ABBEY ICT LIMITED

Acceptable Use Policies – Dialler Policy

1. Summary

The purpose of this document is to provide a statement of our policy for Dialler Traffic. In general we do not accommodate this traffic type, however to accommodate some customers who need some dialler traffic along with a mix of normal traffic, some segregated equipment has been provided along with rules around its use.

Note: We reserve the right to limit or turn off any traffic which we and/or our chosen network provider feel may endanger the rest of the network.

1. