating address information as an INVITE request for an incoming call.
Priority Alert	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Pre-alerting Announcement	When a terminating service applies Calls To selective criteria, it

SERVICE	INTERACTION DESCRIPTION
	treats a direct route call as a call to the user's primary DN or primary extension.
Selective Call Acceptance	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Selective Call Rejection	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Sequential Ringing	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Shared Call Appearance	Call Bridge and Call Retrieve are not supported for a user with the Direct Route service.
Simultaneous Ringing	When a terminating service applies Calls To selective criteria, it treats a direct route call as a call to the user's primary DN or primary extension.
Three-Way Call	Three-Way Call is not supported with the Direct Route service.
Voice Messaging	Direct Voice Mail Transfer FAC is not supported.

53 DIVERSION INHIBITOR

The following table lists the service interactions between the Diversion Inhibitor service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Diversion Inhibitor and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Diversion Inhibitor equally applies to calls to alternate numbers.
Automatic Callback	When a user calls another user that's busy, and attempts to redirect to voice mail or another busy service (for example, Call Forwarding Busy), Diversion Inhibitor blocks the redirection, which results in a busy condition that triggers Automatic Callback on the caller.
Blind Call Transfer	The Diversion Inhibitor feature access code can be prefixed to the destination of a Blind Transfer.
Call Center	This service allows the administrator to inhibit subsequent redirections when a call is transferred to a new destination. This is applicable whether the call is transferred by service configuration (for example, Call Forwarding Always [CFA]) or by Queue policy (for example, Holiday Service). Subsequent redirections are inhibited on a per-call basis by including the Diversion Inhibitor (DI) FAC in the destination address.
Call Forwarding Always	Diversion Inhibitor prevents calls from being forwarded with Call Forwarding Always when activated for the incoming call. When Clearspan is terminating a diversion-inhibited call, Call Forwarding Always is inhibited (not triggered).
Call Forwarding Busy	Diversion Inhibitor prevents calls from being forwarded with Call Forwarding Busy when activated for the incoming call. When Clearspan is terminating a diversion-inhibited call, Call Forwarding Busy is inhibited (not triggered).
Call Forwarding No Answer	Diversion Inhibitor prevents calls from being forwarded with Call Forwarding No Answer when activated for the incoming call. When Clearspan is terminating a diversion-inhibited call, Call Forwarding No Answer is inhibited (not triggered).
Call Forwarding Not Reachable	If the originator has invoked the Diversion Inhibitor service (for example, *80 before dialing), Call Forwarding Not Reachable does not redirect the call even if the terminating user's access device is unreachable.
Call Forwarding Selective	Diversion Inhibitor prevents calls from being forwarded with Call Forwarding Selective when activated for the incoming call. When Clearspan is terminating a diversion-inhibited call, Call Forwarding Selective is inhibited (not triggered).

SERVICE	INTERACTION DESCRIPTION
Call Manager	Activating Diversion Inhibitor on a call does not prevent the called party from transferring the call to Voice Mail or Blind Transferring the call.
Call Transfer with Three-Way Consultation	Activating Diversion Inhibitor for a call does not prevent the called party from transferring the call.
Call Transfer with Third-Party Consultation	Activating Diversion Inhibitor for a call does not prevent the called party from transferring the call.
Collaborate	The Diversion Inhibitor service can be assigned to a collaborate bridge.
CommPilot Express	Diversion Inhibitor prevents the called party from redirecting the call with CommPilot Express. When Clearspan is terminating a diversion-inhibited call, CommPilot Express is inhibited (not triggered).
Directed Call Pickup	Diversion Inhibitor does not prevent another party from picking up the call.
Directed Call Pickup with Barge-in	Diversion Inhibitor does not prevent another party from picking up the call.
Executive	For a filtered call, diversion inhibition is always applied to the assistants as if the Diversion Inhibitor service were in effect.
Extension Dialing	Diversion Inhibitor can be used with extension dialing.
Fax Messaging	The Diversion Inhibitor service does not apply to incoming fax calls (Fax Deposit). If an origination or redirection to a user's fax number invokes the Diversion Inhibitor service, the call is still allowed to redirect to the appropriate Voice Messaging system for Fax Deposit.
Flash Call Hold	Diversion Inhibitor can be used when originating a call after flash call hold.
In-Call Service Activation	Diversion Inhibitor is compatible with In-Call Service Activation. Dialing the Diversion Inhibitor FAC (typically *80) before a call does not prevent it from being monitored by In-Call Service Activation. It is possible to dial the Diversion Inhibitor FAC after flash digits have been detected, before dialing the consultation leg destination digits.
Legacy Automatic Callback	These services have no specific interactions. Only dialing the LACB FAC triggers LACB.
Location-Based Calling Restrictions	The Diversion Inhibitor service has precedence over Location-Based Calling Restrictions.
Personal Assistant	If the calling party requests diversion inhibition, the diversion inhibition is ignored when the caller presses the key to let the Personal Assistant service transfer the call to the attendant or

SERVICE	INTERACTION DESCRIPTION
	voice mail.
Remote Office	Diversion Inhibitor allows a call to be diverted to a remote office location on the called party.
Sequential Ringing	Diversion Inhibitor prevents sequential ring from starting on the called party. When Clearspan is terminating a diversion-inhibited call, Sequential Ringing is inhibited (not triggered).
Simultaneous Ringing	Diversion Inhibitor prevents Simultaneous Ringing from starting on the called party. When Clearspan is terminating a diversion-inhibited call, Simultaneous Ringing (Personal) is inhibited (not triggered).
Voice Messaging	Diversion Inhibitor prevents a call from being redirected to Voice Mail by the called party. When Clearspan is terminating a diversion-inhibited call, Voice Messaging is inhibited (not triggered).

54 DO NOT DISTURB

The following table lists the service interactions between the Do Not Disturb service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Do Not Disturb and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Do Not Disturb applies to alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection blocks anonymous calls before they trigger Do Not Disturb.
Authentication	Do Not Disturb does not require authenticated endpoint(s).
Automatic Callback	Automatic Callback recall overrides Do Not Disturb. It alerts the user. If the called party has Do Not Disturb, Automatic Callback considers the line busy and starts.
Automatic Hold/Retrieve	Do Not Disturb has precedence over Automatic Hold/Retrieve when active, and provides busy processing to incoming calls which are not held or retrieved.
Clearspan Anywhere	Clearspan Anywhere locations are not called when the user activates the Do Not Disturb service.
Clearspan Mobility	The Do Not Disturb service has precedence over B Clearspan Mobility.
Busy Lamp Field	Busy Lamp Field represents idle users with Do Not Disturb active as idle.
Call Center	Do Not Disturb takes precedence over the call center queue policies. Incoming calls are provided with busy processing, and the entrance message is not played, even if it is configured to play to completion.
Call Forwarding Always	Call Forwarding Always has precedence over Do Not Disturb.
Call Forwarding Busy	Do Not Disturb activates the Call Forwarding Busy treatment.
Call Forwarding No Answer	Call Forwarding No Answer is never activated by an incoming call when Do Not Disturb is active.
Call Forwarding Not Reachable	Do Not Disturb has priority over Call Forwarding Not Reachable. Call Forwarding Not Reachable does not redirect the call if Do Not Disturb is active.
Call Forwarding Selective	Call Forwarding Selective applies to an incoming call before Do Not Disturb.
Calling Plans	Incoming Calling Plan has precedence over Do Not Disturb.
Call Manager	The Do Not Disturb status is shown on the Call Manager and the *Do Not Disturb* page can be accessed from the Call Manager.

SERVICE	INTERACTION DESCRIPTION
Call Notify	Call Notify captures calls even when Do Not Disturb is active.
Call Return	If a call arrives while Do Not Disturb is active, Call Return can still be used to call back that caller.
Call Waiting	Do Not Disturb has precedence over Call Waiting.
Cancel Call Waiting Per Call	Do Not Disturb takes precedence over Call Waiting (and Cancel Call Waiting).
Cancel Call Waiting – Persistent	Do Not Disturb takes precedence over Call Waiting (and Cancel Call Waiting).
Collaborate	Do Not Disturb can be assigned to a collaborate bridge, allowing an administrator to set the status of a bridge to “unavailable” so that they are not notified of incoming calls.
CommPilot Express	The “None” and “Available” profiles honor Do Not Disturb, whereas other profiles override it.
Consultation Hold	The Do Not Disturb feature access code can be dialed on a Consultation Hold call leg.
Customer Originated Trace	Customer Originated Trace can trace incoming calls that trigger Do Not Disturb.
Custom Ringback	Custom Ringback is never provided when Do Not Disturb is active.
Directed Call Pickup with Barge-in	Users can barge onto another user that has activated Do Not Disturb.
Flash Call Hold	The Do Not Disturb (DND) feature access code can be dialed from after putting a call on hold with Flash Call Hold.
Group Night Forwarding	Group Night Forwarding has precedence over Do Not Disturb.
Legacy Automatic Callback	If the called party has Do Not Disturb enabled, then the Legacy Automatic Callback request is denied. If the calling party has DND enabled, Legacy Automatic Callback recall overrides Do Not Disturb and alerts the user. The service is used to help populate the termination server’s reply to a request to queue a call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Personal Assistant	The Do Not Disturb service has precedence over the Personal Assistant service. If Do Not Disturb is activated, the Personal Assistant service is not invoked.
Pre-alerting Announcement	When the user has the Do Not Disturb service enabled, the pre-alerting announcement is not played.
Priority Alert	Priority Alert only applies if a call is allowed to alert the user, which is not the case when Do Not Disturb is active.

SERVICE	INTERACTION DESCRIPTION
Push To Talk	When Do Not Disturb is active, Push-To-Talk calls receive busy processing. If the call is redirected, then the call continues to be treated as a Push-To-Talk origination at the new destination.
Route List	When a SIP INVITE is sent to a trunk group for ring splash via the Do Not Disturb service, the *Accept-Contact* header is added if applicable, based on the *Implicit Registration Set Support Policy* option in effect for the trunk group. If the SIP INVITE for ring splash is being sent to the trunk group for a Route List DN termination, the INVITE includes the Route List DN in the same manner as if the trunk group were being alerted for the call.
Route Point	The Do Not Disturb service has precedence over the Route Point routing policies. The policies are not applied to the inbound calls and the calls are not added to the route point queue.
Selective Call Acceptance	Selective Call Acceptance has precedence over Do Not Disturb. If a call is allowed to terminate by Selective Call Acceptance, Do Not Disturb applies as usual.
Selective Call Rejection	Selective Call Rejection has precedence over Do Not Disturb. If a call is allowed to terminate by Selective Call Rejection, Do Not Disturb applies as usual.
Sequential Ringing	The Do Not Disturb service has precedence over Sequential Ringing.
Shared Call Appearance	Do Not Disturb applies to all Shared Call Appearance locations.
Simultaneous Ringing	Do Not Disturb applies to primary and secondary Simultaneous Ringing locations.
Speed Dial 8	The Do Not Disturb feature access code can be programmed as speed code.
Speed Dial 100	The Do Not Disturb feature access code can be programmed as speed code.
Voice Messaging	Do Not Disturb results in busy processing, which can trigger Voice Messaging busy forwarding, if applicable.
Call Logs	Calls blocked by Do Not Disturb are reported in the Call Logs.

55 EXECUTIVE

The following table lists the service interactions between the Executive service (including Executive-Assistant) and other user services. (Note that if a service is not listed, it means that there are no specific interactions between the Executive service and that service.)

The following applies to the Executive and Executive-Assistant services in addition to the interactions listed in the table:

- The Executive service runs after the executive's other call services so that incoming calls are filtered (for routing to assistants) only if the executive's other call services allow the call to proceed.
- The Executive-Assistant service runs after the assistant's other call services so that the Divert function is only triggered if the assistant's other call services allow the call to proceed.
- The Call Bridge feature access code (*15 by default) is available to executives. An executive can use the Call Bridge feature access code to bridge into a call that is connected to an assistant's location. An assistant can use the Call Bridge feature access code via the Executive-Assistant Call Initiation function to bridge into an executive's call from the assistant's location.
- The existing Call Retrieve feature access code (*11 by default) is made available to executives. An executive can use the Call Retrieve feature access code to retrieve/pull a call that is connected to an assistant location. An assistant can use the Call Retrieve feature access code via Executive-Assistant Call Initiation to retrieve/pull an executive's call to the assistant's location.

SERVICE	INTERACTION DESCRIPTION
Automatic Callback	When an assistant initiates a call on behalf of the executive, the Automatic Callback service is disabled for both the assistant and the executive.
Automatic Hold/Retrieve	When an executive receives an Automatic Hold/Retrieve recall, the call is not filtered (not routed to assistants). The Automatic Hold/Retrieve service is disabled for the assistant when the assistant receives a filtered call.
Blind Call Transfer	When an assistant tries to blind transfer an executive call (either received or made on behalf of the executive) back to the executive, the transfer is rejected.
Clearspan Anywhere	The executive's Clearspan Anywhere locations are only alerted for call screening when the *Alert Clearspan Anywhere Locations* setting is enabled for that executive. The *Alert-Info* header with the Executive service's *Alert Type* is never included in the SIP INVITE sent to the Clearspan Anywhere locations for screening.

Call Center	When an executive, who is also an agent in a call center, receives a call from the call center and filters the call, the pre-pending of the call center's name to the presentation identity name does not apply to the assistants who receive the filtered call. Dialed Number Identification Service (DNIS) identity policies in effect for the call center call to the executive do not apply to the assistants either.
Call Forwarding Always	For filtered calls, the assistants' Call Forwarding Always service is disabled.
Call Forwarding No Answer	For filtered calls, the executive's normal no answer timer is disabled. No answer processing for the executive's Call Forwarding No Answer service is only triggered when the executive's rollover action leads to no answer processing. Note, however, if the executive's regular no answer timer is set to trigger immediately (after no rings), it still does so as this occurs prior to the filtering of the executive's calls.
Calling Line ID Delivery	For filtered calls, the calling line identity provided to the assistant's clients and devices is as defined by the executive's Executive service settings. These settings do not apply to other assistant's capabilities (such as, call logs, call detail records, and so on) which use the originator's calling line identity. In addition, these settings do not apply to the destination of any redirections made by the assistant (for example, Executive-Assistant Divert), which also use the originator's calling line identity. For Executive-Assistant Call Initiation, the calling line identity provided to the destination is the executive's identity according to the policies and configuration in effect for the executive.
Calling Line ID Delivery Per Call	For filtered calls, the calling line identity provided to the assistant's clients and devices is as defined by the executive's Executive service settings. These settings do not apply to other assistant's capabilities (such as, call logs, call detail records, and so on) which use the originator's calling line identity. In addition, these settings do not apply to the destination of any redirections made by the assistant (for example, Executive-Assistant Divert), which also use the originator's calling line identity. For Executive-Assistant Call Initiation, the calling line identity provided to the destination is the executive's identity according to the policies and configuration in effect for the executive.
Calling Line ID Delivery Blocking Per Call	For filtered calls, the privacy applied to the calling line identity and used for the privacy indicator follows the executive's Executive service settings. These settings do not apply for other assistant's capabilities (such as, call logs, call detail records, and so on) which continue to use the originator's privacy indicator as usual. In addition, these settings do not apply to the destination of any redirections made by the assistant (for example, Executive-Assistant Divert), which also continue to use the originator's privacy indicator as usual. For Executive-Assistant Call Initiation, the executive's Calling Line Identification Restriction service controls the privacy provided to the destination.
Calling Line ID Delivery	For filtered calls, the privacy applied to the calling line identity and

Blocking Persistent	used for the privacy indicator follows the executive's Executive service settings. These settings do not apply for other assistant's capabilities (such as, call detail records, call logs, and so on) which continue to use the originator's privacy indicator as usual. In addition, these settings do not apply to the destination of any redirections made by the assistant (for example, Executive-Assistant Divert), which also continue to use the originator's privacy indicator as usual. For Executive-Assistant Call Initiation, the executive's Calling Line Identification Restriction service controls the privacy provided to the destination.
Calling Plans	**Incoming Calling Plan** The assistant's Incoming Calling Plan must allow group/enterprise redirection from the executive, for the assistant to receive filtered calls from the executive. **Outgoing Calling Plan/Enhanced Outgoing Calling Plan** For a filtered call, the executive's Outgoing Calling Plan does not apply to the call legs from the executive to the assistants. For all other functionality, the Outgoing Calling Plan service runs as usual for both the assistant and the executive. This includes cases when the rollover action is triggered for a filtered call or when an assistant diverts filtered calls. The assistant's Outgoing Calling Plan must allow group/enterprise originations so that the assistant can initiate calls on behalf of the executive.
Call Transfer Recall	Executive call filtering does not trigger (the call is always unfiltered) when a transferred call is recalled to the executive's device.
Connected Line Identification Presentation	When an executive call is routed to an assistant, the connected line identity provided to the calling party is the executive's identity according to the policies and configuration in effect for the executive. When an assistant initiates a call on behalf of the executive, the connected line identity provided to the assistant is the executive's identity at the start of the call. It then transitions to the destination's identity once a SIP response is received by the assistant with the destination's connected identity.
Connected Line Identification Restriction	When an executive call is routed to an assistant, the executive's Connected Line Identification Restriction service controls the privacy of the connected line identity provided to the destination. When an assistant initiates a call on behalf of the executive, the executive's Connected Line Identification Restriction service controls the privacy of the connected line identity provided to the assistant at the start of the call. The destination's privacy comes into control once a SIP response is received by the assistant with the destination's privacy.
Custom Ringback	For a filtered call, the Custom Ringback service is disabled for the assistant but runs as usual for the executive.
Diversion Inhibitor	For a filtered call, diversion inhibition is always applied to the assistants as if the Diversion Inhibitor service were in effect.

External Custom Ringback	For a filtered call, the External Custom Ringback service is disabled for the assistant but runs as usual for the executive
Hunt Group	When an executive who is also an agent in a hunt group receives a call from the hunt group, and the call is filtered, pre-pending the hunt group's name to the presentation identity name, does not apply to the assistants who receive the filtered call.
In-Call Service Activation	For a filtered call or Executive-Assistant Call Initiation, the In-Call Service Activation service is disabled for the executive when an assistant answers the call but runs as usual for the assistant.
Intercept User	For a filtered call, the Intercept services trigger as usual for the assistants but always send the call directly to Forbidden processing instead of playing an announcement or redirecting the call as can happen for a regular call.
Multiple Call Arrangement	The Multiple Call Arrangement service is only considered enabled for a user when the following criteria are met: • The user has the Multiple Call Arrangement service assigned. • If the user has a Shared Call Appearance service assigned, then the Shared Call Appearance service's Multiple Call Arrangement option is set to "On". • The user has only intelligent locations. Intelligent locations are access-side SIP locations (primary and Shared Call Appearance) where the identity/device profile type has the Signaling Address Type set to "Intelligent Device Addressing" or "Intelligent Proxy Addressing", Clearspan Anywhere locations with the use of Clearspan-based Call Control services disabled. When the Multiple Call Arrangement service is disabled for the executive, then Executive Call Filtering is always disabled and calls initiated via Executive-Assistant Call Initiation are rejected. Therefore, the executive must only have intelligent SIP locations for the Executive and Executive-Assistant services to function properly. However, there is no restriction on the types of locations used by the assistants.
Music On Hold	For executive calls (that is, filtered calls and calls initiated by an assistant on behalf of an executive), the Music On Hold service is disabled for the assistant but runs as usual for the executive.
Personal Assistant	An incoming call to the executive does not alert assistant locations if the Personal Assistant service is invoked. An incoming call to an executive assistant is provided with busy processing and the Personal Assistant announcement is not played to the caller. The ring splash is provided on the assistant's phone if the ring splash option is enabled.
Pre-alerting Announcement	For a filtered call, the Pre-alerting Announcement service is disabled for the assistant but runs as usual for the executive.

Priority Alert	For screening of executive calls (that is, filtered calls and calls initiated by an assistant on behalf of an executive), the executive's Priority Alert service has precedence over the Executive service's *Alert Type* setting.
Remote Office	When the executive has Remote Office enabled, call filtering is automatically disabled, and all incoming calls are treated as unfiltered.
Security Classification	An Executive filtered call that is answered by the Executive-Assistant is Unclassified as the executive leg is considered a network location. When an Executive-Assistant initiates a call on behalf of an Executive, the call is Unclassified. If an Executive-Assistant is active on an executive filtered call and the assistant pushes the call back to the executive, the call classification is re-computed using the executive security classification when the executive answers the call.
Sequential Ringing	For a filtered call, the executive's regular no answer timer is disabled. No answer processing for the executive's Sequential Ringing service only triggers when the rollover action for a filtered call results in no answer processing.
Shared Call Appearance	If the executive has the Shared Call Appearance service assigned, then the Multiple Call Arrangement option of Shared Call Appearance must be enabled for the Executive service to work properly. If the executive's call is connected to a Shared Call Appearance bridging or Silent Monitoring bridging location when a call push occurs, then the call push request proceeds as usual and with all bridging locations being released.
Video Add-On	For a filtered call, the Video Add-On service is always disabled for the executive when executive's call screening is disabled. The Video Add-On service is also disabled for the executive when an assistant answers the filtered call. The Video Add-On service runs as usual for the assistant. For Executive-Assistant Call Initiation, the Video Add-On service is disabled for the executive but runs as usual for the assistant.
Virtual On-Net Enterprise Extensions	Executive call filtering may treat Virtual On-Net calls as internal or external calls depending on system configuration.
Voice Messaging	For filtered calls, the assistants' Voice Messaging service is disabled and the executive's Voice Messaging service is invoked only when the rollover action is triggered for a call and results in forwarding the call to voice mail.
Zone Calling Restrictions	If the Zone Calling Restrictions service blocks the termination to an assistant, then that assistant is not alerted. If the termination to the assistant is allowed, the assistant may be prevented from redirecting the call to the network or outside the zone according to the zone calling restrictions in effect for the call. For an Executive-Assistant Call Initiation, the call from the assistant to the executive is always allowed. For the call from the executive to the destination address, the zone calling restrictions apply as usual

for a direct call from the executive to the destination address.

56 EXPENSIVE CALL NOTIFICATION

The following table lists the service interactions between the Expensive Call service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Expensive Call Notification and that service.)

SERVICE	INTERACTION DESCRIPTION
Blind Call Transfer	Call transfers that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Call Forwarding (any type)	It is possible to use Call Forwarding (any type) to a number, which results in an expensive call. In this case, the Call Forwarding is allowed and the originating user does not hear the Expensive Call Notification warning announcement.
Call Me Now	Expensive Call Notification does not apply to the originating Call-Me-Now leg to the external party.
Call Transfer with Third-Party Consultation	Call transfers that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Call Transfer with Three-Way Consultation	Call transfers that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Call Waiting	When a call is made to a user who has Call Waiting while this user is listening to the Expensive Call Notation warning announcement, the user hears the Call Waiting tone for the second incoming call during the playing of the announcement. If the user decides to flash, the user is switched to the second call and the first call ends.
Hoteling	When the Hoteling guest associated with a Hoteling host originates a call from the host's phone, the Expensive Call Notification feature runs as if the guest originated the call from their own phone.
Intercept User	When a call terminates on a user who has the Intercept User service on and that call is an expensive call, the Expensive Call Notification warning announcement is first played followed by the Intercept User service announcement, if the user stays on the call. The call is then released by the Intercept User service.
N-Way Calling	N-Way Calls that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Push To Talk	Expensive Call Notification takes precedence over Push To Talk.
Remote Office	When the user uses Remote Office to originate a call, two call legs are created. Expensive Call Notification does not apply to the first call leg, which is to the Remote Office number of that

SERVICE	INTERACTION DESCRIPTION
	user. If the second call leg to the terminating number results in an expensive call, the Expensive Call Notification warning announcement applies as it does for any other originating call.
Sequential Ringing	If one of the numbers configured in the Sequential Ringing service results in an expensive call, the behavior of this interaction is the same as it is with Call Forwarding; that is, the call is allowed and the originating user does not hear the Expensive Call Notification warning announcement.
Service Scripts User	The Expensive Call Notification service runs on a call before the service script. The Expensive Call Notification warning announcement is played and if the user does not release the call, the user service script runs as usual.
Simultaneous Ringing	If one of the numbers configured in the Simultaneous Ringing service results in an expensive call, the behavior of this interaction is the same as it is with Call Forwarding; that is, the call is allowed and the originating user does not hear the Expensive Call Notification warning announcement.
Three-Way Calling	Three-Way Calls that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Voice Portal Calling	It is possible to originate an expensive call from the voice portal. The Expensive Call Notification warning announcement applies as is does for any other originating call.

57 EXTENSION DIALING

The following table lists the service interactions between the Extension Dialing service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Extension Dialing and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Alternate numbers can be number and extension, number only, or extension only.
Automatic Hold/Retrieve	Extension dialing can be used to hold/retrieve calls with Automatic Hold/Retrieve.
Blind Call Transfer	Users can blind transfer to extensions.
Call Forwarding Always	Call Forwarding Always can be used to forward to an extension.
Call Forwarding Busy	Call Forwarding Busy can be used to forward to an extension.
Call Forwarding No Answer	Call Forwarding No Answer can be used to Forwarding to an extension.
Call Forwarding Selective	Call Forwarding Selective can forward to an extension. An extension cannot be used as a number to trigger Call Forwarding Selective.
Calling Line ID Delivery	The Calling Line ID is always presented for intra-group calls dialed as extensions.
Calling Line ID Delivery Per Call	The Calling Line ID is always presented for intra-group calls dialed as extensions.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID cannot be blocked for intra-group calls dialed as 10-digits (national number without prefix) and extensions. The Calling Line ID can be blocked for all other dialing methods.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID cannot be blocked for intra-group calls dialed as 10-digits (national number without prefix) and extensions. The Calling Line ID can be blocked for all other dialing methods.
Call Manager	Extensions can be called from the Call Manager.
Call Notify	Call Notify captures numbers as extensions when no full number is available.
Call Return	Call Return can be used to call back an extension-only user.
Call Transfer with Three-Way Consultation	The controller can transfer a call that was previously called using Extension Dialing.
Call Transfer with Third-Party Consultation	The controller can transfer a call that was previously called using Extension Dialing.
CommPilot Express	Extensions can be used in the configuration of CommPilot Express. However, screening on extension only applies to calls from

SERVICE	INTERACTION DESCRIPTION
	extension-only users. Full numbers should be used otherwise.
Consultation Hold	Extensions can be dialed on a Consultation Hold call leg.
Customer Originated Trace	Customer Originated Trace can trace calls for which the Calling Line ID is an extension. The full Calling Line ID is reported or the group Calling Line ID is reported if the caller has no public number.
Directed Call Pickup	Directed Call Pickup makes use of extensions to identify the user to pick up. It is not possible to pick up a call from a user without extension with Directed Call Pickup.
Diversion Inhibitor	Diversion Inhibitor can be used with extension dialing.
Flash Call Hold	Extension Dialing can be used to originate a call after putting a call on hold with Flash Call Hold.
Last Number Redial	Last Number Redial can be used to re-originate a call made with Extension Dialing.
Priority Alert	Extensions cannot be used as screening criteria for Priority Alert. For extension-only users, the group CLID must be used. Note, however, that when a group CLID is entered in the Priority Alert screening criteria, it applies to all extension-only users in that group (screens them all in or out).
Push To Talk	Push-To-Talk calls can be made using extension dialing.
Remote Office	Extension Dialing can only be used from the Call Manager by Remote Office users.
Selective Call Acceptance	Extensions can be configured as Selective Call Acceptance screening numbers but should only be used for extension-only callers. Otherwise, full numbers should be used.
Selective Call Rejection	Extensions can be configured as Selective Call Rejection screening numbers but should only be used for extension-only callers. Otherwise, full numbers should be used.
Sequential Ringing	Sequential Ringing can identify locations with extensions.
Simultaneous Ringing	Extensions can be used as Simultaneous Ringing destinations as long as the secondary locations belong to the same group as the primary location; otherwise full number should be used.
Speed Dial 8	Extensions can be associated with speed codes.
Speed Dial 100	Extensions can be associated with speed codes.
Three-Way Calling	Extensions can be used to originate call legs.
Voice Messaging	The voice portal can be called with extension dialing.

58 EXTERNAL CUSTOM RINGBACK

The following table lists the service interactions between the External Custom Ringback service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between External Custom Ringback and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Center	When a call that is queued on a call center is offered to an agent, the External Custom Ringback service is inhibited.
Calling Line ID Blocking Override	The Calling Line ID Blocking Override configuration of the user with External Custom Ringback service is ignored when constructing the INVITE message to the external custom ringback server. Assuming the calling party has Calling Line ID Blocking, the Calling Line ID Blocking Override service, if enabled for the called party, provides the calling party identity to the called party device. However, the privacy settings appropriate for the Calling Line ID Blocking setting are sent to the external custom ringback server, regardless of the Calling Line ID Blocking Override setting.
Calling Line ID Delivery	When the external custom ringback server is contacted using the service provider setting, the Request URI sent to the server is always based on the user's main DN if available, and if it is not available, then it is based on the group Calling Line ID (CLID). CLID configuration such as the configurable CLID and the group CLID policies are ignored.
Calling Line ID Delivery Per Call	When the external custom ringback server is contacted using the service provider setting, the Request URI sent to the server is always based on the user's main DN if available, and if it is not available, then it is based on the group Calling Line ID (CLID). CLID configuration such as the configurable CLID and the group CLID policies are ignored.
Call Transfer with Three-Way Consultation	Call Transfer may result in media changes that are not supported if the external custom ringback server provides early media. As is the case in other scenarios where media renegotiation is not supported, the connection to the external custom ringback server is released.
Call Transfer with Third-Party Consultation	Call Transfer may result in media changes that are not supported if the external custom ringback server provides early media. As is the case in other scenarios where media renegotiation is not supported, the connection to the external custom ringback server is released.
Call Waiting	Call Waiting Distinctive Ringback service takes precedence over External Custom Ringback service. When Call Waiting Distinctive Ringback service is applicable, the External Custom Ringback service is inhibited.
Custom Ringback	The Custom Ringback service takes precedence over the External Custom Ringback service, but the External Custom Ringback service takes precedence over the Custom Ringback

SERVICE	INTERACTION DESCRIPTION
	Group service. When a user receives an incoming call, the Custom Ringback User service is checked first. If the service is assigned and enabled and the call passes the screening criteria, then the Custom Ringback service provides ringback. If service is not assigned or enabled and the call does not pass the screening criteria, the External Custom Ringback service (if assigned and enabled) attempts to connect to the external custom ringback server. • If successful, the Custom Ringback Group service is inhibited. • If unsuccessful, processing continues and Custom Ringback Group service has a chance to execute.
Executive	For a filtered call, the External Custom Ringback service is disabled for the assistant but runs as usual for the executive.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the External Custom Ringback service is inhibited.
Pre-alerting Announcement	The pre-alerting announcement is played before the custom ringback.

59 FAX MESSAGING

The following table lists the service interactions between the Fax Messaging service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Fax Messaging and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Logs	Since outgoing fax calls are outgoing voice portal calls, any services that apply to Voice Portal Calling apply to outgoing fax calls.
Collaborate	The Fax Messaging service allows an administrator to assign a phone number to a collaborate bridge to receive fax messages for the bridge.
Diversion Inhibitor	The Diversion Inhibitor service does not apply to incoming fax calls (Fax Deposit). If an origination or redirection to a user's fax number invokes the Diversion Inhibitor service, the call is still allowed to redirect to the appropriate Voice Messaging system for Fax Deposit.
Personal Assistant	The Fax Messaging service has precedence over the Personal Assistant service. For an incoming call to the fax number, the Personal Assistant service is not invoked.
Pre-alerting Announcement	The pre-alerting announcement is not played.
Service Scripts User	Service scripts execute before the Fax Messaging service accepts an incoming call. This allows a service script to screen incoming fax calls. If a service script should apply only to a voice call or only to a fax call, the script must check the destination address before filtering out the unwanted calls.
Voice Messaging	To use Fax Messaging, the user must have either the Voice Messaging User or the Third-Party Voice Mail Support service assigned and enabled as well. All messaging parameters that apply to the user's mailbox shall also apply to fax messaging. Fax Messaging is an overlay service to the Voice Messaging User and Third-Party Voice Mail Support services and so has the same precedence as these services.

60 FLASH CALL HOLD

The following table lists the service interactions between the Flash Call Hold service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Flash Call Hold and that service.)

SERVICE	INTERACTION DESCRIPTION
Automatic Callback	Automatic Callback applies to calls initiated after Flash Call Hold.
Busy Lamp Field	Busy Lamp Field reflects users in flash call hold as busy.
Call Manager	The Flash Call Hold service has the following interactions with the Call Manager: Calls show up as held calls as soon as the user flashes the switch-hook during a call. The use of the Flash Call Hold feature access code after the flash does not change the status of the call (held) on the Call Manager. If a call was held with Flash Call Hold, flashing the switch-hook again leaves the call appear in the held state on the Call Manager as long as the call has not been explicitly retrieved by entering the Flash Call Hold feature access code again. Clicking the Talk button can be used to reconnect to calls held by Flash Call Hold, call waiting hold or consultation hold. In all cases, the nature of the session is persisted so further interactions using the flash remain the same. Clicking the conference button can be used to conference parties held by Flash Call Hold, call waiting hold or consultation Hold.
Call Return	Call Return can be used to call back an extension-only user.
Call Transfer with Third-Party Consultation	Users can only transfer calls using the Call Manager when either leg was created using Flash Call Hold. Hanging up during a Flash Call Hold session does not transfer the call.
Call Transfer with Three-Way Consultation	Users can only perform Transfer with Three-Way Consultation using the Call Manager when either leg was created using Flash Call Hold. Flash Call Hold does not allow to conference or transfer using the CPE.
Call Waiting	Waiting calls are answered by flashing the switch-hook without entering the Flash Call Hold feature access code. Hence, these two services cannot be used concurrently during the same session.
Cancel Call Waiting Per Call	The Cancel Call Waiting feature access code can be dialed while on a Flash Call Hold call leg.
Consultation Hold	The Flash Call Hold service changes some of the existing Consultation Hold functionality. The changes listed below only apply to the flash method. Consultation Hold is invoked by flashing the switch-hook during

SERVICE	INTERACTION DESCRIPTION
	a two-party call, and results in special dial tone. At this point, users who are assigned the Flash Call Hold service can perform the following actions immediately after flashing: Dial the Flash Call Hold feature access code to hold the active call; Flash again (twice) to reconnect to the held party. The following actions can be performed with or without dialing the Flash Call Hold feature access code. When these actions are performed immediately after flashing the switch-hook (the Flash Call Hold feature access code is not dialed), all parties are bridged over a conference upon flashing again. When the Flash Call Hold feature access code is used first, flashing the switch-hook again results in special dial tone and the parties are not bridged. • Dial an add-on party; • Dial the Call Return feature access code; • Dial the Last Number Redial feature access code; • Dial the Call Park Retrieve feature access code; • Most other feature access code codes (for example, Call Forwarding Always programming feature access code). These actions are not possible if two calls are already active. If two calls (one held, one active) are up, the flash is interpreted as follows: If the second call results from a call waiting session, flashing toggles between the two parties (that is, call waiting hold); If the second call was originated after a consultation hold (that is, no Flash Call Hold feature access code), flashing conferences the three parties. If the second call was originated after holding the first party with Flash Call Hold, flashing should result in recall dial tone. The user can then only enter the Flash Call Hold feature access code to toggle between the two parties (that is, no other actions are possible). If another number is dialed (or if nothing is dialed), the Flash Call Hold service provides a reorder tone for approximately 5 seconds, and then reconnects the user with the last active call.
Customer Originated Trace	Customer Originated Trace can be performed after a Flash Call Hold.
Directed Call Pickup	Directed Call Pickup can be used to establish a new call leg after holding the other party.
Directed Call Pickup with Barge-in	In this case, the conference is established but the call between the user who barged in and the barged-in upon user remains on hold. The other party gets connected to the party who barged in.
Diversion Inhibitor	Diversion Inhibitor can be used when originating a call after flash call hold.

SERVICE	INTERACTION DESCRIPTION
Do Not Disturb	The Do Not Disturb (DND) feature access code can be dialed from after putting a call on hold with Flash Call Hold.
Extension Dialing	Extension Dialing can be used to originate a call after putting a call on hold with Flash Call Hold.
In-Call Service Activation	Flash Call Hold is compatible with In-Call Service Activation. The Flash Call Hold FAC (*22 by default) can be used after flash digits have been detected, to switch between the consultation leg and the other call, as many times as desired.
Last Number Redial	Last Number Redial can be used to originate a new call after a party is held with Flash Call Hold.
Legacy Automatic Callback	Legacy Automatic Callback applies to calls initiated after Flash Call Hold.
N-Way Calling	A user must have the Three-Way Calling service to initiate a 3WC using Flash. If the user only has the N-Way Calling service, then Flash cannot be used to initiate a 3WC.
Push To Talk	Push To Talk can be used after a flash, which results in a Push-To-Talk consultation call.
Remote Office	Flash Call Hold is not available to Remote Office users.
Shared Call Appearance	Flash Call Hold can be used by any analog phone in a Shared Call Appearance configuration. If the user goes on-hook after holding the call, all Shared Call Appearance are recalled, and any phone (analog or IP) can be used to answer the recall and be connected to the other party.
Speed Dial 8	The Flash Call Hold feature access code can be associated with a speed code.
Speed Dial 100	The Flash Call Hold feature access code can be associated with a speed code.
Three-Way Calling	When a call gets held by Flash Call Hold, flashing the switch-hook again during an add-on call does not conference the parties, but rather returns a special dial tone. The only way to conference all parties in that situation is to use the conference button on the Call Manager.

61 FLEXIBLE SEATING

The following table lists the service interactions between the Flexible Seating service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Flexible Seating and that service.)

SERVICE	INTERACTION DESCRIPTION
Authentication	When a guest logs in to a host, the authentication credentials change from those of the host to those of the guest. The guest must enter their own credentials in the phone to allow the device to register and originate calls.
Automatic Callback	When a guest user originates a call to a busy party from the associated host device or from their own device, the user can camp on the busy party. When the called party is available to receive a call, the host device as well as the user's own device is alerted.
Executive	When an assistant is associated with a host, the associated host device serves as an alternate location of the assistant. For example, the assistant can originate a call on behalf of an executive from the host device and the device is alerted when the assistant's primary location is alerted for a filtered call. When an executive is associated with a host, the host's device serves as an alternate location of the executive. For example, the device is alerted if the executive has call screening enabled. The executive can also perform silent monitoring from the host device.
Hoteling	A Clearspan user can have the Hoteling Guest and the Flexible Seating Guest services assigned at the same time. When both services are enabled, the Hoteling Guest service takes precedence, and the user cannot associate their Flexible Seating Guest service profile with a host. When a user has the Flexible Seating Guest service enabled and is associated with a host, the Hoteling Guest service can be assigned to the user and enabled. However, the association must be terminated before the user can associate with a Hoteling host. If the guest user calls from the Hoteling host device or the Flexible Seating host device to create an association while the user is already associated with another host, then that association is terminated and a new association is made with the current host. The Hoteling Host and Flexible Seating Guest services can be assigned to a Clearspan user and enabled at the same time. When a Clearspan user has the Flexible Seating Guest service enabled and is associated with a host, the user can have the Hoteling Host service enabled and associated with a guest. In this case, a call to the user is only routed to the Flexible Seating host device. A call to the Hoteling guest is routed to the Hoteling host device and other Hoteling guest's locations.
Last Number Redial	When a guest user performs Last Number Redial, the redial number is the number that was last dialed from either the

SERVICE	INTERACTION DESCRIPTION
	associated host device or the user's own device.
Legacy Automatic Callback	When a guest user originates a call to a busy party from the associated host device or from their own device, the user can camp on the busy party. When the called party is available to receive a call, the host device as well as the user's own device is alerted.
Multiple Call Arrangement	When a guest user has the Multiple Call Arrangement service enabled, the associated host device along with the guest's primary and secondary devices are allowed to originate and receive calls concurrently.
Personal Assistant	An incoming call to the guest user does not alert the associated host device if the guest's Personal Assistant service is invoked.
Remote Office	When a guest user has Remote Office enabled, then the user's remote location is alerted on incoming calls to the guest and guest's click-to-dial calls. The associated host device and user's primary device are not alerted.
Sequential Ringing	If the guest user has Sequential Ringing, the associated host device is alerted (on incoming calls to the guest) when the guest's primary device is alerted.
Simultaneous Ringing	If the guest user has Simultaneous Ringing, the associated host device is alerted (on incoming calls to the guest) along with the guest's primary device and the Simultaneous Ringing numbers.

62 GROUP NIGHT FORWARDING

The following table lists the service interactions between the Group Night Forwarding service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Group Night Forwarding and that service.)

In general, the following applies to Group Night Forwarding:

- This service has precedence over all other forwarding services, such as Call Forwarding Always, in addition to caller ID with NAMe (CNAM) services, such as Calling Name Retrieval.
- Screening services, such as Incoming Calling Plan and Communication Barring, have precedence over this service.
- This service runs on the terminating call service after the Selective Call Rejection service and before the Push To Talk service.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Group Night Forwarding applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	The Anonymous Call Rejection service has priority over the Group Night Forwarding service.
Call Center	Call Center – Premium also has a Night Forwarding feature. If the Group Night Forwarding service is assigned to a call center, the Group Night Forwarding service takes precedence over the call center's Night Forwarding.
Call Forwarding Always	Group Night Forwarding has precedence over Call Forwarding Always.
Call Forwarding Busy	Group Night Forwarding has precedence over Call Forwarding Busy.
Call Forwarding No Answer	Group Night Forwarding has precedence over Call Forwarding No Answer.
Call Forwarding Not Reachable	Group Night Forwarding has precedence over Call Forwarding Not Reachable.
Call Forwarding Selective	Group Night Forwarding has precedence over Call Forwarding Selective.
Calling Plans	Calling Plans have precedence over Group Night Forwarding.
Call Notify	Group Night Forwarding has precedence over Call Notify.
Collaborate	This Group Night Forwarding service can be assigned to a collaborate bridge.
Communication Barring	The redirecting barring rules are enforced when redirecting the call by the service. The incoming barring rules are enforced on

SERVICE	INTERACTION DESCRIPTION
	the received call. The group's default profile is used as the Communication Barring profile.
Do Not Disturb	Group Night Forwarding has precedence over Do Not Disturb.
Push To Talk	Group Night Forwarding has precedence over Push To Talk.
Security Classification	A call to user who has the Group Night Call Forwarding service enabled is classified based on the security classification levels of calling party and the Group Night Call Forwarding answering party destination.
Selective Call Acceptance	The Selective Call Acceptance service has priority over the Group Night Forwarding service.
Selective Call Rejection	The Selective Call Rejection service has priority over the Group Night Forwarding service.
Voice Messaging	Group Night Forwarding has precedence over Voice Messaging forwarding.

63 HOTELING

The following table lists the service interactions between the Hoteling service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Hoteling and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	When a guest is logged in to a host, calls to the guest alternate numbers terminate on the guest as usual. Calls to any number associated with the host while a guest is logged in are provided with “not reachable” processing.
Authentication	When a guest logs in to a host, the authentication credentials change from that of the host to those of the guest. The guest should enter his/her credentials in the phone to allow the device to register and originate calls.
Automatic Callback	Automatic Callback applies as usual to calls to and from logged in guests.
Busy Lamp Field	Busy Lamp Field reflects the state of the guest user when logged in; otherwise it reflects the state of the host.
Call Forwarding Not Reachable	Call Forwarding Not Reachable supports Hoteling. There are two scenarios to consider, when the guest user receives a call and when the host user receives a call. • For the guest user, Call Forwarding Not Reachable redirects an incoming call if the host device is unreachable. • For calls to the host user, an unreachable host device does not trigger Call Forwarding Not Reachable since this device is not alerted.
Calling Line ID Delivery	Calls made by a Hoteling guest use the Calling Line ID and presentation of the guest, not of the host.
Calling Line ID Delivery Per Call	Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host.
Calling Line ID Delivery Blocking Per Call	Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host.
Calling Line ID Delivery Blocking – Persistent	Calls made by a Hoteling guest use the caller ID and presentation of the guest, not of the host.
Calling Name and Number Delivery	Calls made by a Hoteling guest use the caller name, number, and presentation of the guest, not of the host.
Call Manager	Click-To-Dial calls originated with the Call Manager alert the host device where the guest is logged on.
Expensive Call Notification	When the Hoteling guest associated with a Hoteling host originates a call from the host’s phone, the Expensive Call Notification feature runs as if the guest originated the call from

SERVICE	INTERACTION DESCRIPTION
	their own phone.
Flexible Seating	A Clearspan user can have the Hoteling Guest and the Flexible Seating Guest services assigned at the same time. When both services are enabled, the Hoteling Guest service takes precedence, and the user cannot associate their Flexible Seating Guest service profile with a host. When a user has the Flexible Seating Guest service enabled and is associated with a host, the Hoteling Guest service can be assigned to the user and enabled. However, the association must be terminated before the user can associate with a Hoteling host. If the guest user calls from the Hoteling host device or the Flexible Seating host device to create an association while the user is already associated with another host, then that association is terminated and a new association is made with the current host. The Hoteling Host and Flexible Seating Guest services can be assigned to a Clearspan user and enabled at the same time. When a Clearspan user has the Flexible Seating Guest service enabled and is associated with a host, the user can have the Hoteling Host service enabled and associated with a guest. In this case, a call to the user is only routed to the Flexible Seating host device. A call to the Hoteling guest is routed to the Hoteling host device and other Hoteling guest's locations.
Hunt Group	If a user has the Hoteling Guest service, is a member of a hunt group, and is currently not assigned to a Hoteling host, the user is still hunted according to the hunt group's policy. Callers to the hunt group receive a ringback even if the hunt group agent has no device to alert--the agent can still receive Client Application Protocol and Xtended Services Interface notifications and act on the call to transfer it.
In-Call Service Activation	If the Hoteling host has the In-Call Service Activation feature, a guest is not monitored by In-Call Service Activation, unless the guest has the In-Call Service Activation feature. If the Hoteling guest has the In-Call Service Activation feature, the guest is monitored if the host device is a TDM Overlay device.
Remote Office	If the host user has Remote Office, then the remote office location is alerted (on incoming calls to the host). Also, the host user can make outgoing calls from the remote office location using the Call Manager. If the guest user has Remote Office, then the configured remote office location for the guest user is alerted (on incoming calls to the guest). The host device or original guest device is not alerted.
Sequential Ringing	If the host user has Sequential Ringing, then the host primary device is not alerted (on incoming calls to the host). Secondary numbers are alerted if configured. If the guest user has Sequential Ringing, the associated host device is alerted (on incoming calls to the guest) along with configured Simultaneous Ringing numbers. The original primary

SERVICE	INTERACTION DESCRIPTION
	guest device is not alerted.
Shared Call Appearance	If the host user has Shared Call Appearance, then the host primary device is not alerted (on incoming calls to the host). Secondary devices are alerted if configured. If the guest user has Shared Call Appearance, then the associated host device is alerted (on incoming calls to the guest) along with secondary devices configured for the guest. The original primary guest device is not alerted. The host primary device should not be a shared device that sends SUBSCRIBE line-seize when trying to make a call. If this is the case, the SUBSCRIBE is processed by the guest and rejected, and the guest cannot place a call.
Simultaneous Ringing	If the host user has Simultaneous Ringing, then the host primary device is not alerted (on incoming calls to the host). Secondary numbers are alerted if configured. If the guest user has Simultaneous Ringing, the associated host device is alerted (on incoming calls to the guest) along with configured Simultaneous Ringing numbers. The original primary guest device is not alerted.
Two-Stage Dialing	If a user has both the Hoteling Guest and Two-Stage Dialing services assigned, and the user is currently assigned to a Hoteling Host, then Two-Stage Dialing calls placed through the user's Hoteling Guest number are immediately rejected. If the Hoteling Guest service is assigned to a user with the Two-Stage Dialing service and there is currently an association with a host device, then outgoing calls are only rejected once the destination digits are collected by the Two-Stage Dialing service. Users with the Hoteling Guest service active are allowed to dial and reach Emergency or Repair services.
Voice Messaging	When a user with both Hoteling Guest and Hoteling Host services is associated with another Hoteling host and receives a voice mail, two scenarios are possible: • No guest is associated with the user's Hoteling host – In this case, a Message Waiting Indicator is sent to the user's primary device as well as to the leased device (the device of the Hoteling host with which this user is associated). • A guest is associated with the user's Hoteling host – In this case, the Message Waiting Indicator is sent only to the user's leased device.

64 HUNT GROUP

When a call that is queued on a hunt group is offered to an agent, the following services are inhibited:

- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Forwarding Selective
- Call Notify
- Communication Barring
- Custom Ringback
- External Custom Ringback
- Personal Assistant
- Pre-alerting Announcement
- Priority Alert
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ringing
- Series Completion
- Service Scripts User
- Simultaneous Ringing
- Voice Messaging

In addition, the following interactions occur for hunt groups:

- Agents assigned to a hunt group are hunted even when they have no associated device (provisioned as-is or in the case of a hoteling guest disassociated from a hoteling host). This behavior is in place to allow users with no device to be alerted through Client Application Protocol or Xtended Services Interface notifications and act on calls to transfer them.
- A call to a hunt group is classified based on the security classification levels of the calling party and the hunt group agent that answered the call. If the call is forwarded because no agent in the hunt group answered the call or was reachable, the call is classified using the classification of the calling party and the forwarded to party answering destination.
- When a hunt group routes a call to an agent, the agent's directory number may be ported.

65 IN-CALL SERVICE ACTIVATION (INCLUDING EXPLICIT CALL TRANSFER)

The following table lists the service interactions between the In-Call Service Activation service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between In-Call Service Activation and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Always	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation.
Call Forwarding Busy	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation.
Call Forwarding No Answer	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation.
Call Forwarding Not Reachable	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation
Call Forwarding Selective	Call Forwarding services do not interact with In-Call Service Activation service (of the forwarding user) since they do not apply to answered calls. However, the originator or final destination can use In-Call Service Activation.
Call Transfer with Third-Party Consultation	In-Call Service Activation can be used to transfer a call.
Call Transfer with Three-Way Consultation	In-Call Service Activation can be used to transfer a call.
Call Waiting	Call Waiting is modified to provide a call waiting tone to In-Call Service Activation users, if they have a TDM Overlay device. Incoming calls can therefore be answered by entering the flash digits. It is then possible to toggle between the calls in the same manner. Depending on the supportsClearspanINFOForCallWaiting device option, the call waiting tone is provided either by the Media Server (if false) or by the device itself (if true).
Directed Call Pickup	A picked-up call can be monitored by the In-Call Service Activation service.
Directed Call Pickup with Barge-in	If the In-Call Service Activation user initiates a barge-in, In-Call Service Activation monitors digits during the barge-in conference, and continues monitoring if one of the other parties subsequently

SERVICE	INTERACTION DESCRIPTION
	hangs up. If no barge-in occurs (because the called party had not answered yet), then In-Call Service Activation also applies, similar to the standard Call Pickup and Directed Call Pickup features.
Diversion Inhibitor	Diversion Inhibitor is compatible with In-Call Service Activation. Dialing the Diversion Inhibitor FAC (typically *80) before a call does not prevent it from being monitored by In-Call Service Activation. It is possible to dial the Diversion Inhibitor FAC after flash digits have been detected, before dialing the consultation leg destination digits.
Executive	For a filtered call or Executive-Assistant Call Initiation, the In-Call Service Activation service is disabled for the executive when an assistant answers the call but runs as usual for the assistant.
Flash Call Hold	Flash Call Hold is compatible with In-Call Service Activation. The Flash Call Hold FAC (*22 by default) can be used after flash digits have been detected, to switch between the consultation leg and the other call, as many times as desired.
Hoteling	If the Hoteling host has the In-Call Service Activation feature, a guest is not monitored by In-Call Service Activation, unless the guest has the In-Call Service Activation feature. If the Hoteling guest has the In-Call Service Activation feature, the guest is monitored if the host device is a TDM Overlay device.
Remote Office	Originating and terminating Remote Office calls cannot be monitored by the In-Call Service Activation service. However, the remote party can still use In-Call Service Activation.
Sequential Ringing	If the In-Call Service Activation user also has the Sequential Ringing feature, the call is only monitored if the call is answered by the user's phone (and the device has the *TDM Overlay* option, as usual). The call is not monitored if another location answers the call. However, the originating party can have In-Call Service Activation independently.
Shared Call Appearance	In-Call Service Activation interactions with Shared Call Appearance are as follows: • For originating calls, the call is monitored by In-Call Service Activation if the call is from a device that has the TDM Overlay device option. If the call is made from a device that does not have the device option enabled, In-Call Service Activation does not monitor for flash digits, even if such a device is also assigned to the user (but is not in use). • For terminating calls, the call is only monitored by In-Call Service Activation if the call is answered by a device that has the TDM Overlay option. Digits are not monitored while the primary and alternate devices are alerted. • In all cases, if the flash digits are reported to

SERVICE	INTERACTION DESCRIPTION
	Clearspan within an application/dtmf INFO message, a flash event is generated by In-Call Service Activation, regardless of whether the media path was monitored by In-Call Service Activation.
Simultaneous Ringing	If the In-Call Service Activation user also has the Simultaneous Ringing feature, the call is only monitored if the call is answered by the user's phone (and the device has the TDM Overlay option, as usual). The call is not monitored if another location answers the call. However, the originating party can have In-Call Service Activation independently.
Three-Way Calling	The In-Call Service Activation user can enter flash digits to generate a flash event, initiate a consultation call leg, and enter flash digits again to initiate a Three-Way Conference. An In-Call Service Activation user participating in a conference continues to be monitored by In-Call Service Activation and can flash again. The same applies to users who are not controllers, but simply participants in a conference. Their media path can be monitored by In-Call Service Activation and they can enter flash digits.
Two-Stage Dialing	Two-Stage Dialing calls are compatible with the In-Call Service Activation service and can be monitored.
Video Add-On	Video Add-On calls are compatible with the In-Call Service Activation service and can be monitored similar to the usual video calls.

66 INTERCEPT USER

The following table lists the service interactions between the Intercept User service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between the Intercept User and that service.)

In addition to the interactions listed in the table, the following interaction also takes place for Intercept User: The Outgoing Calling Plan and Account/Authorization Codes services are bypassed when using the Transfer on "0" to Phone Number functionality of the Intercept service.

SERVICE	INTERACTION DESCRIPTION
Call Me Now	The intercept configuration in effect for the target user or the target user's group applies to the originating Call-Me-Now leg to the external party.
Communication Barring	Intercept processes all communication barring activation, deactivation, and query events. When a user with Intercept User (or Intercept Group) service enabled dials a Communication Barring User-Control feature access code, the user receives the intercept announcement. Communication Barring is bypassed when using the Transfer on "0" to Phone Number functionality of the Intercept service.
Dialable Caller ID	The Dialable Caller ID does not apply to the Intercept User. When the call is intercepted the number, it is not converted to dialable format.
Executive	For a filtered call, the Intercept services trigger as usual for the assistants but always send the call directly to *Forbidden* processing instead of playing an announcement or redirecting the call as can happen for a regular call.
Expensive Call Notification	When a call terminates on a user who has the Intercept User service on and that call is an expensive call, the Expensive Call Notification warning announcement is first played followed by the Intercept User service announcement, if the user stays on the call. The call is then processed by the Intercept User service.
Legacy Automatic Callback	The service is used to help populate the termination server's reply to a request to queue call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Personal Assistant	The Intercept User service has precedence over Personal Assistant. When an incoming call is intercepted, the Personal Assistant service is not invoked.
Pre-alerting Announcement	If the call is redirected, the pre-alerting announcement is not played.

67 LAST NUMBER REDIAL

The following table lists the service interactions between the Last Number Redial service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Last Number Redial and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Last Number Redial originates from the primary number.
Automatic Callback	Automatic Callback applies to calls initiated with Last Number Redial.
Blind Call Transfer	Last Number Redial cannot be used to redial a number if it was transferred before it was answered. Otherwise it applies as usual.
Calling Line ID Delivery Per Call	When the Calling Line ID Delivery Per Call feature access code is used for the current call and Last Number Redial is used to redial, the feature access code is not reapplied to the call automatically; it must be dialed explicitly.
Calling Line ID Delivery Blocking Per Call	When the Calling Line ID is blocked for the current call and Last Number Redial is used to redial, the Calling Line ID Delivery Blocking is not reapplied to the call automatically.
Calling Line ID Delivery Blocking – Persistent	If the Calling Line ID is blocked persistently, any call made by the user (either directly or by using *Last Number Redial*) has the Calling Line ID blocked unless the call is intra-group.
Call Manager	Last Number Redial can be invoked by clicking Redial on the Call Manager or by dialing the Last Number Redial feature access code with the Call Manager Dial capability.
Call Transfer with Three-Way Consultation	The controller can transfer a call that was previously called using Last Number Redial.
Call Transfer with Third-Party Consultation	The controller can transfer a call that was previously called using Last Number Redial.
Cancel Call Waiting Per Call	When the Cancel Call Waiting Per Call feature access code is used for the current call and Last Number Redial is used to redial, the feature access code is not reapplied to the call automatically, it must be dialed explicitly.
Consultation Hold	The Last Number Redial feature access code can be dialed on a Consultation Hold call leg.
Extension Dialing	Last Number Redial can be used to re-originate a call made with Extension Dialing.
Flash Call Hold	Last Number Redial can be used to originate a new call after a party is held with Flash Call Hold.
Flexible Seating	A flexible seating guest is allowed to originate calls from the host and guest devices. When the user performs Last Number Redial, the redial number is the number that was last dialed from either the host

SERVICE	INTERACTION DESCRIPTION
	or the guest device.
Push To Talk	The destination address for a Push-To-Talk call cannot be another feature access code (for example, Last Number Redial). If the address is a feature access code, the call is routed to the network using the specified digits (since they are not recognized as a feature access code) and the network generally provides treatment.
Remote Office	Last Number Redial must be used from the Call Manager by Remote Office users.
Shared Call Appearance	Last Number Redial can be used by any location of a Shared Call Appearance user to dial the last number called by that user on any Shared Call Appearance location.
Speed Dial 8	The Last Number Redial feature access code can be programmed against a speed code. Last Number Redial can be used to redial a speed code or to program one.
Speed Dial 100	The Last Number Redial feature access code can be programmed against a speed code. Last Number Redial can be used to redial a speed code or to program one.
Three-Way Calling	Last Number Redial can be used to initiate the add-on leg of a Three-Way Calling.
Call Logs	Calls originated with Last Number Redial are captured in the Call Logs.

68 LEGACY AUTOMATIC CALLBACK

The following table lists the service interactions between the Legacy Automatic Callback service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Legacy Automatic Callback and that service.)

In addition to the interactions listed in the following table and the tables in the preceding sections, the following interactions also take place for Legacy Automatic Callback (LACB or Legacy ACB):

- Calling Party Category – The service is used to help populate the termination server's reply to a request to queue call for Legacy Automatic Callback. The related value within the reply may cause the origination server to invoke an immediate de-queue of the call.
- Hunt Group – The service is used to help populate the termination server's reply to a request to queue call for Legacy Automatic Callback. If the called party is a Hunt Group, it prevents the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
- URL Dialing – The Application Server does not allow Automatic Callback to be activated for a SIP URI that does not represent a phone number. For example, if a Clearspan user's last call attempt was to sip:alice@example.com, then an attempt from that user to activate Legacy Automatic Callback will fail.
- Trunk Group – If the called party is a member of a Trunk Group, it prevents the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
- Series Completion – The service is used to help populate the termination server's reply to a request to queue call for Legacy Automatic Callback. The related value within the reply may cause a non-Clearspan origination server to invoke an immediate de-queue of the call.
- FAC Services – Some FAC services, such as Cancel Call Waiting, allow the caller to dial a FAC as a prefix to the called address. For these services, the Application Server does not retain the FAC to use for the callback. The following example illustrates the interaction:
- User A dials *70-214-555-1010, which includes the FAC prefix for Cancel Call Waiting.
- The called party is busy, so user A hangs up and dials the Legacy Automatic Callback FAC.
- When the called party is available and user A is available, the Application Server completes the call between user A and the called party. Call Waiting is not cancelled, because the Application Server did not retain the *70 FAC prefix.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Legacy Automatic Callback can reach users on their alternate number. In this case, the behavior is the same as it is with the primary number. The service is used to help populate the termination server's reply to a request to queue call for Legacy ACB. The related value within the reply may cause the origination server to invoke

SERVICE	INTERACTION DESCRIPTION
	an immediate de-queue of the call.
Anonymous Call Rejection	The callback does not work when the initial call is blocked by Anonymous Call Rejection. The service is not used to help populate the termination server's reply to a request to queue call for Legacy ACB; however the service can impact the subsequent call setup before or after queuing the call for Legacy Automatic Callback.
Automatic Callback	Both services may be active at the same time. The number of allowed active Legacy ACB requests and the number of allowed active (MMTel) ACB requests are independent. ACB requests are handled with higher priority than Legacy Automatic Callback requests.
Clearspan Anywhere	Legacy Automatic Callback recall pooling only applies to the primary location of a user with Clearspan Anywhere. For the recall to the calling party, If the party has Clearspan Anywhere enabled, then the Legacy Automatic Callback recall alerts all Clearspan Anywhere locations if the user has the *Alert all locations for Click-to-Dial* calls option enabled.
Call Center	For line status monitoring, when the calling party is busy on recall, Legacy Automatic Callback has priority over call center agent availability. In other words, if an agent in a call center is busy and is being monitored for a Legacy Automatic Callback recall, then when the agent becomes available, they will receive the Legacy Automatic Callback recall before becoming available to take a call center call. The terminating Clearspan Application Server does not allow queuing of calls for Legacy Automatic Callback against a call center (or any other virtual subscriber); however queuing is allowed against call center agents. As for the de-queuing process on the termination server, Legacy Automatic Callback has priority over the Call Center service. More specifically, Call Center may consider an agent busy while there is a call queued for Legacy Automatic Callback against the agent; this allows the Legacy Automatic Callback queue to flush prior to the Call Center considering the agent no longer busy.
Call Forwarding Always	Call Forwarding Always does not forward a Legacy Automatic Callback recall. The Call Forwarding Always service is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The Call Forwarding Always service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Call Forwarding Busy	Call Forwarding Busy does not forward a Legacy Automatic Callback recall. The Call Forwarding Busy service is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The related value within the reply might (although this is not likely) cause a non-Clearspan origination server to invoke an immediate de-queuing of the call.

SERVICE	INTERACTION DESCRIPTION
Call Forwarding No Answer	Call Forwarding No Answer does not forward a Legacy Automatic Callback recall. The Call Forwarding No Answer service is used to help populate the termination server's reply to a request to queue a call for Legacy ACB. The related value within the reply may cause the origination server to invoke an immediate de-queuing of the call.
Call Forwarding Not Reachable	The Call Forwarding Not Reachable service is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The related value within the reply may cause the origination server to invoke an immediate de-queuing of the call.
Call Forwarding Selective	Legacy Automatic Callback does not start until Call Forwarding Selective criteria are met for that call. Call Forwarding Selective does not forward Legacy Automatic Callback recall. The Call Forwarding Selective service is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Calling Line ID Blocking Override	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Calling Line ID Delivery	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Calling Line ID Delivery Per Call	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID presentation indicator displays calls originated with Legacy Automatic Callback.
Calling Name and Number Delivery	Calling Name Delivery displays calls originated with Automatic Callback.
Calling Plans	Outgoing or Incoming Calling Plans do not block the SUBSCRIBE and NOTIFY requests between the calling party and the called party.
Call Manager	Legacy Automatic Callback applies to calls initiated by Call Manager.
Call Notify	Call Notify does not report a Legacy Automatic Callback recall.
Call Return	When a call is originated via Call Return, the Application Server stores the actual destination number and a Legacy Automatic Callback request immediately following the Call Return uses the stored destination number. However, if the incoming call stored for Call Return was an anonymous call, the Legacy Automatic Callback request is denied.

SERVICE	INTERACTION DESCRIPTION
Call Waiting	For the recall to the calling party, the Application Server ignores Call Waiting. Therefore, if the calling party has a single active call and Call Waiting is enabled, the Application Server still considers the calling party to be busy, and it will not make the recall until the calling party has no active calls. Legacy Automatic Callback recall does not trigger Call Waiting to the originator. Legacy Automatic Callback activates when the user's line is truly idle. The Call Waiting service is not used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. More specifically, it is not used to help determine if the called party is busy or free. If the call is queued, then the service is not used to help determine if the queued call is still busy. Therefore, if the called party is in a call, then Legacy Automatic Callback considers the called party busy even though the called party potentially could wait for the call.
CommPilot Express	CommPilot Express is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback. If queued, the related values within the reply may cause the origination server to invoke an immediate de-queuing of the call.
Customer Originated Trace	Customer Originated Trace does not consider the incoming Legacy Automatic Callback recall.
Diversion Inhibitor	These services have no specific interactions. Only dialing the Legacy Automatic Callback FAC triggers Legacy Automatic Callback.
Do Not Disturb	If the called party has Do Not Disturb enabled, then the Legacy Automatic Callback request is denied. If the calling party has DND enabled, Legacy Automatic Callback recall overrides Do Not Disturb and alerts the user. The service is used to help populate the termination server's reply to a request to queue a call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for a Legacy Automatic Callback.
Flash Call Hold	Legacy Automatic Callback applies to calls initiated after Flash Call Hold.
Flexible Seating	When a guest user originates a call to a busy party from the associated host device or from their own device, the user can camp on the busy party. When the called party is available to receive a call, the host device as well as the user's own device is alerted.
Intercept User	The service is used to help populate the termination server's reply to a request to queue call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Location-Based Calling	The Location-Based Calling Restrictions service may play the

SERVICE	INTERACTION DESCRIPTION
Restrictions	Office Zone Announcement for the subscriber's initial call. However, the Office Zone Announcement does not play on the Legacy Automatic Callback setup initiated by the FAC code, and it does not play when the system initiates the callback.
Remote Office	The callback does not start if the called party is idle but the remote location is busy.
Selective Call Acceptance	The recall overrides Selective Call Rejection alerting the user regardless of Selective Call Acceptance. The service is used to help populate the termination server's reply to a request to queue call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Selective Call Rejection	The recall overrides Selective Call Rejection alerting the user regardless of Selective Call Rejection. The service is used to help populate the termination server's reply to a request to queue call for Legacy Automatic Callback. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Shared Call Appearance	The Legacy Automatic Callback recall may alert all Shared Call Appearance devices if the user enables all locations for Click-to-Dial.
Simultaneous Ringing	The recall special alerting is only provided to the user's main location.

69 LOCATION-BASED CALLING RESTRICTIONS

The following table lists the service interactions between the Location-Based Calling Restrictions service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Location-Based Calling Restrictions and that service.)

Location-Based Calling Restrictions is given the lowest precedence on the service bus. This precedence allows all other originating actions to take place before the Office Zone Announcement is played as early media if enabled and if conditions apply.

The Location-Based Calling Restrictions service imposes few interactions on other services due to its terminal precedence. However, services with higher precedence that consume, redirect, or release an originating call may prevent the Location-Based Calling Restrictions service from running. The handling of feature activation codes by translations and Communication Barring are examples.

SERVICE	INTERACTION DESCRIPTION
Clearspan Anywhere	Click-to-Dial Calls originated with Clearspan Anywhere will not receive the Office Zone Announcement.
Call Return	Call Return has precedence over Location-Based Calling Restrictions.
Diversion Inhibitor	The Diversion Inhibitor service has precedence over Location-Based Calling Restrictions.
Legacy Automatic Callback	The Location-Based Calling Restrictions service may play the Office Zone Announcement for the subscriber's initial call. However, the Office Zone Announcement does not play on the Legacy Automatic Callback setup initiated by the FAC code, and it does not play when the system initiates the callback.
Call Logs	Calls to alternate numbers are logged as usual.

70 N-WAY CALLING

The following table lists the service interactions between the N-Way Calling service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between N-Way Calling and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Manager	The Call Manager is enhanced to allow the user to start an N-Way Calling when more than two calls are present. The Call Manager cannot add additional calls to an N-Way Calling after one has been started. While an N-Way Calling conference is active, all calls made or received by the user are shown on the Call Manager as being in the conference, regardless of whether every call is actually in the conference. However, the user can still control the calls independently of one another.
Call Recording	When a user with the Call Recording service sets up an N-Way Conference call, all of the calls in the conference generate their own recording. The recording starts when the user places or receives the call from each party participating in the conference call. When the parties are transferred into the conference, the XML extension data for each call contains the list of all the other participants in the conference. As each call is transferred into the conference, the call being recorded changes from being the conversation between the conference initiator and the party, to being a recording of the conference call.
Call Transfer with Three-Way Consultation	If the N-Way Calling subscriber initiates a conference from a smart device (using the REFER method), releasing the conference results in dropping all participants even if the subscriber is assigned the Call Transfer service. If the N-Way Calling subscriber initiates a conference from a non-smart device (not using the REFER method), releasing a Three-Way Conference transfers the parties if the user is assigned the Call Transfer service.
Directed Call Pickup with Barge-in	When Directed Call Pickup with Barge-in is used and triggers a barge-in, the barge-in user starts a conference (3WC) with the picked-up user and the other party. However, the barge-in user is not required to have the Three-Way Calling or N-Way Calling service to start this conference. The barge-in conference is simply part of the DPUBI service. A barge-in conference is limited to a 3WC regardless of whether the user has the N-Way Calling service. Attempts to add participants to a barge-in conference are rejected.
Expensive Call Notification	N-way calls that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Flash Call Hold	A user must have the Three-Way Calling service to initiate a 3WC using Flash. If the user only has the N-Way Calling service, then Flash cannot be used to initiate a 3WC.

SERVICE	INTERACTION DESCRIPTION
Security Classification	The security classification of an n-way call is always computed using the current classification level of the parties involved in the call. As parties join or leave the conference, or change their current classification level, the security classification of the conference is recomputed.
Three-Way Calling	When a user has both the Three-Way Calling and N-Way Calling services, N-Way Calling takes precedence and the user can create conferences of up to “N” parties. Users who are assigned N-Way Calling but are not assigned Three-Way Calling can still make N-Way Callings that contain only “3” parties (that is, a Three-Way Call) since “3” is always less than “N”. Users who are assigned N-Way Calling but are not assigned Three-Way Calling cannot establish conferences using the flash method, they must use the REFER method.

71 NUMBER PORTABILITY ANNOUNCEMENT

The following table lists the service interactions between the Number Portability Announcement service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Number Portability Announcement and that service.)

The Number Portability Announcement service, which runs on the originating call leg, falls between the Account/Authorization Codes and the Expensive Call Notification services.

SERVICE	INTERACTION DESCRIPTION
Blind Call Transfer	The transfer destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Clearspan Anywhere	The Clearspan Anywhere destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Clearspan Mobility	The Clearspan Mobility destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Call Center	When a call center routes a call to an agent, the agent's directory number may be ported.
Call Forwarding Always	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Call Forwarding Busy	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Call Forwarding No Answer	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Call Forwarding Not Reachable	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Call Forwarding Selective	The forwarding destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Call Transfer with Third-Party Consultation	The transfer destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Call Transfer with Three-Way Consultation	The transfer destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Communication Barring	The Communication Barring service includes the portability status as

SERVICE	INTERACTION DESCRIPTION
	a communication barring criterion and performs digit pattern criteria checks on the normalized routing number.
Hunt Group	When a hunt group routes a call to an agent, the agent's directory number may be ported.
Remote Office	The remote office destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Sequential Ringing	The sequential ringing numbers may be ported. Number portability translations and communication barring screening may apply if the numbers are ported.
Simultaneous Ringing	The simultaneous ringing numbers may be ported. Number portability translations and communication barring screening may apply if the numbers are ported.
Voice Portal Calling	For calls initiated from the voice portal, the destination number may be ported. Number portability translations, number portability announcement, and communication barring screening may apply if the number is ported.

72 OMA PRESENCE

The following table lists the service interactions between the Open Mobile Alliance (OMA) Presence service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between the OMA Presence and that service.)

The OMA Presence service is one of the last services processed on the Call Manager service bus, after Voice Mail Retrieval and before VoiceXML.

In addition to the interactions listed in the table, the following interactions also take place for OMA Presence.

- Account/Authorization Codes – Presence is published before the account or authorization code has been collected. Therefore, the user appears busy during this time.
- Answer Confirmation – Presence is published as soon as the destination phone is answered before the person at the destination has pressed the answer confirmation digit to accept the call. The called user therefore appears busy during the answer confirmation prompt.
- Auto Attendant – The OMA Presence service does not apply to virtual subscribers such as the Auto Attendant.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Presence is not affected by the fact that an alternate number may have been dialed in place of the user's main number. The user's presence is reported the same way as it is for the main number when the user answers.
Anonymous Call Rejection	If a call is blocked by Anonymous Call Rejection, no presence information is reported to the Presence Server.
Blind Call Transfer	After a transfer, the user's device ceases to be involved in the call. Therefore, Clearspan republishes presence information indicating that the user is not active in a call any longer. If the call is transferred before answer (deflection), then no presence is reported.
Clearspan Anywhere	Calls terminating to a Clearspan Anywhere location are reported to the Presence Server when this location answers the call. Originations from a Clearspan Anywhere location can be made via the Clearspan Anywhere Portal. These are also reported to the Presence Server.
Call Forwarding Always	Calls redirected by the Call Forwarding Always service are not reported to the Presence Server.
Call Forwarding Busy	Calls redirected by the Call Forwarding Busy service are not reported to the Presence Server.
Call Forwarding No Answer	Calls redirected by the Call Forwarding No Answer service are not reported to the Presence Server since the terminating call was not

SERVICE	INTERACTION DESCRIPTION
	answered yet.
Call Forwarding Not Reachable	Calls redirected by the Call Forwarding Not Reachable service are not reported to the Presence Server.
Call Forwarding Selective	Calls redirected by the Call Forwarding Selective service are not reported to the Presence Server.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID Delivery Blocking – Persistent service does not affect the way presence is reported by the OMA Presence service.
Calling Plans	If a call is blocked by the Incoming Calling Plan, no presence information is reported to the Presence Server. A call blocked or transferred by the Outgoing Calling Plan sees its presence reported to the Presence Server, and the user appears busy to a presence watcher until they hang up.
Call Transfer with Third-Party Consultation	After a transfer, the user's device ceases to be involved in the call. Therefore, Clearspan republishes presence information, indicating that the user is not active in a call any longer. If the call is transferred before answer (deflection), then no presence is reported.
Call Transfer with Three-Way Consultation	After a transfer, the user's device ceases to be involved in the call. Therefore, Clearspan republishes presence information, indicating that the user is not active in a call any longer. If the call is transferred before answer (deflection), then no presence is reported.
Call Waiting	A waiting call is not reported to the Presence Server since the user already appears busy (being on another call).
Selective Call Acceptance	If a call is blocked by Selective Call Acceptance, no presence information is reported to the Presence Server.
Selective Call Rejection	If a call is blocked by Selective Call Rejection, no presence information is reported to the Presence Server.
Sequential Ringing	Presence information is not published while the Sequential Ring locations are ringing. If the call is answered by a Sequential Ring destination (other than the user's own phones), then the call is handled as a redirection and no presence information is published. If the call is answered by one of the user's own phones, then presence information is published.

Shared Call Appearance	Whether the call originates from or terminates to a Shared Call Appearance alternate location, presence is published as if the call was to or from the main location. When another location retrieves the call, presence publication depends on whether the device that retrieved the call publishes its own presence information or allows Clearspan to publish it. When another location barges in on a call and at least one device on the bridge allows presence publication by Clearspan, then presence is published (or continues to be). If after a device disconnects from the bridge, all of the remaining devices on the bridge publish their own presence, Clearspan stops publishing presence information. With Multiple Call Arrangement, presence starts to be published as soon as at least one device involved in the calls allows presence publication by Clearspan. When a device disconnects, presence stops being published if all of the remaining devices publish their own presence (or if all the calls have terminated).
Simultaneous Ringing	Presence information is not published while the Simultaneous Ring locations are ringing. If the call is answered by a Simultaneous Ring destination (other than the user's own phone), then the call is handled as a redirection and no presence information is published. If the call is answered by the user's own device, then presence information is published for the user.
Voice Messaging	When a caller leaves a voice message to a Clearspan user, the called user does not appear busy and nothing is reported to the Presence Server.
Voice Portal Calling	Calls to the voice portal (including voice mail retrieval) and calls originated via Voice Portal Calling, if not made from one of the user's devices, are not reported to the Presence Server.

73 PERSONAL ASSISTANT

The following table lists the service interactions between the Personal Assistant service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Personal Assistant and that service.)

The Personal Assistant service is processed after the Do Not Disturb service and before the Automatic Hold/Retrieve service.

In addition to the interactions listed in the table, the following interaction also takes place for Personal Assistant: The Account/Authorization Codes service is applied when the Personal Assistant service transfers the call to an attendant or to voice mail.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	If a caller dials one of the alternate numbers to call the user with the Personal Assistant service, the service applies only if the dialed alternate number meets the *Call To* criteria.
Anonymous Call Rejection	The Anonymous Call Rejection service has precedence over Personal Assistant. When a call from an anonymous caller is rejected by the Anonymous Call Rejection service, the Personal Assistant service is not invoked.
Automatic Hold/Retrieve	The Automatic Hold/Retrieve service is preceded by the Personal Assistant service and it is not invoked if the Personal Assistant service is applied.
Clearspan Anywhere	If the Personal Assistant service is invoked for an incoming call, the call does not alert the target user's Clearspan Anywhere locations.
Clearspan Mobility	If a caller dials the user's mobile number, the Personal Assistant service of the user applies only if the dialed mobile number meets the *Call To* criteria. When the Personal Assistant service is invoked, the call does not alert the user's mobile location.
Call Center	An incoming call from a call center is provided with busy processing and the Personal Assistant announcement is not played to the caller. The ring splash is provided on the user's phone if the ring splash option is enabled. Call Center Silent Monitoring behaves as usual regardless of the Personal Assistant service.
Call Forwarding Always	The Call Forwarding Always service has precedence over Personal Assistant. If Call Forwarding Always is activated, the Personal Assistant service is not invoked.
Call Forwarding Selective	The Call Forwarding Selective service has precedence over Personal Assistant. If the call is forwarded by the Call Forwarding Selective service, the Personal Assistant service is not invoked.
Calling Line ID Delivery	The Personal Assistant service respects the privacy of callers. The

SERVICE	INTERACTION DESCRIPTION
Blocking – Persistent	exclusion list does not apply if the caller blocks the delivery of their identity.
Calling Line ID Delivery Blocking Per Call	The Personal Assistant service respects the privacy of callers. The exclusion list does not apply if the caller blocks the delivery of their identity.
Calling Plans	The Incoming Calling Plan service has precedence over the Personal Assistant service. For a call blocked by the Incoming Calling Plan service, the Personal Assistant service is not invoked. The Outgoing Calling Plan screening is applied on the call leg in which the Personal Assistant service transfers the call to the attendant.
Call Logs	When a call is blocked by the Personal Assistant service, the call is reported as a missed call in the call logs. A new value, “Personal Assistant”, of the *Service Invocation Disposition* field is added for the Personal Assistant service. If the user has Enhanced Call Logs, the *Service Invocation Disposition* field is set to “Personal Assistant" when the call is transferred to the assistant.
Call Notify	The notification e-mail is sent to the user whether or not their Personal Assistant service is invoked.
Call Waiting	The Personal Assistant service has precedence over the Call Waiting service. Call Waiting is not invoked if the Personal Assistant service is invoked.
Communication Barring	The Communication Barring service screening applies to the call leg in which Personal Assistant transfers the call to the attendant.
Custom Ringback	The Personal Assistant service has precedence over the Custom Ringback Group and Custom Ringback User services. If the Personal Assistant service is applied, there is no custom ringback tone for the callers.
Dialable Caller ID	Personal Assistant uses the original CLID and not the dialable caller ID for exclusion screening.
Directed Call Pickup	When the Personal Assistant service is invoked, the call cannot be picked up.
Directed Call Pickup with Barge-in	The Personal Assistant service has precedence over the Directed Call Pickup with Barge-in service. When the Personal Assistant service is invoked, the call cannot be picked up or barged in on.
Diversion Inhibitor	If the calling party requests diversion inhibition, the diversion inhibition is ignored when the caller presses the key to let the Personal Assistant service transfer the call to the attendant or voice mail.
Do Not Disturb	The Do Not Disturb service has precedence over the Personal Assistant service. If Do Not Disturb is activated, the Personal Assistant service is not invoked.

SERVICE	INTERACTION DESCRIPTION
Executive	An incoming call to the executive does not alert assistant locations if the Personal Assistant service is invoked. An incoming call to an executive assistant is provided with busy processing and the Personal Assistant announcement is not played to the caller. The ring splash is provided on the assistant's phone if the ring splash option is enabled.
Fax Messaging	The Fax Messaging service has precedence over the Personal Assistant service. For an incoming call to the fax number, the Personal Assistant service is not invoked.
Flexible Seating	An incoming call to the guest user does not alert the associated host device if the guest's Personal Assistant service is invoked.
Hunt Group	An incoming call from a hunt group is provided with busy processing and the Personal Assistant announcement is not played to the caller. The ring splash is provided on the user's phone if the ring splash option is enabled.
Intercept User	The Intercept User service has precedence over Personal Assistant. When an incoming call is intercepted, the Personal Assistant service is not invoked.
Pre-alerting Announcement	The Personal Assistant service has precedence over the Pre-alerting Announcement service. The Pre-alerting Announcement service is not invoked if the Personal Assistant service is applied to the call.
Push To Talk	A Push To Talk call is provided with busy processing and the Personal Assistant announcement is not played to the caller. The ring splash is provided on the user's phone if the ring splash option is enabled.
Remote Office	If the Personal Assistant service is invoked, the call does not alert the user's remote office.
Route List	When a SIP INVITE is sent to a trunk group for ring splash via the Personal Assistant service, the *Accept-Contact* header is added if applicable, based on the *Implicit Registration Set Support Policy* option in effect for the trunk group. If the SIP INVITE for ring splash is being sent to the trunk group for a Route List DN termination, the INVITE includes the Route List DN in the same manner as if the trunk group were being alerted for the call.
Route Point	A call from a route point is provided with busy processing and the Personal Assistant announcement is not played to the caller. The ring splash is provided on the user's phone if the ring splash option is enabled.
Selective Call Acceptance	The Selective Call Acceptance service has precedence over the Personal Assistant service. If this service rejects the call, the Personal Assistant service is not invoked.
Selective Call Rejection	The Selective Call Rejection service has precedence over the Personal Assistant service. If this service rejects the call, the Personal Assistant service is not invoked.

SERVICE	INTERACTION DESCRIPTION
Sequential Ringing	The Personal Assistant service has precedence over the Sequential Ringing service. The Sequential Ringing service is not invoked if the Personal Assistant service is applied.
Service Scripts User	The Service Scripts User service has precedence over the Personal Assistant service. If an incoming call is redirected by the Service Scripts service, the Personal Assistant service is not invoked.
Shared Call Appearance	If the Personal Assistant service is invoked, the call does not alert the target user's Shared Call Appearance locations.
Simultaneous Ringing	The Personal Assistant service has precedence over the Simultaneous Ringing service. The Simultaneous Ringing service is not invoked if the Personal Assistant service is applied.
Voice Messaging	When the Personal Assistant service transfers the call to voice mail and the user does not have the Voice Messaging service enabled, Personal Assistant tries to transfer the call to user's third-party voice mailbox. If a user does not have the Voice Messaging service or the Third-Party Voice Mail Support service, the call is released after the announcement when the Personal Assistant service transfers the call to voice mail. All normal voice mail screening processing is applied to the call leg in which the Personal Assistant service transfers the call to voice mail.

74 PHYSICAL LOCATION

The following table lists the service interactions between the Physical Location service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between the Physical Location and that service.)

SERVICE	INTERACTION DESCRIPTION
Clearspan Mobility	The Application Server never includes a P-Access-Network-Info in the INVITE request resulting from a Click To Dial origination from the mobile handset. When a call leg is extended to the mobile handset, the P-Access-Network-Info for the originating party is proxied to the mobile.

75 PRE-ALERTING ANNOUNCEMENT

The following table lists the service interactions between the Pre-alerting Announcement service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Pre-alerting Announcement and that service.)

In addition to the interactions listed in the table, the following interactions also take place for Pre-alerting Announcement:

- The Pre-alerting Announcement service resides on the Terminating Call service bus after the Call Waiting service and before the Sequential Ringing service.
- The pre-alerting announcement is played if the call is not redirected and before the user device(s) get alerted—the latter includes sequential and simultaneous ringing.
- Call Timer Policy – The maximum duration for unanswered calls, if enabled, is incremented by the pre-alerting announcement duration.
- Directory Number Hunting Agent – The call is redirected and the pre-alerting announcement is not played.
- Malicious Call Trace – The pre-alerting announcement is played after the malicious call trace announcement finishes.

SERVICE	INTERACTION DESCRIPTION
Anonymous Call Rejection	Anonymous calls are rejected and the pre-alerting announcement is not played.
Automatic Hold/Retrieve	The Automatic Hold/Retrieve service has precedence over the Pre-alerting Announcement service. A pre-alerting announcement is not played.
Busy Lamp Field	Busy Lamp Field reflects the state of a call playing a pre-alerting announcement only if the announcement is interruptible. If the announcement is not interruptible, Busy Lamp Field reflects the state of the call only after the pre-alerting announcement has finished playing.
Call Center	When a call that is queued on a call center is offered to an agent, the Pre-alerting Announcement service is inhibited.
Call Forwarding Always	The call is forwarded and the pre-alerting announcement is not played.
Call Forwarding Busy	If the user is busy, the pre-alerting announcement is not played.
Call Forwarding No Answer	The no-answer timer starts after the pre-alerting announcement is played.
Call Forwarding Not Reachable	If the user is not reachable, the pre-alerting announcement is played before the call is forwarded.
Call Forwarding Selective	If the call is forwarded, the pre-alerting announcement is not played.

SERVICE	INTERACTION DESCRIPTION
Calling Plans	If the call gets redirected, the pre-alerting announcement is not played.
Call Logs	The call is logged as a missed call if the caller hangs up before the pre-alerting announcement finishes playing.
Call Notify	The notification e-mail is sent before playing pre-alerting announcement.
Call Waiting	If the Call Waiting service does not allow the call to go through, the pre-alerting announcement is not played. If the call does go through and the Call Waiting ringback is enabled, it is played after the pre-alerting announcement.
Collaborate	The Pre-alerting Announcement service can be assigned to a collaborate bridge.
Communication Barring	If the Communication Barring service is enabled and does not allow the call to go through, the pre-alerting announcement is not played.
Custom Ringback	The pre-alerting announcement is played before playing custom ringback.
Directed Call Pickup	The call cannot be picked up until a non-interruptible pre-alerting announcement finishes playing and user devices have been alerted. An interruptible pre-alerting announcement can be picked up during the pre-alerting announcement.
Directed Call Pickup with Barge-in	A call cannot be barged into until a non-interruptible pre-alerting announcement finishes playing. A call playing an interruptible pre-alerting announcement can be barged in during the announcement.
Do Not Disturb	When the user has the Do Not Disturb service enabled, the pre-alerting announcement is not played.
Executive	For a filtered call, the Pre-alerting Announcement service is disabled for the assistant but runs as usual for the executive.
External Custom Ringback	The pre-alerting announcement is played before the custom ringback.
Fax Messaging	The pre-alerting announcement is not played.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Pre-alerting Announcement service is inhibited.
Intercept User	If the call is redirected, the pre-alerting announcement is not played.
Personal Assistant	The Personal Assistant service has precedence over the Pre-alerting Announcement service. The Pre-alerting Announcement service is not invoked if the Personal Assistant service is applied to the call.

SERVICE	INTERACTION DESCRIPTION
Push To Talk	If the call is rejected, the pre-alerting announcement is not played.
Selective Call Acceptance	If the call is not accepted, the pre-alerting announcement is not played.
Selective Call Rejection	If the call is rejected, the pre-alerting announcement is not played.
Sequential Ringing	The Pre-alerting Announcement service resides on the Terminating Call service bus before the Sequential Ringing service.
Series Completion	The pre-alerting announcement is played before the Series Completion service.
Shared Call Appearance	The pre-alerting announcement is played before alerting the user device(s).
Simultaneous Ringing	The pre-alerting announcement is played before alerting the user device(s).
Voice Messaging	If “Send all calls to Voice Mail” is active, the call is redirected to voice mail—pre-alerting announcement is not played. If no answer is active, the no-answer timer starts after playing the pre-alerting announcement. If busy is active and the user is busy, the pre-alerting announcement is played before forwarding the call to voice mail.

76 PRIORITY ALERT

The following table lists the service interactions between the Priority Alert service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Priority Alert and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Priority Alert has precedence over alternate number to determine the alerting pattern.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Priority Alert. It blocks anonymous calls before they trigger Priority Alert.
Automatic Hold/Retrieve	An Automatic Hold/Retrieve user always answers immediately; hence there are no specific interactions between these services.
Call Center	Priority Alert allows incoming calls that meet the configured criteria to be provided with distinctive ringing patterns. The ringing pattern applies when the call is offered to an agent. The Call Center Distinctive Ringing policy has precedence over the Priority Alert Service assigned and configured on the call center. The Distinctive Ringing policy overrides the priority alerting set by the Priority Alert Service on the call center. When a call that is queued on a call center is offered to an agent, the Priority Alert service is inhibited.
Call Forwarding No Answer	Priority Alert applies to incoming calls before Call Forwarding No Answer does.
Call Forwarding Selective	Call Forwarding Selective applies to incoming calls before Priority Alert.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, Priority Alert screens the incoming caller ID, even if it is blocked by the calling party.
Calling Line ID Delivery Per Call	Priority Alert is not triggered when an incoming call has its Calling Line ID blocked. Calling Line ID Delivery Per Call allows it to be triggered at the called party.
Calling Line ID Delivery Blocking Per Call	Priority Alert is not triggered when an incoming call has its Calling Line ID blocked.
Calling Line ID Delivery Blocking – Persistent	Priority Alert is not triggered when an incoming call has its Calling Line ID blocked.
Calling Plans	Incoming Calling Plan has precedence over Priority Alert.
Call Waiting	Priority Alert applies to waiting calls and provides a distinctive tone as applicable.
Cancel Call Waiting Per Call	When Cancel Call Waiting is active, Priority Alert only applies to power ringing.

SERVICE	INTERACTION DESCRIPTION
Cancel Call Waiting – Persistent	When Cancel Call Waiting is active, Call Waiting is never started and Priority Alert only applies to power ringing.
CommPilot Express	The “None” and “Available” profiles allow calls to terminate to the user and honor Priority Alert as applicable, whereas the other profiles do not.
Do Not Disturb	Priority Alert only applies if a call is allowed to alert the user, which is not the case when Do Not Disturb is active.
Executive	For screening of executive calls (that is, filtered calls and calls initiated by an assistant on behalf of an executive), the executive’s Priority Alert service has precedence over the Executive service’s *Alert Type* setting.
Extension Dialing	Extensions cannot be used as screening criteria for Priority Alert. For extension-only users, the group CLID must be used. Note, however, that when a group CLID is entered in the Priority Alert screening criteria, it applies to all extension-only users in that group (screens them all in or out).
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Priority Alert service is inhibited.
Push To Talk	When Push To Talk forced off-hook does not apply, the destination of a Push-To-Talk call triggers Priority Alert as usual.
Remote Office	Priority Alert distinctive alerting does not apply to Remote Office location.
Selective Call Acceptance	Selective Call Acceptance has precedence over Priority Alert. If a call is allowed to terminate by Selective Call Acceptance, Priority Alert applies as usual.
Selective Call Rejection	Selective Call Rejection has precedence over Priority Alert. If a call is allowed to terminate by Selective Call Rejection, Priority Alert applies as usual.
Sequential Ringing	Priority Alert applies as usual to the Sequential Ringing destinations.
Shared Call Appearance	Priority Alert distinctive alerting applies to all Shared Call Appearance locations of a user.
Simultaneous Ringing	Priority Alert only applies to the Simultaneous Ringing user and does not apply to the secondary locations.

77 PUSH TO TALK

The following table lists the service interactions between the Push To Talk service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Push To Talk and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Push To Talk can be used with an alternate number associated with a user.
Anonymous Call Rejection	Anonymous Call Rejection applies to incoming Push-To-Talk calls as usual and blocks calls for which the caller ID is blocked.
Authentication	Push To Talk calls to a user for which the device is not registered due to a failed authentication are processed like regular calls.
Automatic Callback	Automatic Callback does not activate for Push-To-Talk calls. The originator is never presented with the option to initiate an Automatic Callback.
Automatic Hold/Retrieve	Calls originated by Push-To-Talk user and terminating to a subscriber with the Automatic Hold/Retrieve service are processed like regular incoming calls by Automatic Hold/Retrieve.
Blind Call Transfer	The terminator of a Push To Talk call cannot transfer the call after answer.
Call Forwarding Always	If the terminator redirects a Push-To-Talk call before answer, then the call continues to be treated as a Push-To-Talk origination as it is redirected to the new destination.
Call Forwarding Busy	If the terminator redirects a Push-To-Talk call before answer, then the call continues to be treated as a Push-To-Talk origination as it is redirected to the new destination.
Call Forwarding No Answer	If the terminator redirects a Push-To-Talk call before answer, then the call continues to be treated as a Push-To-Talk origination as it is redirected to the new destination.
Call Forwarding Not Reachable	A Push-To-Talk call terminating to the user is redirected by Call Forwarding Not Reachable if the user's device is unreachable.
Call Forwarding Selective	If the terminator redirects a Push-To-Talk call before answer, then the call continues to be treated as a Push-To-Talk origination as it is redirected to the new destination.
Calling Line ID Blocking Override	When the Calling Line ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy.
Calling Line ID Delivery	When the caller ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain the caller ID privacy.
Calling Line ID Delivery Per	When the Calling Line ID of a user is blocked, Push-To-Talk calls

SERVICE	INTERACTION DESCRIPTION
Call	from that user override the black and white list restrictions of the called party to maintain caller ID privacy.
Calling Line ID Delivery Blocking Per Call	When the caller ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy.
Calling Line ID Delivery Blocking – Persistent	When the caller ID of a user is blocked, Push-To-Talk calls from that user override the black and white list restrictions of the called party to maintain caller ID privacy.
Calling Plans	The Calling Plans service has precedence over Push To Talk and screens Push To Talk calls as usual on the originator and the terminator.
Call Manager	Push-To-Talk calls can be initiated via the Call Manager and applies to the call toward the called party (not to the call to the originator's device).
Call Notify	Push-To-Talk calls are reported as normal calls by Call Notify.
Call Park/Retrieve	A Push To Talk call cannot be parked using Call Park.
Call Recording	If a user with the Call Recording service instantiates a one-way voice path Push-To-Talk call, then that is one recording. If the other party involved in the one-way voice path Push-To-Talk conversation wants to instantiate a voice path in the other direction, then that is another recording.
Call Return	Call Return can be used to return a Push-To-Talk incoming call. In this case, the call is returned as a normal call.
Call Transfer with Three-Way Consultation	Push To Talk can be used to call an add-on party. In this case, the Push-To-Talk leg keeps its characteristics (one-way or two-way) for the duration of the call, even if the leg is conferenced with the others.
Call Transfer with Third-Party Consultation	Push To Talk can be used on a consultation call. However, since the originator of a Push To Talk call is not allowed to redirect that call, the transfer portion (before or after answer) of a call transfer with third-party consultation is blocked for that type of call leg. The Push To Talk call can be released and the pre-existing call can be retrieved however.
Call Waiting	If Push To Talk is used to call a busy user, call waiting kicks in as usual but the call retains its Push-To-Talk characteristics (one-way versus two-way).
Cancel Call Waiting Per Call	Call Waiting Per Call can be used prior to dialing a Push-To-Talk call or after a flash hook during the Push-To-Talk call.
Consultation Hold	Push To Talk can be used to make a consultation call.
Customer Originated Trace	Customer Originated Trace can be used to capture incoming Push-To-Talk calls.

SERVICE	INTERACTION DESCRIPTION
Custom Ringback	Push-To-Talk calls are subject to Custom Ringback when forced off-hook does not apply to the call.
Directed Call Pickup	Push-To-Talk calls cannot be picked up or barged in on using the Call Pickup, Directed Call Pickup, or Directed Call Pickup with Barge-in services. Attempts to pick up or barge in on a Push-To-Talk call result in the pick-up or barge-in request being denied with reorder treatment. A user involved in a Push-To-Talk call (originator or terminator) is not considered to be a candidate for automatic target selection. Therefore, when two calls are active within a group and one of them is a Push-To-Talk call, the target automatically selected for DPUBI is the user involved in the non-Push-To-Talk call.
Directed Call Pickup with Barge-in	Push-To-Talk calls cannot be picked up or barged in on using the Call Pickup, Directed Call Pickup, or Directed Call Pickup with Barge-in services. Attempts to pick up or barge in on a Push-To-Talk call results in the pick-up or barge-in request being denied with reorder treatment.
Do Not Disturb	When DND is active, Push-To-Talk calls receive busy processing. If the call is redirected, then the call continues to be treated as a Push-To-Talk origination at the new destination.
Expensive Call Notification	Expensive Call Notification takes precedence over Push To Talk.
Extension Dialing	Push-To-Talk calls can be made using extension dialing.
Flash Call Hold	Push To Talk can be used after a flash, which results in a Push-To-Talk consultation call.
Group Night Forwarding	Group Night Forwarding has precedence over Push To Talk.
Last Number Redial	The destination address for a Push-To-Talk call cannot be another feature access code (for example, LNR). If the address is a feature access code, the call is routed to the network using the specified digits (since they are not recognized as a feature access code) and the network generally provides treatment.
Personal Assistant	A Push To Talk call is provided with busy processing and the Personal Assistant announcement is not played to the caller. The ring splash is provided on the user's phone if the ring splash option is enabled.
Pre-alerting Announcement	If the call is rejected, the pre-alerting announcement is not played.
Priority Alert	When Push To Talk forced off-hook does not apply, the destination of a Push-To-Talk call triggers Priority Alert as usual.
Remote Office	Push To Talk applies as usual to remote office users, except for the forced off-hook, which is never supported by Remote Office users.
Selective Call Acceptance	Selective Call Acceptance has precedence over Push To Talk for terminating calls.

SERVICE	INTERACTION DESCRIPTION
Selective Call Rejection	Selective Call Rejection has precedence over Push To Talk for terminating calls.
Sequential Ringing	Push To Talk applies as usual to the secondary Sequential Ringing locations.
Shared Call Appearance	Only a user's primary device is signaled to automatically answer incoming Push-To-Talk calls when the Auto-Answer option is enabled. Shared Call Appearance devices are never signaled to automatically answer incoming Push-To-Talk calls, regardless of the Auto-Answer option setting. If Auto-Answer is enabled and the user's primary device supports the after-answer parameter, then the primary device always answers the call (unless it is unreachable for some reason). However, a user with Shared Call Appearance devices may not always want their primary device to answer Push-To-Talk calls. They may want to be able to choose which device they use for incoming Push-To-Talk calls. If this is the case, the user must disable the Auto-Answer option so that a manual answer is required.
Simultaneous Ringing	Push To Talk applies as usual to the secondary Simultaneous Ringing locations.
Speed Dial 8	The address for a Push-To-Talk call can be a speed dial entry. If the address is a speed dial entry, then the address for the speed dial entry becomes the address for the Push-To-Talk call.
Speed Dial 100	The address for a Push-To-Talk call can be a speed dial entry. If the address is a speed dial entry, then the address for the speed dial entry becomes the address for the Push-To-Talk call.
Three-Way Calling	Push To Talk can be used to originate any legs of a three-way call. Legs originated with Push To Talk retain their characteristics until the user releases the call (for example, upon a transfer).
Call Logs	Push-To-Talk calls are reported in the Call Logs.

78 REMOTE OFFICE

The following table lists the service interactions between the Remote Office service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Remote Office and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	The alternate number distinctive alerting pattern does not ring on a remote office device.
Authentication	Remote Office operates independently from authentication.
Automatic Callback	If the called party has Remote Office activated, Automatic Callback starts if the user is busy. If the called party is idle but the remote location is otherwise busy (for example, involved in a non-Clearspan call), Automatic Callback is not started. Automatic Callback starts as usual when the calling party has Remote Office activated.
Automatic Hold/Retrieve	When Automatic Hold/Retrieve and Remote Office (RO) are assigned to a user, Automatic Hold/Retrieve takes precedence and incoming calls are never delivered to the RO location. RO cannot be used to originate a call when Automatic Hold/Retrieve is active for the user.
Clearspan Anywhere	Remote Office has precedence over Clearspan Anywhere. When Remote Office is active, none of the user's Clearspan Anywhere locations is alerted.
Busy Lamp Field	Busy Lamp Field reflects the state of Remote Office users as usual.
Call Forwarding Always	Call Forwarding Always takes precedence over Remote Office.
Call Forwarding Busy	When the remote device becomes busy, Call Forwarding Busy applies.
Call Forwarding No Answer	When the remote location does not answer the call, Call Forwarding No Answer applies to the call.
Call Forwarding Not Reachable	Call Forwarding Not Reachable applies to terminating Remote Office calls. If the network gateway terminating the Remote Office call fails to respond (or if all of them fail to respond if several are attempted) or responds with an error code (that is, any 4xx, 5xx, or 6xx code except "486 Busy Here" and "600 Busy Everywhere"), Call Forwarding Not Reachable redirects the call.
Call Forwarding Selective	Call Forwarding Selective takes precedence over Remote Office.
Calling Line ID Delivery	Upon originating a call, the Remote Office subscriber is delivered their own Calling Line ID. Upon receiving a call, the Remote Office user is delivered the calling party's Calling Line

SERVICE	INTERACTION DESCRIPTION
	ID, when available and public.
Calling Line ID Delivery Per Call	Upon originating a call, the Remote Office subscriber is delivered their own Calling Line ID. Upon receiving a call, the Remote Office user is delivered the calling party's Calling Line ID, when available and public.
Calling Line ID Delivery Blocking Per Call	When receiving a call with the Calling Line ID blocked, Remote Office users are delivered their own group Calling Line ID (to identify a Remote Office call).
Calling Line ID Delivery Blocking – Persistent	When receiving a call with the Calling Line ID blocked, Remote Office users are delivered their own group Calling Line ID (to identify a Remote Office call).
Calling Plans	Outgoing Digit Plan and Outgoing Calling Plan apply to the Remote Office DN. If the Remote Office DN is disallowed by Outgoing Calling Plan or Outgoing Digit Plan, the Remote Office location is blocked and callers get a treatment.
Call Manager	Remote Office users must use the Call Manager to originate and control Clearspan calls (hold, retrieve, conference). Users can see the Remote Office status through the Call Manager and access the Remote Office configuration page.
Call Recording	Calls terminating to a Remote Office user are recorded on behalf of the Remote Office user, even if the call is answered by a remote office location.
Call Transfer with Three-Way Consultation	Remote Office users must use the Call Manager to perform Call Transfer with Three-Way Consultation.
Call Transfer with Third-Party Consultation	Remote Office users must use the Call Manager to perform Call Transfer with Third-Party Consultation.
Call Waiting	Call Waiting applies to Remote Office users through the Call Manager. No Call Waiting tone is provided to Remote Office users and they cannot flash the switch-hook to answer waiting calls.
Cancel Call Waiting Per Call	Remote Office users can only dial the Cancel Call Waiting feature access code through the Call Manager. Cancel Call Waiting only applies to Clearspan calls. Calls terminating directly on the Remote Office location may still trigger Call Waiting.
Cancel Call Waiting – Persistent	Cancel Call Waiting only applies to Clearspan calls. Calls terminating directly on the Remote Office location may still trigger Call Waiting.
Communication Barring	The remote office destination is screened against the redirecting rules. If the redirecting action to apply is not Allow or Allow Timed, the call is rejected. If the redirecting action to apply is Allow Timed, the call duration timer is started when the call is answered. Once the call duration timer expires, the call is released.

SERVICE	INTERACTION DESCRIPTION
	When the user with Remote Office enabled initiates a Click-To-Dial call, the remote office destination is screened against the redirecting rules. If the redirecting action to apply is Allow or Allow Timed, the call is routed to the remote office. Otherwise, the call is rejected. When the remote office answers the call, the call duration timer for the redirection is started if the redirecting action to apply is Allow Timed. Then, the called party destination is screened against the communication barring originating rules. The originating action is applied. If the originating action to apply is Allow Timer or Authorization Code Time, a new call duration timer is started for the origination when the called party answers the call. Once any of the two call duration timers expires, the call is released.
Connected Line Identification Presentation	Connected Line Identification Presentation (COLP) may be received from the network when Remote Office is in use. However, the COLP received for a Remote Office connection to the network is ignored.
Consultation Hold	Consultation Hold is available to Remote Office users through the Call Manager since these users cannot use the flash.
Directed Call Pickup	Directed Call Pickup can only be used through the Call Manager when using Remote Office.
Directed Call Pickup with Barge-in	Barge-in can be used between Remote Office users. When a Directed Call Pickup with Barge-In (DPUBI) call with automatic target selection selects a user involved in a call on a Remote Office device, the selected target is always the call involving the remote office phone. When the Remote Office service is on, and a call is made to/from the user's device, automatic target selection does not apply.
Diversion Inhibitor	Diversion Inhibitor allows a call to be diverted to a remote office location on the called party.
Executive	When the executive has Remote Office enabled, call filtering is automatically disabled, and all incoming calls are treated as unfiltered.
Expensive Call Notification	When the user uses Remote Office to originate a call, two call legs are created. Expensive Call Notification does not apply to the first call leg, which is to the Remote Office number of that user. If the second call leg to the terminating number results in an expensive call, the Expensive Call Notification warning announcement applies as it does for any other originating call.
Extension Dialing	Extension Dialing can only be used from the Call Manager by Remote Office users.
Flash Call Hold	Flash Call Hold is not available to Remote Office users.
Flexible Seating	When a guest user has Remote Office enabled, then the user's remote location is alerted on incoming calls to the guest and guest's click-to-dial calls. The associated host device and

SERVICE	INTERACTION DESCRIPTION
	user's primary device are not alerted.
Hoteling	If the host user has Remote Office, then the remote office location is alerted (on incoming calls to the host). Also, the host user can make outgoing calls from the remote office location using the Call Manager. If the guest user has Remote Office, then the configured remote office location for the guest user is alerted (on incoming calls to the guest). The host device or original guest device is not alerted.
In-Call Service Activation	Originating and terminating Remote Office calls cannot be monitored by the In-Call Service Activation service. However, the remote party can still use In-Call Service Activation.
Last Number Redial	Last Number Redial must be used from the Call Manager by Remote Office users.
Legacy Automatic Callback	The callback does not start if the called party is idle but the remote location is busy.
Number Portability Announcement	The remote office destination number may be ported. Number portability translations and communication barring screening may apply if the number is ported.
Personal Assistant	If the Personal Assistant service is invoked, the call does not alert the user's remote office.
Priority Alert	Priority Alert distinctive alerting does not apply to Remote Office location.
Push To Talk	Push To Talk applies as usual to remote office users, except for the forced off-hook, which is never supported by Remote Office users.
Security Classification	A call established from a Remote Office location is *Unclassified*.
Selective Call Acceptance	Selective Call Acceptance has precedence over Remote Office. Calls blocked by Selective Call Acceptance do not alert the Remote Office user.
Selective Call Rejection	Selective Call Rejection has precedence over Remote Office. Calls blocked by Selective Call Rejection do not alert the Remote Office user.
Shared Call Appearance	Remote Office has precedence over Shared Call Appearance. When Remote Office is active, none of the user's endpoints are alerted.
Sequential Ringing	Sequential Ringing takes precedence over Remote Office.
Simultaneous Ringing	Simultaneous Ringing is executed before Remote Office so that all secondary destinations are alerted in addition to the Remote Office location, which replaces the user regular endpoint. The first location to answer takes over the call.

SERVICE	INTERACTION DESCRIPTION
Speed Dial 8	Speed codes cannot be dialed or programmed from a Remote Office phone. The Call Manager must be used instead.
Speed Dial 100	Speed codes cannot be dialed or programmed from a Remote Office phone. The Call Manager must be used instead.
Three-Way Calling	Flash cannot be used from a Remote Office phone. The Call Manager must be used instead to manage a Three-Way Calling controlled by the user.
Voice Messaging	Voice Messaging applies as usual if the call is not answered by the Remote Office destination. Voice Messaging on the Remote Office line may interfere with Clearspan Voice Messaging when assigned.
Call Log	Calls to and from Remote Office users are captured in Call Logs.

79 ROUTE LIST

The following table lists the service interactions between the Route List service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Route List and that service.)

In addition to the interactions listed in the following table and the tables in the previous sections, the following interactions also take place for Legacy Automatic Callback (LACB or Legacy ACB):

- Selective Services – For selective services, such as Personal Assistant and Selective Call Rejection, the Route List user's services treat calls to a Route List DN the same way as they do for calls to the primary DN.
- Call Park/Retrieve – When Call Park Recall is triggered, the recall is always to the user's primary address. The recall is never to a Route List DN. Call Park is not expected to be used by a Route List user. If Call Park functionality is needed, a dedicated Clearspan user profile should be created for the DN.
- Trunk Group – If a Route List user is a trunk group pilot user, then the trunk group's *Pilot User Call Optimization Policy* option is ignored and the pilot user behaves as if the policy were set to "Optimize for High Call Volume" even when the policy is set to "Optimize for User Services".

SERVICE	INTERACTION DESCRIPTION
Automatic Hold/Retrieve	When Automatic Hold/Retrieve Recall is triggered, the recall is always to the user's primary address. The recall is never to a Route List DN. Automatic Hold/Retrieve is not expected to be used by a Route List user. If Automatic Hold/Retrieve functionality is needed, a dedicated Clearspan user profile should be created for the DN.
Clearspan Mobility	Clearspan Mobility DNs have precedence over Route List DNs for user and network translations on the Application Server. If a Clearspan Mobility DN overlaps with a Route List DN, then user translations route the call toward the Clearspan Mobility DN and network translations route the call to the Clearspan Mobility user. A Route List user is not expected to have the Clearspan Mobility service. If Clearspan Mobility functionality is needed, a dedicated Clearspan user profile should be created for the DN. However, if a Route List user is assigned the Clearspan Mobility service, calls to a Route List DN are treated the same as calls to the primary DN for the Clearspan Mobility handling.
Call Center	A Route List user is not expected to be a call center agent. If Call Center functionality is needed, a dedicated Clearspan user profile should be created for the DN.
Call Forwarding Always	When a SIP INVITE is sent to a trunk group for ring splash via the Call Forwarding Always service, the *Accept-Contac*t header is added if applicable, based on the *Implicit Registration Set Support Policy* option in effect for the trunk group. If the SIP INVITE for ring splash is being sent to the trunk group for a Route List DN termination, the INVITE includes the Route List DN in the same manner as if the trunk group were being alerted for

SERVICE	INTERACTION DESCRIPTION
	the call.
Call Transfer Recall	If a Route List call is transferred and then recalled via Call Transfer Recall, the recall is made to the Route List DN that was in use for the transferred call.
Do Not Disturb	When a SIP INVITE is sent to a trunk group for ring splash via the Do Not Disturb service, the *Accept-Contact* header is added if applicable, based on the *Implicit Registration Set Support Policy* option in effect for the trunk group. If the SIP INVITE for ring splash is being sent to the trunk group for a Route List DN termination, the INVITE includes the Route List DN in the same manner as if the trunk group were being alerted for the call.
Personal Assistant	When a SIP INVITE is sent to a trunk group for ring splash via the Personal Assistant service, the *Accept-Contact* header is added if applicable, based on the *Implicit Registration Set Support Policy* option in effect for the trunk group. If the SIP INVITE for ring splash is being sent to the trunk group for a Route List DN termination, the INVITE includes the Route List DN in the same manner as if the trunk group were being alerted for the call.
Third-Party MWI Control	Third-Party MWI Control should not be used by a Route List user. If voice mail functionality is needed, a dedicated Clearspan user profile should be created for the DN.
Three-Way Calling	Services that require all calls for a user to be mapped to the same session, such as Three-Way Call, are not available for Route List users.
Virtual On-Net Enterprise Extensions	Virtual On-Net (VON) addresses have precedence over Route List DNs for user translations on the Application Server. If a VON address overlaps with a Route List DN, then user translations route the call toward the VON destination.
Voice Messaging	Either Voice Messaging or Third-Party Voice Mail Support should not be assigned to a Route List user. If voice mail functionality is needed, a dedicated Clearspan user profile should be created for the DN.

80 SECURITY CLASSIFICATION

The following table lists the service interactions between the Intercept User service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between the Intercept User and that service.)

SERVICE	INTERACTION DESCRIPTION
Automatic Callback	When using the subscribe/notify method, the user who initiated the automatic callback request is alerted once the callback user becomes available. Once the user answers, the callback destination is alerted. The call classification is computed when the callback destination answers the call. When using the polling method, both parties (the callback initiator and the callback destination) are called by Clearspan when the callback destination becomes available. The call is *Unclassified* for the user who answers first and the call is re-computed once the other party answers.
Blind Call Transfer	The security classification of the call is re-computed using the current classification level of the transferred and transfer target parties.
Clearspan Anywhere	A call to Clearspan Anywhere location is *Unclassified*. Also a call established through the Clearspan Anywhere portal is *Unclassified*.
Call Center	A call to a call center is *Unclassified.* A call initiated by a call center agent uses the agent's current security classification level for determining the security classification level of the call. The supervisor's request to silently monitor an agent's call is denied if the supervisor's current classification level is lower than the agent's assigned classification level.
Call Forwarding Always	A call to a user who configured a Call Forwarding Always destination is classified based on the security classification levels of the calling party and the Call Forwarding Always answering party destination.
Call Forwarding Busy	A call to a user who configured a Call Forwarding Busy destination is classified based on the security classification levels of calling party and the Call Forwarding Busy answering party destination.
Call Forwarding No Answer	A call to a user who configured a Call Forwarding No Answer destination is classified based on the security classification levels of calling party and the Call Forwarding No Answer answering party destination.
Call Forwarding Not Reachable	A call to a user who configured a Call Forwarding Not Reachable destination is classified based on the security classification levels of calling party and the Call Forwarding Not Reachable answering party destination.

SERVICE	INTERACTION DESCRIPTION
Call Me Now	A call initiated from Clearspan to an external party is initially *Unclassified* when the external party answers the call. Once the Clearspan user answers the call, the call classification is re-computed based on the classification level of the external party and the answering Clearspan user. If the re-computed classification changes from the initial level sent to the external party, an updated call classification notification is sent to the external party's device.
Call Recording	Security Classification runs before Call Recording to determine the call classification before the call metadata (including security classification) is captured by the Call Recording service.
Call Transfer with Third-Party Consultation	The security classification of the consultation call is computed using the current classification level of the transferring and consultation parties. The security classification of the transferred call is computed using the current classification level of the transferred and transfer target parties.
Call Transfer with Three-Way Consultation	The security classification of the call is re-computed twice, when the consultation party joins the call, and when the call is transferred, always using the current classification level of the parties involved in the call.
Directed Call Pickup with Barge-in	When a Directed Call Pickup occurs using feature access code *33, the call classification is re-evaluated to select the lowest classification priority of users added to the resulting conference.
Executive	An Executive filtered call that is answered by the Executive-Assistant is Unclassified as the executive leg is considered a network location. When an Executive-Assistant initiates a call on behalf of an Executive, the call is Unclassified. If an Executive-Assistant is active on an executive filtered call and the assistant pushes the call back to the executive, the call classification is re-computed using the executive security classification when the executive answers the call.
Group Night Forwarding	A call to user who has the Group Night Call Forwarding service enabled is classified based on the security classification levels of calling party and the Group Night Call Forwarding answering party destination.
Hunt Group	A call to a hunt group is classified based on the security classification levels of calling party and the hunt group agent that answered the call. If the call is forwarded because no agents in the hunt group answered the call or due to no agents reachable, the call is classified using the classification of the calling party and the call forwarded party answering destination
N-Way Calling	The security classification of an n-way call is always computed using the current classification level of the parties involved in

SERVICE	INTERACTION DESCRIPTION
	the call. As parties join or leave the conference, or change their current classification level, the security classification of the conference is recomputed.
Remote Office	A call established from a Remote Office location is *Unclassified*.
Sequential Ringing	A call to a user who has configured sequential ring destinations is classified based on the security classification levels of calling party and the answering party destination. The call is not classified while the call is alerting.
Shared Call Appearance	Calls to the subscriber's primary and alternate locations are subject to the subscriber's current security classification level (the override security classification level if applicable or the assigned security classification level). A subscriber can enter or exit the override mode from any location (primary or alternate) as long as the device at the location supports device feature synchronization for Security Classification and the subscriber's *Multiple User Shared Lines* policy supports synchronization of the Security Classification service.
Simultaneous Ringing	A call to a user who has configured simultaneous ring destinations is classified based on the security classification levels of calling party and the answering party. The call is not classified while the call is alerting.
Voice Messaging	A call forwarded to the voice portal to leave voice mail is *Unclassified*.
Voice Portal Calling	A call to the voice portal is *Unclassified*. A call initiated from the voice portal to connect the calling user to mailbox call back or to a new destination is also *Unclassified*.

81 SELECTIVE CALL ACCEPTANCE

The following table lists the service interactions between the Selective Call Acceptance service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Selective Call Acceptance and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Selective Call Acceptance applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Selective Call Acceptance. It blocks anonymous calls before they trigger Selective Call Acceptance.
Authentication	Selective Call Acceptance operates independently from Authentication.
Automatic Callback	Automatic Callback does not start if the called party blocks the call with Selective Call Acceptance. Automatic Callback recall overrides Selective Call Acceptance. The user receives Automatic Callback alerting regardless of Selective Call Acceptance.
Automatic Hold/Retrieve	Selective Call Acceptance has precedence over Automatic Hold/Retrieve and blocks incoming calls that are not accepted by the service. Other calls are processed as usual.
Call Center	When a call that is queued on a call center is offered to an agent, the Selective Call Acceptance service is inhibited.
Call Forwarding Always	Selective Call Acceptance applies to incoming calls before Call Forwarding Always does.
Call Forwarding Busy	Selective Call Acceptance applies to incoming calls before Call Forwarding Busy.
Call Forwarding No Answer	Selective Call Acceptance applies to incoming calls before Call Forwarding No Answer does.
Call Forwarding Not Reachable	Selective Call Acceptance has priority over Call Forwarding Not Reachable. If Selective Call Acceptance blocks an incoming call, Call Forwarding Not Reachable does not redirect the call.
Call Forwarding Selective	Selective Call Acceptance applies to incoming calls before Call Forwarding Selective.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, Selective Call Acceptance screens the incoming caller ID, even if it is blocked by the calling party.
Calling Line ID Delivery	Selective Call Acceptance only applies when a Calling Line ID is delivered and not blocked. Otherwise, the call is allowed to terminate normally.

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Delivery Per Call	Selective Call Acceptance only applies when a Calling Line ID is delivered and not blocked.
Calling Line ID Delivery Blocking Per Call	Selective Call Acceptance is not triggered when an incoming call has its Calling Line ID blocked, unless the call is intra-group.
Calling Line ID Delivery Blocking – Persistent	Selective Call Acceptance is not triggered when an incoming call has its Calling Line ID blocked, unless the call is intra-group.
Calling Plans	Incoming Calling Plan has precedence over Selective Call Acceptance.
Call Notify	Call Notify does not capture calls blocked by Selective Call Acceptance.
Call Return	If a call is blocked by Selective Call Acceptance, Call Return cannot be used to call back that caller.
Call Transfer Recall	The recall is diversion-inhibited and Selective Call Acceptance (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Transfer with Three-Way Consultation	Users cannot transfer or conference a Selective Call Acceptance treatment provided on Clearspan.
Call Transfer with Third-Party Consultation	Users cannot transfer to a Selective Call Acceptance treatment provided on Clearspan.
Call Waiting	Selective Call Acceptance has precedence over Call Waiting.
Cancel Call Waiting Per Call	Selective Call Acceptance has precedence over Call Waiting (and Cancel Call Waiting).
Cancel Call Waiting – Persistent	Selective Call Acceptance has precedence over Call Waiting (and Cancel Call Waiting).
Collaborate	The Selective Call Acceptance service can be assigned to a collaborate bridge.
CommPilot Express	Selective Call Acceptance has precedence over CommPilot Express. If Selective Call Acceptance allows a call to terminate, CommPilot Express applies.
Customer Originated Trace	Customer Originated Trace cannot trace calls blocked by Selective Call Acceptance.
Custom Ringback	Calls blocked by Selective Call Acceptance are not subject to Custom Ringback.
Directed Call Pickup	It is possible to pick up calls that would normally be blocked by Selective Call Acceptance.
Directed Call Pickup with Barge-in	Barge-in has precedence over the Selective Call Acceptance service on the picked-up user and can be used even if calls from the user would normally be blocked.

SERVICE	INTERACTION DESCRIPTION
Do Not Disturb	Selective Call Acceptance has precedence over Do Not Disturb. If a call is allowed to terminate by Selective Call Acceptance, Do Not Disturb applies as usual.
Extension Dialing	Extensions can be configured as Selective Call Acceptance screening numbers but should only be used for extension-only callers. Otherwise, full numbers should be used.
Group Night Forwarding	The Selective Call Acceptance service has priority over the Group Night Forwarding service.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Selective Call Acceptance service is inhibited.
Legacy Automatic Callback	The recall overrides Selective Call Rejection alerting the user regardless of Selective Call Acceptance. The service is used to help populate the termination server's reply to a request to queue call for Legacy ACB. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Personal Assistant	The Selective Call Acceptance service has precedence over the Personal Assistant service. If this service rejects the call, the Personal Assistant service is not invoked.
Pre-alerting Announcement	If the call is not accepted, the pre-alerting announcement is not played.
Priority Alert	Selective Call Acceptance has precedence over Priority Alert. If a call is allowed to terminate by Selective Call Acceptance, Priority Alert applies as usual.
Push To Talk	Selective Call Acceptance has precedence over Push To Talk for terminating calls.
Remote Office	Selective Call Acceptance has precedence over Remote Office. Calls blocked by Selective Call Acceptance do not alert the Remote Office user.
Selective Call Rejection	Selective Call Acceptance screening is applied before Selective Call Rejection screening.
Sequential Ringing	The Selective Call Acceptance service has precedence over Sequential Ringing. A call that is not accepted does not trigger Sequential Ringing. If a location refuses the call because of Selective Call Acceptance, that destination is skipped and Sequential Ringing attempts the next location.
Shared Call Appearance	Only calls allowed by Selective Call Acceptance are presented to Shared Call Appearance locations.
Simultaneous Ringing	Selective Call Acceptance has precedence over Simultaneous Ringing. Calls screened by Selective Call Acceptance do not alert the user.

SERVICE	INTERACTION DESCRIPTION
Three-Way Calling	The user must flash twice to release the add-on party when getting the Selective Call Acceptance treatment on the add-on leg.
Voice Messaging	Selective Call Acceptance has precedence over Voice Messaging. Calls screened by the Selective Call Acceptance service do not go to Voice Messaging.
Call Logs	Calls blocked by Selective Call Acceptance are reported in the Call Logs.

82 SELECTIVE CALL REJECTION

The following table lists the service interactions between the Selective Call Rejection service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Selective Call Rejection and that service.)

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Selective Call Rejection applies to incoming calls destined for alternate numbers.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Selective Call Rejection. It blocks anonymous calls before they trigger Selective Call Rejection.
Authentication	Selective Call Rejection operates independently from Authentication.
Automatic Callback	Automatic Callback does not start if the called party blocks the call with Selective Call Rejection. Automatic Callback recall overrides Selective Call Rejection. The user receives Automatic Callback alerting regardless of Selective Call Rejection.
Automatic Hold/Retrieve	Selective Call Rejection has precedence over Automatic Hold/Retrieve and blocks incoming calls that are rejected by the service. Other calls are processed as usual.
Call Center	Selective Call Rejection takes precedence over the call center queue policies. Incoming calls are rejected if they meet the configured criteria, and the entrance message is not played, even if it is configured to play to completion. When a call that is queued on a call center is offered to an agent, the Selective Call Rejection service is inhibited.
Call Forwarding Always	Selective Call Rejection applies to incoming calls before Call Forwarding Always does.
Call Forwarding Busy	Selective Call Rejection applies to incoming calls before Call Forwarding Busy.
Call Forwarding No Answer	Selective Call Rejection applies to incoming calls before Call Forwarding No Answer does.
Call Forwarding Not Reachable	Selective Call Rejection has priority over Call Forwarding Not Reachable. If Selective Call Rejection blocks an incoming call, Call Forwarding Not Reachable does not redirect the call.
Call Forwarding Selective	Selective Call Rejection applies to incoming calls before Call Forwarding Selective.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, Selective Call Acceptance screens the incoming caller ID even if it is blocked by the calling party.

SERVICE	INTERACTION DESCRIPTION
Calling Line ID Delivery	Selective Call Rejection only applies when a Calling Line ID is delivered and not blocked. Otherwise, the call is allowed to terminate normally.
Calling Line ID Delivery Per Call	Selective Call Rejection only applies when a Calling Line ID is delivered and not blocked.
Calling Line ID Delivery Blocking Per Call	Selective Call Rejection is not triggered when an incoming call has its Calling Line ID blocked, unless the call is intra-group.
Calling Line ID Delivery Blocking – Persistent	Selective Call Rejection is not triggered when an incoming call has its Calling Line ID blocked, unless the call is intra-group.
Calling Name and Number Delivery	Selective Call Rejection only applies when a Calling Line ID is delivered and not blocked. Otherwise, the call is allowed to terminate normally
Calling Plans	Incoming Calling Plan has precedence over Selective Call Rejection.
Call Notify	Call Notify does not capture calls blocked by Selective Call Rejection.
Call Return	If a call is blocked by Selective Call Rejection, Call Return cannot be used to call back that caller.
Call Transfer Recall	The recall is diversion-inhibited and Selective Call Rejection (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Transfer with Three-Way Consultation	Users cannot transfer or conference a Selective Call Rejection treatment provided on Clearspan.
Call Transfer with Third-Party Consultation	Users cannot transfer to a Selective Call Rejection treatment provided on Clearspan.
Call Waiting	Selective Call Rejection has precedence over Call Waiting.
Cancel Call Waiting Per Call	Selective Call Rejection has precedence over Call Waiting (and Cancel Call Waiting).
Cancel Call Waiting – Persistent	Selective Call Rejection has precedence over Call Waiting (and Cancel Call Waiting).
Collaborate	The Selective Call Rejection service can be assigned to a collaborate bridge.
CommPilot Express	Selective Call Rejection has precedence over CE. If Selective Call Acceptance allows a call to terminate, CommPilot Express applies.
Customer Originated Trace	Customer Originated Trace cannot trace calls blocked by Selective Call Rejection.
Custom Ringback	Calls blocked by Selective Call Rejection are not subject to Custom Ringback.

SERVICE	INTERACTION DESCRIPTION
Directed Call Pickup	It is possible to pick up calls that would normally be blocked by Selective Call Rejection.
Directed Call Pickup with Barge-in	Barge-in has precedence over the Selective Call Rejection service on the picked-up user and can be used even if calls from the user would normally be blocked.
Do Not Disturb	Selective Call Rejection has precedence over Do Not Disturb. If a call is allowed to terminate by Selective Call Rejection, Do Not Disturb applies as usual.
Extension Dialing	Extensions can be configured as Selective Call Rejection screening numbers but should only be used for extension-only callers. Otherwise, full numbers should be used.
Group Night Forwarding	The Selective Call Rejection service has priority over the Group Night Forwarding service.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Selective Call Rejection service is inhibited.
Legacy Automatic Callback	The recall overrides Selective Call Rejection alerting the user regardless of Selective Call Rejection. The service is used to help populate the termination server's reply to a request to queue call for Legacy ACB. The service may prevent the terminating Clearspan Application Server from queuing the call for Legacy Automatic Callback.
Personal Assistant	The Selective Call Rejection service has precedence over the Personal Assistant service. If this service rejects the call, the Personal Assistant service is not invoked.
Pre-alerting Announcement	If the call is rejected, the pre-alerting announcement is not played.
Priority Alert	Selective Call Rejection has precedence over Priority Alert. If a call is allowed to terminate by Selective Call Rejection, Priority Alert applies as usual.
Push To Talk	Selective Call Rejection has precedence over Push To Talk for terminating calls.
Remote Office	Selective Call Rejection has precedence over Remote Office. Calls blocked by Selective Call Rejection do not alert the Remote Office user.
Selective Call Acceptance	Selective Call Acceptance screening is applied before Selective Call Rejection screening.
Sequential Ringing	Selective Call Rejection has precedence over Sequential Ringing. Sequential Ringing destinations screened by Selective Call Rejection are skipped and Sequential Ringing attempts the next location.
Shared Call Appearance	Only calls allowed by Selective Call Rejection are presented to Shared Call Appearance locations.

SERVICE	INTERACTION DESCRIPTION
Simultaneous Ringing	Selective Call Rejection has precedence over Simultaneous Ringing. Calls screened by Selective Call Rejection do not alert the user.
Three-Way Calling	The user must flash twice to release the add-on party when getting the Selective Call Rejection treatment on the add-on leg.
Voice Messaging	Selective Call Rejection has precedence over Voice Messaging. Calls screened by Selective Call Rejection do not go to Voice Messaging.
Call Logs	Calls blocked by Selective Call Rejection are reported in the Call Logs.

83 SEQUENTIAL RINGING

The following table lists the service interactions between the Sequential Ringing service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Sequential Ringing and that service.)

SERVICE	INTERACTION DESCRIPTION
Advice of Charge	Secondary calls originated by Sequential Ringing do not generate advice of charge.
Alternate Numbers	Alternate numbers can be used to reach the user. Sequential Ringing applies to the alternate numbers as well as the main number. If the base location is rung, the distinctive ringing pattern is used if applicable. It is not applied on the other locations however.
Anonymous Call Rejection	This service has precedence over Sequential Ringing. A rejected call does not trigger Sequential Ringing. If a location refuses the call because of Anonymous Call Rejection, that destination is skipped and Sequential Ringing attempts the next location.
Authentication	If a user with Sequential Ringing receives a call while his/her device is not registered due to failed authentication, the device is not alerted, but Sequential Ringing behaves as usual and waits for the ring timer on that user.
Automatic Callback	Sequential Ringing does not activate if a user is busy, hence, it has no direct interactions with Automatic Callback. Sequential Ringing applies as usual to Automatic Callback delayed calls.
Automatic Hold/Retrieve	Automatic Hold/Retrieve has precedence over Sequential Ringing such that Sequential Ringing is never activated by an incoming call to an Automatic Hold/Retrieve user.
Blind Call Transfer	Sequential Ringing has precedence over Custom Ringback and provides its initial announcement to callers instead of Custom Ringback.
Clearspan Anywhere	If the Sequential Ringing service is enabled and configured with a number that matches an enabled Clearspan Anywhere location, Sequential Ringing takes precedence over Clearspan Anywhere. The typical scenario involves ringing the base location first (and all the other Clearspan Anywhere locations at the same time). As soon as Sequential Ringing is alerting the next location, all the Clearspan Anywhere functionality is turned off.
Call Center	When a call that is queued on a call center is offered to an agent, the Sequential Ringing service is inhibited.
Call Forwarding Always	If Call Forwarding Always is assigned to the primary location, it takes precedence over Sequential Ringing.

SERVICE	INTERACTION DESCRIPTION
	If Call Forwarding Always is assigned to other locations visited by Sequential Ringing, Sequential Ringing timer applies as usual and hunts to the next location if the call does not get answered before the timer expires.
Call Forwarding Busy	Sequential Ringing has precedence over Call Forwarding Busy. Only if all locations are busy (or if the base location is busy with the Sequential Ringing set up not to continue) does Call Forwarding Busy have a chance to execute (otherwise, no-answer processing is always applied). Note however that the Sequential Ringing locations can have Call Forwarding Busy themselves, in which case the call is forwarded if the location is busy.
Call Forwarding No Answer	Sequential Ringing has precedence over Call Forwarding No Answer. Even if the base location is configured as a Sequential Ringing location to be attempted, a timeout causes Sequential Ringing to attempt the next location. Once Sequential Ringing has finished going over all its locations, normal no-answer processing occurs and Call Forwarding No Answer can then forward the call (a no-answer timer is not restarted prior to that).
Call Forwarding Not Reachable	**Base Location Unreachable** Call Forwarding Not Reachable only applies to the user's base location. If other Sequential Ringing destinations are unreachable, Call Forwarding Not Reachable does not redirect the call. If, however, Sequential Ringing attempts to alert the base location, and it is unreachable, Sequential Ringing completes execution (that is, rings any subsequent locations), and only if none of the locations answer the call does Call Forwarding Not Reachable redirect the call. So Call Forwarding Not Reachable can only run after Sequential Ringing has finished ringing all locations. If the base location is alerted subsequently (by configuring the user's own number in one of the locations) and it is unreachable, then Call Forwarding Not Reachable is invoked (if none of the other locations answered the call). **No Answer** Call Forwarding Not Reachable is also invoked if all of the following conditions are met, even if none of the devices are unreachable: • Sequential Ringing completes execution and none of the locations answered or the user pressed "#" to skip the search process. • Call Forwarding No Answer is not enabled. • Voice Messaging (for unanswered calls) is not enabled. In other words, Call Forwarding Not Reachable is invoked if no other service triggers on a No-Answer condition (which is what happens after Sequential Ringing has finished execution, unless all destinations are busy).
Call Forwarding Selective	If Call Forwarding Selective is assigned to the primary location, it

SERVICE	INTERACTION DESCRIPTION
	takes precedence over Sequential Ringing. If Call Forwarding Selective is assigned to other locations visited by Sequential Ringing, the Sequential Ringing timer applies as usual and hunts to the next location if the call is not answered before the timer expires.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, Sequential Ringing screens the incoming caller ID even if it is blocked by the calling party.
Calling Line ID Delivery	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.
Calling Line ID Delivery Per Call	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.
Calling Line ID Delivery Blocking Per Call	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.
Calling Line ID Delivery Blocking – Persistent	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has specifically configured to trigger on calls with the caller ID blocked.
Calling Name and Number Delivery	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.
Calling Name Retrieval	When an incoming call has its caller ID blocked, it only activates Sequential Ringing based on the non-caller ID-related criteria, unless it has been specifically configured to trigger on calls with the caller ID blocked.
Calling Plans	Sequential Ringing calls are screened by the Transferred/Forwarded Calling Plan that applies to the user.
Call Logs	Calls that trigger Sequential Ringing are captured in the Call Logs.
Call Recording	The call is only recorded if the user answers the call at the primary location. If the destination that answers the call has the Call Recording service, then the call is recorded for the answering party.
Call Return	Call Return can be used to return a call received as part of a Sequential Ringing session.
Call Transfer with Three-Way Consultation	If the add-on party has Sequential Ringing, the Sequential Ringing announcement is played back to the user and can be

SERVICE	INTERACTION DESCRIPTION
	conferenced with the other parties.
Call Waiting	There is no interaction with Call Waiting since Call Waiting is not active for an alerting call. If the call is answered by the base location, then Call Waiting applies as usual on the called party. If the call is answered by another location, then that location's Call Waiting configuration applies, and not that of the original called party.
CommPilot Express	The service precedence depends on the underlying services used by CommPilot Express (CPE). For example, if the chosen CPE profile results in having Call Forwarding Always active, then Sequential Ringing is not activated and the call forwards to the destination configured in by CPE.
Communication Barring	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Connected Line Identification Presentation	While a fork is in progress, the Connected Line Identification Presentation (COLP) provided to the originator is the COLP for the forking user. When a call is answered at one of the secondary locations, then the COLP provided depends on the Connected Line Identification Privacy on Redirected Calls option for the forking user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the forking user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the secondary location's own COLP is provided upon answer.
Customer Originated Trace	Customer Originated Trace can be used to capture incoming Sequential Ringing calls.
Custom Ringback	If Sequential Ringing applies on a call, the caller hears the Sequential Ringing announcements, with regular ringback between comfort messages. Custom Ringback does not apply then.
Directed Call Pickup	Another user using Call Pickup, no matter which location is being alerted, can still pick up a call to a user being alerted by Sequential Ringing.

SERVICE	INTERACTION DESCRIPTION
Directed Call Pickup with Barge-in	Another user using Call Pickup, no matter which location is being alerted, can still pick up a call to a user being alerted by Sequential Ringing. When a user has Sequential Ringing set to secondary locations, this user is a candidate for Directed Call Pickup with Barge-in (DPUBI) with automatic target selection while the call involves the primary location (ringing/answered). When the primary location times out and the secondary location is being alerted, the user is still a candidate for automatic target selection until the call is answered (by any of the secondary locations). Once the call is answered by a secondary location, the Sequential Ringing user cannot be automatically selected as a target for DPUBI.
Diversion Inhibitor	Diversion Inhibitor prevents sequential ring from starting on the called party. When Clearspan is terminating a diversion-inhibited call, Sequential Ringing is inhibited (not triggered).
Do Not Disturb	The Do Not Disturb service has precedence over Sequential Ringing.
Executive	For a filtered call, the executive's regular no answer timer is disabled. No answer processing for the executive's Sequential Ringing service only triggers when the rollover action for a filtered call results in no answer processing.
Expensive Call Notification	If one of the numbers configured in the Sequential Ringing service results in an expensive call, the behavior of this interaction is the same as it is with Call Forwarding; that is, the call is allowed and the originating user does not hear the Expensive Call Notification warning announcement.
Extension Dialing	Sequential Ringing can identify locations with extensions.
Flexible Seating	If the guest user has Sequential Ringing, the associated host device is alerted (on incoming calls to the guest) when the guest's primary device is alerted.
Hoteling	If the host user has Sequential Ringing, then the host primary device is not alerted (on incoming calls to the host). Secondary numbers are alerted if configured. If the guest user has Sequential Ringing, the associated host device is alerted (on incoming calls to the guest) along with configured Simultaneous Ringing numbers. The original primary guest device is not alerted.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Sequential Ringing service is inhibited.
In-Call Service Activation	If the In-Call Service Activation user also has the Sequential Ringing feature, the call is only monitored if the call is answered by the user's phone (and the device has the *TDM Overlay* option, as usual). The call is not monitored if another location answers the call. However, the originating party can have In-Call Service Activation independently.

SERVICE	INTERACTION DESCRIPTION
Number Portability Announcement	The sequential ringing numbers may be ported. Number portability translations and communication barring screening may apply if the numbers are ported.
Personal Assistant	The Personal Assistant service has precedence over the Sequential Ringing service. The Sequential Ringing service is not invoked if the Personal Assistant service is applied.
Pre-alerting Announcement	The Pre-alerting Announcement service resides on the Terminating Call service bus before the Sequential Ringing service.
Prepaid	Each origination attempt to Sequential Ringing destinations is handled in a manner that is similar to Call Forwarding, with an Open Client Server query made prior to alerting every destination (except when the user's own phone is alerted). It is up to the Open Client Server to manage credit fragmentation between the two credit control sessions when a Sequential Ringing destination is alerting or has answered the call.
Priority Alert	Priority Alert applies as usual to the Sequential Ringing destinations.
Push To Talk	Push To Talk applies as usual to the secondary Sequential Ringing locations.
Remote Office	Sequential Ringing takes precedence over Remote Office.
Security Classification	A call to a user who has configured sequential ring destinations is classified based on the security classification levels of calling party and the answering party destination. The call is not classified while the call is alerting.
Selective Call Acceptance	The Selective Call Acceptance service has precedence over Sequential Ringing. A call that is not accepted does not trigger Sequential Ringing. If a location refuses the call because of Selective Call Acceptance, that destination is skipped and Sequential Ringing attempts the next location.
Selective Call Rejection	Selective Call Rejection has precedence over Sequential Ringing. Sequential Ringing destinations screened by Selective Call Rejection are skipped and Sequential Ringing attempts the next location.
Shared Call Appearance	The Shared Call Appearance locations are alerted in addition to the base location when Sequential Ringing handles an incoming call.
Simultaneous Ringing	Sequential Ringing has priority over Simultaneous Ringing Personal (SRP). However, if the base location is alerted, then SRP triggers and rings any simultaneous locations.
Speed Dial 8	Speed dial codes can be used as destinations for Sequential Ringing.

SERVICE	INTERACTION DESCRIPTION
Speed Dial 100	Speed dial codes can be used as destinations for Sequential Ringing.
Three-Way Calling	When Sequential Ringing is activated on an add-on call, the Sequential Ringing announcement can be conferenced with Three-Way Call.
Voice Messaging	If a Sequential Ringing location rolls over to voice mail, the service ends and the caller is connected to voice mail.

84 SERVICE SCRIPTS USER

The following table lists the service interactions between the Service Scripts User service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Service Scripts User and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Center	When a call that is queued on a call center is offered to an agent, the Service Scripts User service is inhibited.
Call Forwarding Not Reachable	Service Scripts User has priority over Call Forwarding Not Reachable. If a call is redirected by Service Scripts User, Call Forwarding Not Reachable is not triggered on this call.
Expensive Call Notification	The Expensive Call Notification service runs on a call before the service script. The Expensive Call Notification warning announcement is played and if the user does not release the call, the user service script runs as usual.
Fax Messaging	Service scripts execute before the Fax Messaging service accepts an incoming call. This allows a service script to screen incoming fax calls. If a service script should apply only to a voice call or only to a fax call, the script must check the destination address before filtering out the unwanted calls.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Service Scripts User service is inhibited.
Personal Assistant	The Service Scripts User service has precedence over the Personal Assistant service. If an incoming call is redirected by the Service Scripts service, the Personal Assistant service is not invoked.

85 SHARED CALL APPEARANCE

The following table lists the service interactions between the Shared Call Appearance service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Shared Call Appearance and that service.)

These interactions include the Multiple Call Arrangement service.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	The alternate number distinctive alerting pattern rings on all shared call appearance locations of the user.
Authentication	SIP endpoints must be authenticated to be considered by Shared Call Appearance.
Automatic Callback	Automatic Callback recall special alerting only applies to the primary location of a user with Shared Call Appearances.
Automatic Hold/Retrieve	Automatic Hold/Retrieve has precedence over Shared Call Appearance such that Shared Call Appearance is never activated by an incoming call to an Automatic Hold/Retrieve user.
Blind Call Transfer	Only the user at the primary location can make use of the Call Manager and Blind Transfer while ringing.
Busy Lamp Field	Busy Lamp Field reflects the state of the user, regardless of the location where a call is active.
Clearspan Anywhere	If the user attempts to originate a call from a primary or alternate location while already active on a call from or to a Clearspan Anywhere location, the call origination is rejected. The user's alternate locations are alerted in parallel to the user's Clearspan Anywhere locations. When a user answers the incoming call from any location, the other locations are simply released. In addition, if the user is already active on a call from or to a Clearspan Anywhere location, then incoming calls are only presented to this Clearspan Anywhere location. Locations that subscribe to the "Call-Info" event package receive notifications for all calls, even for calls linked to a Clearspan Anywhere location. **Multiple Call Arrangement** If the user attempts to originate a call from a primary or alternate location while already active on a call to or from a Clearspan Anywhere location, the call origination is allowed to proceed. In addition, whether or not the user is active on a call to or from a Clearspan Anywhere location, incoming calls are presented to all locations, including the Clearspan Anywhere location. Note that the Multiple Call Arrangement service is disabled if Clearspan call control is required for any location (primary, alternate, or Clearspan Anywhere). For an alternate or primary location, Clearspan call control is required if the location is configured on a non-

SERVICE	INTERACTION DESCRIPTION
	intelligent device. **Call Retrieve** An active call on a Clearspan Anywhere location can be retrieved from a Shared Call Appearance secondary location if *call retrieval* from another location is enabled to SCA Also, if a call is active on a Clearspan Anywhere location, then the user may bridge into the call from a primary or alternate location by using the Shared Call Appearance Bridging function. If a call is held on a Clearspan Anywhere location, then the user may retrieve the call from a primary or alternate location by using the Shared Call Appearance Hold/Retrieve function.
Call Center	The forced delivery of calls option of a call center only applies to the user's primary location. If the agent has the Shared Call Appearance service assigned and configured, then the incoming call is presented to all locations so they are alerted. If the primary location supports the remote control talk package, then the primary location is forced off hook after the configured time threshold, and other locations are released and stop ringing. If the agent answers the incoming call before the configured time threshold, then the primary and other locations are released and the caller is connected to the agent at the alternate location.
Call Forwarding Not Reachable	Call Forwarding Not Reachable applies to Shared Call Appearance calls if all Shared Call Appearance locations are unreachable. When Shared Call Appearance has detected that all locations are unreachable, Call Forwarding Not Reachable then redirects the call. If one (or more) locations respond, these locations are alerted and Call Forwarding Not Reachable does not redirect the call even if the other locations are unreachable.
Calling Line ID Delivery	The Calling Line ID is delivered to all locations of a Shared Call Appearance user. The Calling Line ID is delivered to the locations of a Shared Call Appearance upon retrieving from any location.
Calling Line ID Delivery Per Call	The Calling Line ID is delivered to all locations of a Shared Call Appearance user. The Calling Line ID is delivered to the locations of a Shared Call Appearance upon retrieving from any location.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID Delivery Blocking status of an incoming call applies to all locations configured through Shared Call Appearance.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID Delivery Blocking status of an incoming call applies to all locations configured through Shared Call Appearance.
Call Manager	A single Call Manager is available for all Shared Call Appearance locations. Calls originated through the Call Manager only ring the primary location. Calls held and retrieved from different locations do not get updated in the Call Manager display window. Calls to IP phones cannot be held

SERVICE	INTERACTION DESCRIPTION
	from the Call Manager.
Call Recording	Calls terminating to a Shared Call Appearance subscriber are recorded on behalf of the Shared Call Appearance user, even if the call is answered by a Shared Call Appearance location. An alternate Shared Call Appearance location of a subscriber who created an N-Way Conference call would not be allowed to bridge into the conference call when the bridging subscriber has the Call Recording service enabled.
Call Waiting	Only the active location and the user's Call Manager are notified of waiting calls through tones and lamps. Shared Call Appearance Hold/Retrieve can only be used to retrieve held calls, and cannot be used to retrieve waiting calls from other locations.
Cancel Call Waiting – per Call	The Cancel Call Waiting feature access code can be dialed from any active location and applies equally to all locations of a Shared Call Appearance user.
Cancel Call Waiting – Persistent	Cancel Call Waiting applies equally to all locations of a Shared Call Appearance user.
Configurable Treatments	The Shared Call Appearance service is the mediation point for Shared Call Appearance secondary locations. As such, treatments from terminating Shared Call Appearance locations are not proxied to the originating party but instead consumed by the Shared Call Appearance service. When all locations have been evaluated for responsiveness, the service may trigger a treatment towards the originating party. If all terminating locations are found to be unreachable, the Shared Call Appearance uses the *Temporary Unavailable* reason for the treatment sent to the originating party. If at least one location has been found to be busy, the Shared Call Appearance uses the *Busy* reason for the treatment sent to the originating party. Note that applicable services are executed normally for the Shared Call Appearance user when the service triggers a treatment towards the originator.
Dialable Caller ID	When enabled, the Dialable Caller ID delivers the dialable caller ID to all Shared Call Appearance locations associated with the Clearspan user.
Directed Call Pickup	Directed Call Pickup can be used from any active location. When used through the Call Manager, only the primary location is used, if no other location is active.
Do Not Disturb	Do Not Disturb applies to all Shared Call Appearance locations.
Executive	If the executive's call is connected to a Shared Call Appearance Bridging or Silent Monitoring Bridging location when a call push occurs, then the call push request proceeds as usual and with all bridging locations being released.

SERVICE	INTERACTION DESCRIPTION
	Multiple Call Arrangement When Multiple Call Arrangement is considered disabled for an executive, then executive call filtering is always disabled and calls initiated by the assistant on behalf of the executive using the Executive–Assistant Call Initiation feature access code are rejected.
Flash Call Hold	Flash Call Hold can be used by any analog phone in a Shared Call Appearance configuration. If the user goes on-hook after holding the call, all Shared Call Appearance are recalled, and any phone (analog or IP) can be used to answer the recall and be connected to the other party.
Flexible Seating	If a user with Shared Call Appearance is associated with a flexible seating host, then the associated host device is alerted (on incoming calls to the guest) along with the guest's primary and secondary devices.
Hoteling	If the host user has Shared Call Appearance, then the host primary device is not alerted (on incoming calls to the host). Secondary devices are alerted if configured. If the guest user has Shared Call Appearance, then the associated host device is alerted (on incoming calls to the guest) along with secondary devices configured for the guest. The original primary guest device is not alerted. The host primary device should not be a shared device that sends a SUBSCRIBE line-seize when trying to make a call. If this is the case, the SUBSCRIBE is processed by the guest and rejected, and the guest cannot place a call.
In-Call Service Activation	In-Call Service Activation interactions with Shared Call Appearance are as follows: • For originating calls, the call is monitored by In-Call Service Activation if the call is from a device that has the TDM Overlay device option. If the call is made from a device that does not have the device option enabled, In-Call Service Activation does not monitor for flash digits, even if such a device is also assigned to the user (but is not in use). • For terminating calls, the call is only monitored by In-Call Service Activation if the call is answered by a device that has the TDM Overlay option. Digits are not monitored while the primary and alternate devices are alerted. • In all cases, if the flash digits are reported to Clearspan within an application/dtmf INFO message, a flash event is generated by In-Call Service Activation, regardless of whether the media path was monitored by In-Call Service Activation.
Last Number Redial	Last Number Redial can be used by any location of a Shared Call Appearance user to dial the last number called by that user on any Shared Call Appearance location.
Legacy Automatic Callback	The LACB recall may alert all Shared Call Appearance devices if the user enables *Alert All Locations for Click-to-Dial*.

SERVICE	INTERACTION DESCRIPTION
Personal Assistant	If the Personal Assistant service is invoked, the call does not alert the target user's Shared Call Appearance locations.
Pre-alerting Announcement	The pre-alerting announcement is played before alerting the user device(s).
Priority Alert	Priority Alert distinctive alerting applies to all Shared Call Appearance locations of a user.
Push To Talk	Only a user's primary device is signaled to automatically answer incoming Push-To-Talk calls when the Auto-Answer option is enabled. Shared Call Appearance devices are never signaled to automatically answer incoming Push-To-Talk calls, regardless of the Auto-Answer option setting. If Auto-Answer is enabled and the user's primary device supports the after-answer parameter, then the primary device always answers the call (unless it is unreachable for some reason). However, a user with Shared Call Appearance devices may not always want their primary device to answer Push-To-Talk calls. They may want to be able to choose which device they use for incoming Push-To-Talk calls. If this is the case, the user must disable the Auto-Answer option so that a manual answer is required.
Remote Office	Remote Office has precedence over Shared Call Appearance. When Remote Office is active, none of the user's endpoints are alerted.
Security Classification	Calls to the subscriber's primary and alternate locations are subject to the subscriber's current security classification level (the override security classification level if applicable or the assigned security classification level). A subscriber can enter/exit the override mode from any location (primary or alternate) as long as the device at the location supports device feature synchronization for Security Classification and the subscriber's *Multiple User Shared Lines* policy supports synchronization of the Security Classification service.
Selective Call Rejection	Only calls allowed by Selective Call Rejection are presented to Shared Call Appearance locations.
Selective Call Acceptance	Only calls allowed by Selective Call Acceptance are presented to Shared Call Appearance locations.
Sequential Ringing	The Shared Call Appearance locations are alerted in addition to the base location when Sequential Ringing handles an incoming call.
Simultaneous Ringing	Shared Call Appearance is transparent to Simultaneous Ringing so all Shared Call Appearance appearances jointly appear as the user's primary Simultaneous Ringing location.
Soft Client Support	Soft clients can be used as Shared Call Appearance locations.
Speed Dial 8	Speed codes can be programmed and dialed from any of the user Shared Call Appearance locations.
Speed Dial 100	Speed codes can be programmed and dialed from any of the user Shared Call Appearance locations.

SERVICE	INTERACTION DESCRIPTION
Three-Way Calling	Any Shared Call Appearance location can be used to initiate or control a Three-Way Calling. Shared Call Appearance locations are transparent to Three-Way Calling. The Shared Call Appearance Call Retrieve enhancement can be used even if the target active call appearance is involved in a Three-Way or N-Way Calling. The incumbent call appearance replaces the target active call appearance on the conference bridge.
Two-Stage Dialing	Any endpoint associated with a user's Shared Call Appearance service can be used to invoke the Two-Stage Dialing service. While the Two-Stage Dialing service is collecting digits from an endpoint, the call appears as active to all endpoints configured for Shared Call Appearance. These endpoints may originate a new call only if the Multiple Call Arrangement service is also assigned and enabled. While the Two-Stage Dialing service is collecting digits from an endpoint, incoming calls are presented to that endpoint. Incoming calls are also presented to other endpoints only if the Multiple Call Arrangement service is also assigned and enabled. The Shared Call Appearance Call Retrieve enhancement can be used with Two-Stage Dialing. For example, a mobile phone used as an alternate Shared Call Appearance location can be used to force the migration of an active call. From the mobile phone, users dial their own phone number to reach the Two-Stage Dialing service, and dial the Shared Call Appearance Call Retrieve feature access code to pull the active call appearance.
Video Add-On	With the Shared Call Appearance Call Retrieve enhancement, if the target call has an active video add-on location, then upon retrieval from the incumbent location, the video add-on location is released. Video Add-On is not applicable in this case.
Voice Messaging	Shared Call Appearance locations are transparent to Voice Messaging; they are all perceived as a single user.

86 SILENT ALERTING

The following table lists the service interactions between the Silent Alerting service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Silent Alerting and that service.)

In addition to the interactions listed in the table, the following interactions also take place for Silent Alerting:

Hold Recall – When a held call is recalled to the user's locations, the locations are alerted in silence if the user's Silent Alerting service is enabled.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	Silent Alerting takes precedence over the ring pattern configuration of the alternate numbers.
Automatic Callback	The Automatic Callback priority alert pattern is not overridden with silent alerting.
Automatic Hold/Retrieve	When a held call is recalled to the user's locations, the locations are alerted in silence if the user's Silent Alerting service is enabled.
Clearspan Anywhere	The Clearspan Anywhere network locations are not notified when the user has the Silent Alerting service enabled.
Clearspan Mobility	The Clearspan Mobility network locations are not notified when the user has the Silent Alerting service enabled.
Call Center	Silent Alerting is suppressed when ring splash is used to remind an agent that a call has been put on hold for too long. Silent Alerting takes precedence over the Distinctive Ringing policy of the call center.
Call Forwarding Always	The Call Forwarding Always service runs at a higher priority than the Silent Alerting service. Therefore, when the call is redirected, the Silent Alerting of the forwarding user does not apply. Similarly, the ring splash (ring reminder) configured by the forwarding user is not overridden with silent alerting.
Call Forwarding Always Secondary	The Call Forwarding Always Secondary service runs at a higher priority than the Silent Alerting service. Therefore, when the call is redirected, the Silent Alerting of the forwarding user does not apply. Similarly, the ring splash (ring reminder) configured by the forwarding user is not overridden with silent alerting.
Call Me Now	The external party in a Call Me Now scenario is alerted in silence if it is a Clearspan user with the Silent Alerting service enabled.

SERVICE	INTERACTION DESCRIPTION
	The Clearspan Call Me Now user is alerted in silence if they have the Silent Alerting service enabled.
Call Transfer Recall	When a call transferred by a user is recalled, the user is alerted in silence if they have the Silent Alerting service enabled.
Call Waiting	When a waiting call is recalled (as the user places a non-intelligent device on-hook while having the call waiting), the user's locations are alerted in silence if the user has the Silent Alerting service enabled.
Do Not Disturb	Silent alerting is suppressed when the Do Not Disturb service is configured with the Ring Splash option enabled.
Executive	The Silent Alerting service takes precedence over the executive's alert setting when the executive screens calls. When the executive's locations are alerted as a result of the assistant's pushing a call to the executive, the executive locations are alerted in silence if the executive has the Silent Alerting service enabled. When a call pushed to the executive is recalled to the assistant, the assistant's locations are recalled with silent alerting if the assistant has the Silent Alerting service enabled.
Flexible Seating	When the guest user has the Silent Alerting service enabled, the guest location is notified that the alerting is silent.
Flash Call Hold	When a held call is recalled, the user is alerted in silence if the user's Silent Alerting service is active.
Hoteling	When the guest user has the Silent Alerting enabled, the guest location is notified that the alerting is silent.
Hunt Group	Silent Alerting takes precedence over the Priority Alert configuration of a Hunt Group
Personal Assistant	Silent Alerting is suppressed when the Personal Assistant service is configured to alert the user locations with a ring splash.
Priority Alert	The Silent Alerting service takes precedence over the Priority Alert service.
Remote Office	The remote network location is not notified that the Silent Alerting service is enabled.
Route Point	The Silent Alerting service takes precedence over the alert configuration of a route point.
Shared Call Appearance	When the Silent Alerting service is enabled, the shared network locations are notified that the alerting is silent.
Video Add-On	When the Silent Alerting service is enabled, the Video Add-On location notified that the alerting is silent.

87 SIMULTANEOUS RINGING

The following table lists the service interactions between the Simultaneous Ringing service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Simultaneous Ringing and that service.)

SERVICE	INTERACTION DESCRIPTION
Advice of Charge	Secondary calls originated by these services do not generate advice of charge.
Alternate Numbers	Simultaneous Ringing applies to primary and alternate numbers. **NOTE**: Only the primary number experiences distinctive ringing for incoming calls terminating at alternate numbers. Secondary numbers experience normal ringing.
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Simultaneous Ringing. It blocks anonymous calls before they trigger Simultaneous Ringing.
Authentication	Simultaneous Ringing operates independently from Authentication.
Automatic Callback	Automatic Callback is started if “all busy” is returned to the caller. Otherwise, if one of more Simultaneous Ringing location is alerted and ringback is provided, Automatic Callback is not started. Automatic Callback recall special alerting is only provided to the user’s main location.
Automatic Hold/Retrieve	Automatic Hold/Retrieve has precedence over Simultaneous Ringing such that Simultaneous Ringing is never activated by an incoming call to an Automatic Hold/Retrieve user.
Blind Call Transfer	Simultaneous Ringing is not affected by a Blind Transfer.
Clearspan Anywhere	If both services are enabled and configured with different numbers, Clearspan Anywhere numbers **and** Simultaneous Ringing numbers all ring. The first location to answer gets the call. If however, the Simultaneous Ringing service is enabled and configured with a number that matches an enabled Clearspan Anywhere location, Simultaneous Ringing takes precedence over Clearspan Anywhere. As a result, Clearspan Anywhere functionality does not apply to calls to and from that number, since they are treated as Simultaneous Ringing calls and not Clearspan anywhere calls. It is recommended to un-assign Simultaneous Ringing from the user who has Clearspan Anywhere. (Simultaneous Ringing is not required since Clearspan Anywhere provides this functionality.)

SERVICE	INTERACTION DESCRIPTION
Call Center	When a call that is queued on a call center is offered to an agent, the Simultaneous Ringing service is inhibited.
Call Forwarding Always	Call Forwarding Always has precedence over Simultaneous Ringing.
Call Forwarding Busy	If Call Waiting is inactive or if the user cannot accept a new call, then Call Forwarding Busy has precedence over Simultaneous Ringing, which does not alert the secondary locations. If Call Waiting is active and the user can still accept a new call, Simultaneous Ringing alerts all primary and secondary locations.
Call Forwarding No Answer	If Call Waiting is inactive or if the user cannot accept a new call, neither Simultaneous Ringing nor Call Forwarding No Answer is started. If Call Waiting is active and the user can still accept a new call, Simultaneous Ringing alerts all primary and secondary locations and Call Forwarding No Answer is started on the primary location.
Call Forwarding Not Reachable	Call Forwarding Not Reachable only applies to the user's main location. Call Forwarding Not Reachable does not redirect the call for an unreachable alternate destination. Call Forwarding Not Reachable only triggers if the main location is unreachable and all alternate locations are either busy or unreachable. If other locations are alerted, they are allowed to continue ringing even if the main location is unreachable.
Call Forwarding Selective	Simultaneous Ringing applies if the incoming call is not forward by Call Forwarding Selective.
Calling Line ID Blocking Override	Calling Line ID Blocking Override only applies to the user and does not apply to forwarded-to parties. Hence, if the caller ID is blocked, it gets presented to the Calling Line ID Blocking Override user, but it does not get presented to the forwarded-to party, unless that party also has the Calling Line ID Blocking Override service assigned.
Calling Line ID Delivery	The original caller ID is delivered to all Simultaneous Ringing locations.
Calling Line ID Delivery Per Call	The original caller ID is delivered to all Simultaneous Ringing locations.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID presentation indicator is preserved for calls redirected by Simultaneous Ringing.
Calling Line ID Delivery Blocking – Persistent	The Calling Line ID presentation indicator is preserved for calls redirected by Simultaneous Ringing.
Calling Name and Number Delivery	The original calling name and number are delivered to all Simultaneous Ringing locations.

SERVICE	INTERACTION DESCRIPTION
Calling Plans	Incoming Calling Plan has precedence over Simultaneous Ringing. Simultaneous Ringing numbers that do not meet the applicable Outgoing Calling Plan/Outgoing Digit Plan Forward/Transfer profile are not alerted by Simultaneous Ringing.
Call Logs	Calls that trigger Simultaneous Ringing are captured in the Call Logs.
Call Recording	The call is only recorded if the user answers the call at the primary location. If the destination that answers the call has the Call Recording service, then the call is recorded for the answering party.
Call Transfer Recall	The recall is diversion-inhibited and Simultaneous Ringing (one of the recalled party's terminating services that can redirect or selectively screen the call) is disabled.
Call Waiting	When a user that has Simultaneous Ringing enabled is busy and has Call Waiting disabled, Clearspan locations in the Simultaneous Ringing list are not alerted. However, external (non-Clearspan) locations are alerted. In the same scenario, if the user has Call Waiting enabled, all locations in the Simultaneous Ringing list are alerted as usual.
Cancel Call Waiting Per Call	If Cancel Call Waiting prevents a call from alerting a user, Simultaneous Ringing is not started for that call and busy processing is provided.
Cancel Call Waiting – Persistent	If Cancel Call Waiting prevents a call from alerting a user, Simultaneous Ringing is not started for that call and busy processing is provided.
CommPilot Express	CommPilot Express has precedence over Simultaneous Ringing and only alerts the primary and secondary locations if CommPilot Express allows for it.
Communication Barring	When the user redirects a call, the redirection destination is screened against the Communication Barring – Fixed and Communication Barring – User Control barring profiles. In scenarios where the user originates a call and then transfers it after the call is answered, the originating call duration timer may have been started when the user transfers the call. This timer continues after the transfer. If the redirection action for the transfer-to destination is Allow, the call is released once the timer expires. If the redirection action for the transfer-to destination is Allow Timed, a new timer is started for redirecting call duration. The call is released when any of these two timers expires.
Connected Line Identification Presentation	While a fork is in progress, the Connected Line Identification Presentation (COLP) provided to the originator is the COLP for the forking user. When a call is answered at one of the secondary locations, then the COLP provided depends on the Connected Line

SERVICE	INTERACTION DESCRIPTION
	Identification Privacy on Redirected Calls option for the forking user. If the Connected Line Identification Privacy on Redirected Calls option is in effect for the call, then the forking user's own COLP is still provided upon and after answer. If the Connected Line Identification Privacy on Redirected Calls option is not in effect for the call, then the secondary location's own COLP is provided upon answer.
Custom Ringback	The caller hears custom ringback as per the primary location's profile while Simultaneous Ringing is alerting the secondary locations.
Diversion Inhibitor	Diversion Inhibitor prevents Simultaneous Ringing from starting on the called party. When Clearspan is terminating a diversion-inhibited call, Simultaneous Ringing (Personal) is inhibited (not triggered).
Do Not Disturb	Do Not Disturb applies to primary and secondary Simultaneous Ringing locations.
Expensive Call Notification	If one of the numbers configured in the Simultaneous Ringing service results in an expensive call, the behavior of this interaction is the same as it is with Call Forwarding; that is, the call is allowed and the originating user does not hear the Expensive Call Notification warning announcement.
Extension Dialing	Extensions can be used as Simultaneous Ringing destinations as long as the secondary locations belong to the same group as the primary location; otherwise full number should be used.
Hoteling"	If the host user has Simultaneous Ringing, then the host primary device is not alerted (on incoming calls to the host). Secondary numbers are alerted if configured. If the guest user has Simultaneous Ringing, the associated host device is alerted (on incoming calls to the guest) along with configured Simultaneous Ringing numbers. The original primary guest device is not alerted.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Simultaneous Ringing service is inhibited.
In-Call Service Activation	If the In-Call Service Activation user also has the Simultaneous Ringing feature, the call is only monitored if the call is answered by the user's phone (and the device has the TDM Overlay option, as usual). The call is not monitored if another location answers the call. However, the originating party can have In-Call Service Activation independently.
Legacy Automatic Callback	The recall special alerting is only provided to the user's main location.
Number Portability Announcement	The simultaneous ringing numbers may be ported. Number portability translations and communication barring screening may apply if the numbers are ported.

SERVICE	INTERACTION DESCRIPTION
Personal Assistant	The Personal Assistant service has precedence over the Simultaneous Ringing service. The Simultaneous Ringing service is not invoked if the Personal Assistant service is applied.
Pre-alerting Announcement	The pre-alerting announcement is played before alerting the user device(s).
Priority Alert	Priority Alert only applies to the Simultaneous Ringing user and does not apply to the secondary locations.
Push To Talk	Push To Talk applies as usual to the secondary Simultaneous Ringing locations.
Remote Office	Simultaneous Ringing is executed before Remote Office so that all secondary destinations are alerted in addition to the Remote Office location, which replaces the user regular endpoint.
Security Classification	A call to a user who has configured simultaneous ring destinations is classified based on the security classification levels of calling party and the answering party. The call is not classified while the call is alerting.
Selective Call Acceptance	Selective Call Acceptance has precedence over Simultaneous Ringing. Calls screened by Selective Call Acceptance do not alert the user.
Selective Call Rejection	Selective Call Rejection has precedence over Simultaneous Ringing. Calls screened by Selective Call Rejection do not alert the user.
Sequential Ringing	Sequential Ringing has priority over Simultaneous Ringing Personal (SRP). However, if the base location is alerted, then SRP triggers and rings any simultaneous locations.
Shared Call Appearance	Shared Call Appearance is transparent to Simultaneous Ringing so all Shared Call Appearance appearances jointly appear as the user's primary Simultaneous Ringing location.
Soft Client Support	Soft clients are transparent to Simultaneous Ringing and are processed as any other device.
Voice Messaging	Clearspan Voice Messaging only applies if the busy/no-answer condition is triggered on Clearspan before the call is answered on any of the Simultaneous Ringing locations.

88 SOFT CLIENT SUPPORT

The following table lists the service interactions between the Soft Client Support service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Soft Client Support and that service.)

SERVICE	INTERACTION DESCRIPTION
Shared Call Appearance	Soft clients can be used as Shared Call Appearance locations.
Simultaneous Ringing	Soft clients are transparent to Simultaneous Ringing and are processed as any other device.
Speed Dial 8	Speed codes can be dialed and programmed from soft clients.
Speed Dial 100	Speed codes can be dialed and programmed from soft clients.
Three-Way Calling	Some soft clients allow for native Three-Way Calling, in which case they provide the same interaction as IP phones. The Call Manager can be used to initiate Three-Way Calling through Clearspan when using a soft client.
Call Logs	Calls involving the user are captured in the Call Logs independently of the device used for them.

89 SPEED DIAL 8

The following table lists the service interactions between the Speed Dial 8 service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Speed Dial 8 and that service.)

SERVICE	INTERACTION DESCRIPTION
Automatic Hold/Retrieve	Speed Dial 8 can be used to place a call to an Automatic Hold/Retrieve user.
Calling Line ID Delivery Per Call	The Calling Line ID Delivery Per Call feature access code may be mapped to a speed code, alone or as part of a phone number.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID Delivery Blocking Per Call feature access code may be mapped to a speed code, alone or as part of a phone number.
Calling Plans	Calling Plans only apply to the associated number, and not the speed code itself.
Call Manager	Speed codes can be programmed and dialed from the Call Manager.
Call Return	Speed Dial can associate a code to the Call Return feature access code.
Call Transfer with Three-Way Consultation	The controller can transfer a call that was previously called using Speed Dial 8.
Call Transfer with Third-Party Consultation	The controller can transfer a call that was previously called using Speed Dial 8.
Cancel Call Waiting Per Call	The Cancel Call Waiting feature access code can be assigned to a speed code, alone or as a prefix to a dialed number.
Consultation Hold	Speed codes can be dialed and programmed on a Consultation Hold call leg.
Customer Originated Trace	The Customer Originated Trace feature access code can be associated with a Speed Code.
Directed Call Pickup	The Directed Call Pickup feature access code can be associated with a speed code, with or without an extension. Dialing the associated speed code, results in picking up the selected extension.
Directed Call Pickup with Barge-in	The Directed Call Pickup with Barge-in feature access code can be assigned to a speed dial code, with or without an extension.
Do Not Disturb	The Do Not Disturb feature access code can be programmed as speed code.
Extension Dialing	Extensions can be associated with speed codes.
Flash Call Hold	The Flash Call Hold feature access code can be associated with a

SERVICE	INTERACTION DESCRIPTION
	speed code.
Last Number Redial	The Last Number Redial feature access code can be programmed against a speed code. Last Number Redial can be used to redial a speed code or to program one.
Push To Talk	The address for a Push-To-Talk call can be a speed dial entry. If the address is a speed dial entry, then the address for the speed dial entry becomes the address for the Push-To-Talk call.
Remote Office	Speed codes cannot be dialed or programmed from a Remote Office phone. The Call Manager must be used instead.
Sequential Ringing	Speed dial codes can be used as destinations for Sequential Ringing.
Shared Call Appearance	Speed codes can be programmed and dialed from any of the user Shared Call Appearance locations.
Soft Client Support	Speed codes can be dialed and programmed from soft clients.
Three-Way Calling	Speed codes can be used to initiate the add-on leg of a three-way call. Speed codes can be programmed on the add-on leg of a three-way call.
Two-Stage Dialing	A user may use any valid Speed Dial 8 shortcut as the second stage of a Two-Stage Dialing call. The collected digits are translated through the Speed Dial 8 service, and the call is routed to its destination.
Call Logs	Speed dial calls are captured in the Call Logs.

90 SPEED DIAL 100

The following table lists the service interactions between the Speed Dial 100 service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Speed Dial 100 and that service.)

SERVICE	INTERACTION DESCRIPTION
Automatic Hold/Retrieve	Speed Dial 100 can be used to place a call to an Automatic Hold/Retrieve user.
Calling Line ID Delivery Per Call	The Calling Line ID Delivery Per Call feature access code may be mapped to a speed code, alone or as part of a phone number.
Calling Line ID Delivery Blocking Per Call	The Calling Line ID Delivery Blocking Per Call feature access code may be mapped to a speed code, alone or as part of a phone number.
Calling Plans	Calling Plans only apply to the associated number, and not the speed code itself.
Call Manager	Speed codes can be programmed and dialed from the Call Manager.
Call Return	Speed Dial can associate a code to the Call Return feature access code.
Call Transfer with Three-Way Consultation	The controller can transfer a call that was previously called using Speed Dial 100.
Call Transfer with Third-Party Consultation	The controller can transfer a call that was previously called using Speed Dial 100.
Cancel Call Waiting Per Call	The Cancel Call Waiting feature access code can be assigned to a speed code, alone or as a prefix to a dialed number.
Consultation Hold	Speed codes can be dialed and programmed on a Consultation Hold call leg.
Customer Originated Trace	The Customer Originated Trace feature access code can be associated with a Speed Code.
Directed Call Pickup	The Directed Call Pickup feature access code can be associated with a speed code, with or without an extension. Dialing the associated speed code, results in picking up the selected extension.
Directed Call Pickup with Barge-in	Directed Call Pickup with Barge-in feature access code can be associated with a speed code, with or without an extension. Dialing the associated speed code, results in picking up the selected extension.
Do Not Disturb	The Do Not Disturb feature access code can be programmed as speed code.
Extension Dialing	Extensions can be associated with speed codes.

SERVICE	INTERACTION DESCRIPTION
Flash Call Hold	The Flash Call Hold feature access code can be associated with a speed code.
Last Number Redial	The Last Number Redial feature access code can be programmed against a speed code. Last Number Redial can be used to redial a speed code or to program one.
Push To Talk	The address for a Push-To-Talk call can be a speed dial entry. If the address is a speed dial entry, then the address for the speed dial entry becomes the address for the Push-To-Talk call.
Remote Office	Speed codes cannot be dialed or programmed from a Remote Office phone. The Call Manager must be used instead.
Sequential Ringing	Speed dial codes can be used as destinations for Sequential Ringing.
Soft Client Support	Speed codes can be dialed and programmed from soft clients.
Three-Way Calling	Speed codes can be used to initiate the add-on leg of a three-way call. Speed codes can be programmed on the add-on leg of a three-way call.
Two-Stage Dialing	A user may use any valid Speed Dial 100 shortcut as the second stage of a Two-Stage Dialing call. The collected digits are translated through the Speed Dial 100 service, and the call is routed to its destination.
Call Logs	Speed dial calls are captured in the Call Logs.

91 THREE-WAY CALLING

The following table lists the service interactions between the Three-Way Calling service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Three-Way Calling and that service.)

SERVICE	INTERACTION DESCRIPTION
Automatic Hold/Retrieve	Calling an Automatic Hold/Retrieve user as an add-on party, results in holding the conference, thus providing Music On Hold to the conferees. If a party was already held on the Automatic Hold/Retrieve user, it gets retrieved and conferenced with the other conferees.
Busy Lamp Field	Busy Lamp Field reflects users in Three-Way Conferences as busy.
Calling Line ID Delivery Per Call	The Calling Line ID Delivery Per Call feature access code can be dialed when dialing the second (add-on) leg of a Three-Way Calling. Dialing the Calling Line ID Delivery Per Call feature access code on the first leg does not automatically apply to the second leg (the feature access code must be dialed explicitly on each leg.)
Calling Line ID Delivery Blocking Per Call	The Calling Line ID Delivery Blocking Per Call feature access code can be dialed when dialing the second (add-on) leg of a Three-Way Calling. Dialing the Calling Line ID Delivery Blocking Per Call feature access code on the first leg does not automatically apply to the second leg (feature access code must be dialed explicitly on each leg.)
Calling Line ID Delivery Blocking – Persistent	Caller ID will be blocked as usual when adding a party to a three-way-call.
Call Manager	Three-Way Calls can be initiated and controlled from the Call Manager.
Call Recording	Many devices are capable of setting up Three-Way Conference calls without the need for a network conference bridge. In these cases, if the user's device bridges the calls together, they appear as two separate call recordings on the Call Recording Server. There is no indication that the two calls are part of a conference call. The second case is when Clearspan provides the conference bridge. In this case, all of the participants of the conference are listed in the XML extension data.
Call Return	Call Return can be used to originate any leg of a three-way call.
Call Transfer with Three-Way Consultation	Transfer with Three-Way Consultation is performed after a Three-Way Call is established by the user.

SERVICE	INTERACTION DESCRIPTION
Call Waiting	Three-Way Calling and Call Waiting can be used interchangeably from the Call Manager. However, once a session is started one way or another, the flash can only be used in the context of the service that was used first.
Calling:Cancel Call Waiting Per Call	The Cancel Call Waiting feature access code can be dialed as a prefix to the add-on leg dialed number, and applies for as long as this leg is active.
Consultation Hold	Three-Way Calling can be performed by joining a Consultation Hold call leg with a held call leg or by clicking the Conference button on the Call Manager.
Custom Ringback	When an alerting party is conferenced while providing custom ringback, the custom ringback is heard by all parties on the conference.
Directed Call Pickup	A picked-up party can be conferenced.
Directed Call Pickup with Barge-in	Barge-in results in a three-way call session where the user is the controller, the picked-up user is the original party, and the other user is the add-on party. It is not possible to barge onto a user already in a three-way call.
Expensive Call Notification	Three-Way Calls that result in a call to a number identified as being an expensive call result in the caller hearing the Expensive Call Notification warning announcement.
Extension Dialing	Extensions can be used to originate call legs.
Flash Call Hold	When a call gets held by Flash Call Hold, flashing the switch-hook again during an add-on call does not conference the parties, but rather returns a special dial tone. The only way to conference all parties in that situation is to use the conference button on the Call Manager.
In-Call Service Activation	The In-Call Service Activation user can enter flash digits to generate a flash event, initiate a consultation call leg, and enter flash digits again to initiate a Three-Way Conference. An In-Call Service Activation user participating in a conference continues to be monitored by In-Call Service Activation and can flash again. The same applies to users who are not controllers, but simply participants in a conference. Their media path can be monitored by In-Call Service Activation and they can enter flash digits.
Last Number Redial	Last Number Redial can be used to initiate the add-on leg of a Three-Way Calling.
N-Way Calling	When a user has both the Three-Way Calling and N-Way Calling services, N-Way Calling takes precedence and the user can create conferences of up to “N” parties. Users who are assigned N-Way Calling but are not assigned Three-Way Calling can still make N-Way Callings that contain only “3” parties (that is, a Three-Way Call) since “3” is always less than “N”.

SERVICE	INTERACTION DESCRIPTION
	Users who are assigned N-Way Calling but are not assigned Three-Way Calling cannot establish conferences using the flash method, they must use the REFER method.
Push To Talk	Push To Talk can be used to originate any legs of a three-way call. Legs originated with Push To Talk retain their characteristics until the user releases the call (for example, upon a transfer).
Remote Office	Flash cannot be used from a Remote Office phone. The Call Manager must be used instead to manage a Three-Way Calling controlled by the user.
Route List	Services that require all calls for a user to be mapped to the same session, such as Three-Way Call, are not available for Route List users.
Selective Call Acceptance	The user must flash twice to release the add-on party when getting the Selective Call Acceptance treatment on the add-on leg.
Selective Call Rejection	The user must flash twice to release the add-on party when getting the Selective Call Rejection treatment on the add-on leg.
Sequential Ringing	When Sequential Ringing is activated on an add-on call, the Sequential Ringing announcement can be conferenced with Three-Way Call.
Shared Call Appearance	Any Shared Call Appearance location can be used to initiate or control a Three-Way Calling. Shared Call Appearance locations are transparent to Three-Way Calling. The Shared Call Appearance Call Retrieve enhancement can be used even if the target active call appearance is involved in a Three-Way or N-Way Calling. The incumbent call appearance replaces the target active call appearance on the conference bridge.
Soft Client Support	Some soft clients allow for native Three-Way Calling, in which case they provide the same interaction as IP phones. The Call Manager can be used to initiate Three-Way Calling through Clearspan when using a soft client.
Speed Dial 8	Speed codes can be used to initiate the add-on leg of a three-way call. Speed codes can be programmed on the add-on leg of a three-way call.
Speed Dial 100	Speed codes can be used to initiate the add-on leg of a three-way call. Speed codes can be programmed on the add-on leg of a three-way call.
Voice Messaging	Users can leave or retrieve messages on the add-on leg of a three-way call.
Call Logs	All call legs in a three-way call initiated by the user are captured in the Call Logs.

92 TWO-STAGE DIALING

The following table lists the service interactions between the Two-Stage Dialing service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Two-Stage Dialing and that service.)

In addition to the interactions listed in the table, the following interactions also take place for the Two Stage Dialing service:

- The Two-Stage Dialing service has precedence over all other originating services, to collect the digits of the second stage. However, most other originating services and feature access codes can be used in conjunction with Two-Stage Dialing; they simply apply only to the number dialed in the second-stage of the call.
- If a user has both the Two-Stage Dialing and Intercept User services assigned, the user's calls are rejected after the destination digits are collected by the Two-Stage Dialing service. Users are therefore only allowed to dial and reach Emergency and Repair services. The same applies if the user has the Two-Stage Dialing service assigned and the user's group has the Intercept Group service assigned.

SERVICE	INTERACTION DESCRIPTION
Alternate Numbers	If a user has both the Alternate Numbers and Two-Stage dialing services assigned, the Two-Stage Dialing service is invoked when the user calls any phone number associated with their Alternate Numbers service.
Automatic Hold/Retrieve	If a user has both the Automatic Hold/Retrieve and Two-Stage Dialing services assigned, the user's calls are rejected after the destination digits are collected by the Two-Stage Dialing service. Users are therefore only allowed to dial and reach Emergency and Repair services.
Blind Call Transfer	The user may not transfer a call while the Two-Stage Dialing service is collecting destination digits or while the second stage of the call is proceeding to its destination.
Calling Plans	Any Outgoing Calling Plan settings in force for a user apply to all calls made using Two-Stage Dialing, including authorization numbers and access codes. If a user has both the Call Transfer and Two-Stage Dialing services assigned, the user may not transfer a call while the Two-Stage Dialing service is collecting destination digits or while the second stage of the call is proceeding to its destination.
Call Transfer with Three-Way Consultation	The user may not transfer a call while the Two-Stage Dialing service is collecting destination digits or while the second stage of the call is proceeding to its destination.
Call Transfer with Third-Party Consultation	The user may not transfer a call while the Two-Stage Dialing service is collecting destination digits or while the second stage of the call is proceeding to its destination.

SERVICE	INTERACTION DESCRIPTION
Call Waiting	If a user has both the Call Waiting and Two-Stage Dialing services assigned, the user can retrieve incoming calls from the remote endpoint while making a call using the Two-Stage Dialing service. If the user receives an incoming call during Two-Stage Dialing digit collection, then the incoming call is not presented to the endpoint involved in the digit collection if the endpoint is a Clearspan-controlled device. In addition, if this endpoint is the primary endpoint, then the incoming call is rejected with busy treatment.
Connected Line Identification Presentation	Since Two-Stage Dialing only interacts with originations, there are no interactions with this service. However, note that a Two-Stage Dialing location never receives Connected Line Identification Presentation (COLP) updates since it is answered to collect digits and COLP updates are only provided to SIP devices before answer.
Hoteling	If a user has both the Hoteling Guest and Two-Stage Dialing services assigned, and the user is currently assigned to a Hoteling Host, then Two-Stage Dialing calls placed through the user's Hoteling Guest number are immediately rejected. If the Hoteling Guest service is assigned to a user with the Two-Stage Dialing service and there is currently an association with a host device, then outgoing calls are only rejected once the destination digits are collected by the Two-Stage Dialing service. Users with the Hoteling Guest service active are allowed to dial and reach Emergency or Repair services.
In-Call Service Activation	Two-Stage Dialing calls are compatible with the In-Call Service Activation service and can be monitored.
Shared Call Appearance	Any endpoint associated with a user's Shared Call Appearance service can be used to invoke the Two-Stage Dialing service. While the Two-Stage Dialing service is collecting digits from an endpoint, the call appears as active to all endpoints configured for Shared Call Appearance. These endpoints may originate a new call only if the Multiple Call Arrangement service is also assigned and enabled. While the Two-Stage Dialing service is collecting digits from an endpoint, incoming calls are presented to that endpoint. Incoming calls are also presented to other endpoints only if the Multiple Call Arrangement service is also assigned and enabled. The Shared Call Appearance Call Retrieve enhancement can be used with Two-Stage Dialing. For example, a mobile phone used as an alternate Shared Call Appearance location can be used to force the migration of an active call. From the mobile phone, users dial their own phone number to reach the Two-Stage Dialing service, and dial the Shared Call Appearance Call Retrieve feature access code to pull the active call appearance.
Speed Dial 8	A user may use any valid Speed Dial 8 shortcut as the second stage of a Two-Stage Dialing call. The collected digits are translated through the Speed Dial 8 service, and the call is

SERVICE	INTERACTION DESCRIPTION
	routed to its destination.
Speed Dial 100	A user may use any valid Speed Dial 100 shortcut as the second stage of a Two-Stage Dialing call. The collected digits are translated through the Speed Dial 100 service, and the call is routed to its destination.
Voice Messaging	Users with the Two-Stage Dialing service assigned may not simply dial their own phone number to access the Voice Messaging system. Instead, users are prompted to enter digits for the Two-Stage Dialing service. At this point, if users enter their phone number again, the call is routed to Voice Messaging without further intervention from the Two-Stage Dialing service.

93 VIDEO ADD-ON

The following table lists the service interactions between the Video Add-On service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Video Add-On and that service.)

SERVICE	INTERACTION DESCRIPTION
Call Forwarding Not Reachable	The Video Add-On video device does not affect Call Forwarding Not Reachable, whether or not it is reachable. Call Forwarding Not Reachable redirects the call if the main device (that is, audio) is unreachable.
Call Logs	Calls to voice mail are captured by the Call Logs. Calls that roll over to voice mail are captured in the Call Logs.
Executive	For a filtered call, the Video Add-On (VAO) service is always disabled for the executive when Executive Call Screening is disabled. The Video Add-On service is also disabled for the executive when an assistant answers the filtered call. The Video Add-On service runs as usual for the assistant. For Executive-Assistant Call Initiation, the Video Add-On service is disabled for the executive but runs as usual for the assistant.
In-Call Service Activation	Video Add-On calls are compatible with the In-Call Service Activation service and can be monitored similar to the usual video calls.
Shared Call Appearance	With the Shared Call Appearance Call Retrieve enhancement, if the target call has an active video add-on location, then upon retrieval from the incumbent location, the video add-on location is released. Video Add-On is not applicable in this case.

94 VIRTUAL ON-NET ENTERPRISE EXTENSIONS

The following table lists the service interactions between the Virtual On-Net Enterprise Extensions service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Virtual On-Net Enterprise Extensions and that service.)

The following service interaction applies to the Virtual On-Net service in addition to the interactions listed in the table:

Calling Name Retrieval – If an incoming call is identified as a Virtual On-Net call, the calling party is a Virtual On-Net user. Since the Virtual On-Net user has the name specified, no caller ID with NAMe (CNAM) query is needed for Virtual On-Net calls if the *triggerCNAMQueriesForGroupAndEnterpriseCalls* attribute is disabled. A Virtual On-Net call is treated as an internal call.

SERVICE	INTERACTION DESCRIPTION
Busy Lamp Field	For Virtual On-Net calls, in the event that the calling line ID or connected line identification is delivered by a SIP NOTIFY request for Busy Lamp Field, the public presentation of the Virtual On-Net user is overridden with the user extension and/or name configured for the Virtual On-Net Enterprise Extensions feature.
Calling Line ID Blocking Override	When interacting with the Calling Line ID Delivery services, a Virtual On-Net call is viewed as an internal call. If the Virtual On-Net caller's identity is displayed to the user with Virtual On-Net Enterprise Extensions feature enabled, the public presentation of the remote party is overridden by their Virtual On-Net identity.
Calling Line ID Delivery	When interacting with the Calling Line ID Delivery services, a Virtual On-Net call is viewed as an internal call. If the Virtual On-Net caller's identity is displayed to the user with Virtual On-Net Enterprise Extensions feature enabled, the public presentation of the remote party is overridden by their Virtual On-Net identity.
Calling Name and Number Delivery	When interacting with the Calling Line ID Delivery services, a Virtual On-Net call is viewed as an internal call. The Virtual On-Net Enterprise Extensions service does not change the mechanism that controls whether to present the calling number and/or name. In cases where the Virtual On-Net caller's identity is displayed to the user with Virtual On-Net Enterprise Extensions feature enabled, the public presentation of the remote party is overridden by their Virtual On-Net identity.
Call Notify	The Identification Delivery service controls whether to include the calling number and/or name in the call notify e-mail. A Virtual On-Net call is viewed as an internal call. However, unlike the Identification Delivery services, the original calling number and/or name to be presented in the e-mail is not overridden with the extension and/or name of the Virtual On-Net user.

Call Return	This feature has no effect on the Call Return service with the exception that the last Virtual On-Net call is viewed as an *internal* call. Since the Virtual On-Net extension does not override the original calling number in call logs, the call is routed based on the calling number when the Clearspan user dials the Call Return feature access code (FAC).
Call Transfer with Third-Party Consultation	When the transferring party has the Communication Barring service enabled, the Virtual On-Net type, along with other communication criteria for the original two calls, is screened against the communication barring redirecting rules of the transferring party.
Communication Barring	• Transfer with Consultation – When the transferring party has the Communication Barring service enabled, the Virtual On-Net type, along with other communication criteria for the original two calls, is screened against the communication barring redirecting rules of the transferring party. • Directed Call Pickup with Barge-in – If the Directed Call Pickup with Barge-in (DPUBI) user has Communication Barring service enabled and the other party is identified as a Virtual On-Net user, the Virtual On-Net type, along with other communication criteria, is screened against the originating rules of the DPUBI user.
Connected Line Identification Presentation	This feature does not change the mechanism that controls whether or not to present connected line identification. In cases where the connected line identification should be displayed to the Clearspan user, the Virtual On-Net Enterprise Extensions service overrides the public presentation of the remote party with their Virtual On-Net identity. In scenarios where the Virtual On-Net user redirects the call, the connected line identification is revised or changed. The existing mechanism for Connected Line Identification Presentation (COLP) update is unchanged.
Connected Line Identification Restriction	This feature does not change the mechanism that controls whether or not to present connected line identification. In cases where the connected line identification should be displayed to the Clearspan user, the Virtual On-Net Enterprise Extensions service overrides the public presentation of the remote party with their Virtual On-Net identity. In scenarios where the Virtual On-Net user redirects the call, the connected line identification is revised or changed. The existing mechanism for Connected Line Identification Presentation (COLP) update is unchanged.
Consultation Hold	This feature does not change the mechanism that controls whether or not to present connected line identification. In cases where the connected line identification should be displayed to the Clearspan user, the Virtual On-Net Enterprise Extensions service overrides the public presentation of the remote party with their Virtual On-Net identity. In scenarios where the Virtual On-Net user redirects the call, the connected line identification is revised or changed. The existing mechanism for Connected Line Identification

	Presentation (COLP) update is unchanged.
Directed Call Pickup with Barge-in	When a DPUBI user with Virtual On-Net Enterprise Extensions service enabled dials the feature access code followed by an extension to barge in on a call to a picked-up user, the other party is checked to see if the call from the DPUBI user to the other party is a Virtual On-Net call.
Executive	Executive call filtering may treat Virtual On-Net calls as internal or external calls depending on system configuration.
Route List	Virtual On-Net (VON) addresses have precedence over Route List DNs for user translations on the Application Server. If a VON address overlaps with a Route List DN, then user translations route the call toward the VON destination.
Voice Messaging	The Application Server can be configured to send an e-mail to a user when that user receives a voice mail message. The Identification Delivery service controls whether to include the calling number and/or name in the e-mail. A Virtual On-Net call is treated as an internal call. However, unlike the Identification Delivery services, the original dialed address or the calling number and/or name to be presented in the e-mail is not overridden with the extension and/or name of the Virtual On-Net user.
Call Logs	The Identification Delivery service controls whether to capture the phone number and/or name in the call logs. A Virtual On-Net call is viewed as an internal call. However, unlike the Identification Delivery services, the original dialed address or the calling number and/or name to be captured in the call logs is not overridden with the extension and/or name of the Virtual On-Net user.

95 VOICE MESSAGING

The following table lists the service interactions between the Voice Messaging service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Voice Messaging and that service.)

SERVICE	INTERACTION DESCRIPTION
Anonymous Call Rejection	Anonymous Call Rejection has precedence over Voice Mail redirection on busy and no-answer calls. As well, it blocks anonymous calls before they are redirected.
Authentication	Incoming calls receive no-answer processing from an unauthenticated endpoint.
Automatic Callback	Automatic Callback is not started when a call is redirected to Voice Messaging. Automatic Callback recall is never redirected to Voice Messaging. Automatic Callback starts for callback initiated from Voice Messaging.
Blind Call Transfer	Incoming calls can be blind transferred to a Voice Mail through Call Manager (transfer to VM). They can also be transferred to the voice portal prompt (transfer).
Call Center	When a call center is set to play a comfort message, a caller can press “0” to leave a message. To make that interaction possible, the call center must have the user’s Voice Messaging service assigned and activated with the *Send Busy Calls to Voice Mail* option checked. Otherwise, the system will play a busy tone to the caller. The Voice Messaging service takes precedence over the Call Center Queue policies. When a call that is queued on a call center is offered to an agent, the Voice Messaging service is inhibited.
Call Forwarding Always	Call Forwarding Always has precedence over Voice Messaging forwarding.
Call Forwarding Busy	Call Forwarding Busy has precedence over Voice Messaging Busy forwarding. However, when users dial their own extension to retrieve voice messages, Call Forwarding Busy is bypassed and the user reaches the voice portal as usual.
Call Forwarding No Answer	Call Forwarding No Answer has precedence over Voice Messaging No Answer forwarding.
Collaborate	The Voice Messaging User, Voice Messaging User – Video, and Third-Party Voice Mail Support services can be assigned to a collaborate bridge.
Dialable Caller ID	The Dialable Caller ID does not apply to Voice Messaging. The Application Server can be configured to send an e-mail to a user when that user receives a voice mail message. The e-mail may contain only a notification or a copy of the voice mail message as a *.WAV* file attachment. In either case, the calling

SERVICE	INTERACTION DESCRIPTION
	number to be presented in the e-mail is not converted to dialable format.
Call Forwarding Not Reachable	The priority between Voice Messaging and Call Forwarding Not Reachable depends on which triggers are active for Voice Messaging deposit. Voice Messaging has priority over Call Forwarding Not Reachable if the No-Answer timer expires before any unreachable timer. If Call Forwarding Not Reachable detects the unreachable condition before the Voice Messaging No-Answer timer expires (assuming Voice Messaging is not configured to forward all calls to Voice Messaging deposit), Call Forwarding Not Reachable redirects the call. Voice Messaging also redirects on the unreachable condition, but Call Forwarding Not Reachable has priority. In the case of a Voice Messaging busy trigger, Voice Messaging answers the call since Call Forwarding Not Reachable does not trigger on the busy condition. If Voice Messaging is configured to forward all calls to Voice Messaging deposit, then Call Forwarding Not Reachable does not redirect the call.
Call Forwarding Selective	Call Forwarding Selective applies before Voice Messaging forwarding.
Calling Line ID Blocking Override	When Calling Line ID Blocking Override is active for a user, the caller ID of the user is passed to the Voice Messaging service and can be played as part of the envelope or called back, even if it is blocked by the calling party.
Calling Line ID Delivery	When available, the number of the party who left a message is stored and can be played back as part of the message envelope.
Calling Line ID Delivery Per Call	When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the VP from an external phone alias, the VP prompts for the mailbox ID if the incoming Calling Line ID is blocked; otherwise it prompts only for the passcode.
Calling Line ID Delivery Blocking Per Call	When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the voice portal from an external phone alias, the voice portal prompts for the mailbox ID if the incoming Calling Line ID is blocked; otherwise it prompts only for the passcode.
Calling Line ID Delivery Blocking – Persistent	When calling the voice portal as an intra-group call, callers are only prompted for their passcode. When calling the voice portal from an external phone alias, the voice portal prompts for the mailbox ID if the incoming Calling Line ID is blocked; otherwise it prompts only for the passcode.
Calling Name and Number Delivery	When available, the number of the party who left a message is stored and can be played back as part of the message envelope.

SERVICE	INTERACTION DESCRIPTION
Calling Plans	Incoming calls that are blocked by the Incoming Calling Plan are not redirected to Voice Messaging but are played a treatment. The return call option of Voice Messaging is subject to Outgoing Digit Plan and Outgoing Calling Plan.
Call Manager	Active calls can be transferred directly to the user's or any group member's voice mailbox from the Call Manager.
Call Notify	Call Notify captures calls that get redirected to Voice Messaging.
Call Transfer Recall	Call Transfer Recall does not apply to Voice Mail Transfers. If a user with Call Transfer Recall enabled transfers a call to Voice Mail, then recall monitoring is not started for the transfer.
Call Transfer with Three-Way Consultation	Users can transfer to Voice Messaging after a Three-Way Consultation.
Call Transfer with Third-Party Consultation	Users can transfer to Voice Messaging after a consultation.
Call Waiting	When Call Waiting is active and the user is busy but can take another call, the call is redirected to Voice Messaging upon expiration of the Voice Messaging no-answer timer and gets the no-answer greeting.
Call Waiting – per Call	Cancel Call Waiting does not interact directly with Voice Messaging but may cause Voice Messaging forwarding on a busy condition if the user is already busy on a call.
Cancel Call Waiting – Persistent	Cancel Call Waiting does not interact directly with Voice Messaging but may cause Voice Messaging forwarding on a busy condition if the user is already busy on a call.
CommPilot Express	CommPilot Express can make use of the user's Voice Messaging service or it may redirect calls to a configured destination instead. If a user does not have Voice Messaging, CommPilot Express dispositions making use of it are ignored. If the user has Voice Messaging enabled and set to "Send All Calls to Voice Mail", all calls are sent to voice mail and CommPilot Express settings are ignored. When the user has their CommPilot Express set to "Available – In the In Office" and the "Have Voice Messaging take the call" for Busy and/or No Answer options are selected, the call is handled by the Voice Messaging service when the user is on the phone or does not answer the call. However, the call is sent to voice mail only if the Voice Messaging options "Send Busy Calls to Voice Mail" and/or "Send Unanswered Calls to Voice Mail" are checked. (CommPilot Express depends on the appropriate configuration of the Voice Messaging service). When the user has their CommPilot Express set to "Available – Out of the Office", "Busy", or "Unavailable", then CommPilot Express uses Voice Messaging only if the "Send Unanswered

SERVICE	INTERACTION DESCRIPTION
	Calls to Voice Mail" option is checked. This is intended to emulate an immediate "answer timeout", which causes the Voice Messaging No Answer functionality to kick in shortly after.
Directed Call Pickup with Barge-in	It is possible to barge-in on a user connected to voice mail.
Diversion Inhibitor	Diversion Inhibitor prevents a call from being redirected to Voice Mail by the called party. When Clearspan is terminating a diversion-inhibited call, Voice Messaging is inhibited (not triggered).
Do Not Disturb	Do Not Disturb results in busy processing, which can trigger Voice Messaging busy forwarding, if applicable.
Executive	For filtered calls, the assistants' Voice Messaging service is disabled and the executive's Voice Messaging service is invoked only when the rollover action is triggered for a call and results in forwarding the call to voice mail.
Extension Dialing	The voice portal can be called with extension dialing.
Fax Messaging	To use Fax Messaging, the user must have either the Voice Messaging User or the Third-Party Voice Mail Support service assigned and enabled as well. All messaging parameters that apply to the user's mailbox shall also apply to fax messaging. Fax Messaging is an overlay service to the Voice Messaging User and Third-Party Voice Mail Support services and so has the same precedence as these services.
Group Night Forwarding	Group Night Forwarding has precedence over forwarding to voice mail.
Hoteling	When a user with both Hoteling Guest and Hoteling Host services is associated with another Hoteling host and receives a voice mail, two scenarios are possible: • No guest is associated with the user's Hoteling host – In this case, a Message Waiting Indicator is sent to the user's primary device as well as to the leased device (the device of the Hoteling host with which this user is associated). • A guest is associated with the user's Hoteling host – In this case, the Message Waiting Indicator is sent only to the user's leased device.
Hunt Group	When a call that is queued on a hunt group is offered to an agent, the Voice Messaging service is inhibited.
Personal Assistant	When the Personal Assistant service transfers the call to voice mail and the user does not have the Voice Messaging service enabled, the Personal Assistant tries to transfer the call to the user's third-party voice mailbox.

SERVICE	INTERACTION DESCRIPTION
	If a user does not have the Voice Messaging service or the Third-Party Voice Mail Support service, the call is released after the announcement when the Personal Assistant service transfers the call to voice mail. All normal voice mail screening processing is applied to the call leg in which the Personal Assistant service transfers the call to voice mail.
Pre-alerting Announcement	If “Send all calls to Voice Mail” is active, the call is redirected to voice mail—pre-alerting announcement is not played. If no answer is active, the no-answer timer starts after playing the pre-alerting announcement. If busy is active and the user is busy, the pre-alerting announcement is played before forwarding the call to voice mail.
Route List	Either Voice Messaging or Third-Party Voice Mail Support should not be assigned to a Route List user. If voice mail functionality is needed, a dedicated Clearspan user profile should be created for the DN.
Remote Office	Voice Messaging applies as usual if the call is not answered by the Remote Office destination. Voice Messaging on the Remote Office line may interfere with Clearspan Voice Messaging when assigned.
Security Classification	A call forwarded to the voice portal to leave voice mail is *Unclassified*.
Selective Call Acceptance	Selective Call Acceptance has precedence over Voice Messaging. Calls screened by the Selective Call Acceptance service do not go to Voice Messaging.
Selective Call Rejection	Selective Call Rejection has precedence over Voice Messaging. Calls screened by Selective Call Rejection do not go to Voice Messaging.
Sequential Ringing	If a Sequential Ringing location rolls over to voice mail, the service ends and the caller is connected to voice mail.
Shared Call Appearance	Shared Call Appearance locations are transparent to Voice Messaging; they are all perceived as a single user.
Simultaneous Ringing	Clearspan Voice Messaging only applies if the busy/no-answer condition is triggered on Clearspan before the call is answered on any of the Simultaneous Ringing locations.
Three-Way Calling	Users can leave or retrieve messages on the add-on leg of a three-way call.
Two-Stage Dialing	Users with the Two-Stage Dialing service assigned may not simply dial their own phone number to access the Voice Messaging system. Instead, users are prompted to enter digits for the Two-Stage Dialing service. At this point, if users enter their phone number again, the call is routed to Voice

SERVICE	INTERACTION DESCRIPTION
	Messaging without further intervention from the Two-Stage Dialing service.
Virtual On-Net Enterprise Extensions	The Application Server can be configured to send an e-mail to a user when that user receives a voice mail message. The Identification Delivery service controls whether to include the calling number and/or name in the e-mail. A Virtual On-Net call is treated as an internal call. However, unlike the Identification Delivery services, the original dialed address or the calling number and/or name to be presented in the e-mail is not overridden with the extension and/or name of the Virtual On-Net user.
Call Logs	Calls to voice mail are captured by the Call Logs. Calls that roll over to voice mail are captured in the Call Logs.

96 VOICE PORTAL CALLING

The following table lists the service interactions between the Voice Portal Calling service and other user services. (Note that if a service is not listed, it means that there are no specific interactions between Voice Portal Calling and that service.)

SERVICE	INTERACTION DESCRIPTION
Expensive Call Notification	It is possible to originate an expensive call from the voice portal. The Expensive Call Notification warning announcement applies as is does for any other originating call.
Number Portability Announcement	For calls initiated from the voice portal, the destination number may be ported. Number portability translations, number portability announcement, and communication barring screening may apply if the number is ported.
Security Classification	A call to the voice portal is *Unclassified*. A call initiated from the voice portal to connect the calling user to mailbox call back or to a new destination is also *Unclassified*.

97 APPENDIX: LIST OF SERVICES

The following table lists the services described in this document and their representation on Clearspan.

SERVICE	SERVICE OR FAC ON CLEARSPAN
Alternate Numbers	Alternate Numbers
Anonymous Call Rejection	Anonymous Call Rejection
Authentication	Authentication
Automatic Callback	Automatic Callback
Automatic Hold/Retrieve	Automatic Hold/Retrieve
Blind Call Transfer	Call Transfer
Clearspan Anywhere	Clearspan Anywhere
Busy Lamp Field	Busy Lamp Field
Call Center	Call Center – Basic, Call Center – Standard, Call Center – Premium
Call Forwarding Always	Call Forwarding Always
Call Forwarding Busy	Call Forwarding Busy
Call Forwarding No Answer	Call Forwarding No Answer
Call Forwarding Not Reachable	Call Forwarding Not Reachable
Call Forwarding Selective	Call Forwarding Selective
Calling Line ID Blocking Override	Calling Line ID Blocking Override
Calling Line ID Delivery	External Calling Line ID Delivery, Internal Calling Line ID Delivery
Calling Line ID Delivery Per Call	Calling Line ID Delivery Per Call (FAC)
Calling Line ID Delivery Blocking Per Call	Calling Line ID Delivery Blocking Per Call (FAC)
Calling Line ID Delivery Blocking – Persistent	Calling Line ID Delivery Blocking
Calling Name and Number Delivery	Calling Name Delivery, Calling Number Delivery
Calling Plans	Incoming Calling Plan, Outgoing Calling Plan (group services)
Call Logs	Basic Call Logs

SERVICE	SERVICE OR FAC ON CLEARSPAN
Call Me Now	Call Me Now
Call Notify	Call Notify
Call Recording	Call Recording
Call Return	Call Return
Call Transfer Recall	Call Transfer
Call Transfer with Third-Party Consultation	Call Transfer
Call Transfer with Three-Way Consultation	The user must have Call Transfer and Three-Way Call services to transfer calls with Three-Way Consultation.
Call Waiting	Call Waiting
Cancel Call Waiting Per Call	Cancel Call Waiting Per Call (FAC)
Cancel Call Waiting – Persistent	Corresponds to deactivating Call Waiting or dialing the Call Waiting Persistent Deactivation FAC
Collaborate	Collaborate – Audio and Collaborate – Video
CommPilot Express	CommPilot Express
Communication Barring	Communication Barring User-Control
Connected Line Identification Presentation	Connected Line Identification Presentation
Connected Line Identification Restriction	Connected Line Identification Restriction
Consultation Hold	Automatically available with Clearspan
Customer Originated Trace	Customer Originated Trace
Custom Ringback	Custom Ringback User
Dialable Caller ID	Dialable Caller ID
Directed Call Pickup	Directed Call Pickup
Directed Call Pickup with Barge-in	Directed Call Pickup with Barge-in
Diversion Inhibitor	Diversion Inhibitor
Do Not Disturb	Do Not Disturb
Executive	Executive, Executive-Assistant
Expensive Call Notification	Automatically available with Clearspan

SERVICE	SERVICE OR FAC ON CLEARSPAN
Extension Dialing	Automatically available with Clearspan
External Custom Ringback	External Custom Ringback
Fax Messaging	Fax Messaging
Flash Call Hold	Flash Call Hold
Group Night Forwarding	Group Night Forwarding
Hoteling	Hoteling Guest, Hoteling Host
Hunt Group	Hunt Group
In-Call Service Activation	In-Call Service Activation
Intercept User	Intercept User
Last Number Redial	Last Number Redial
Legacy Automatic Callback	Legacy Automatic Callback
Location-Based Calling Restrictions	Location-Based Calling Restrictions
N-Way Calling	N-Way Call
Number Portability Announcement	Number Portability Announcement
OMA Presence	OMA Presence
Personal Assistant	Personal Assistant
Pre-alerting Announcement	Pre-alerting Announcement
Priority Alert	Priority Alert
Push To Talk	Push To Talk
Remote Office	Remote Office
Route List	Route List
Selective Call Acceptance	Selective Call Acceptance
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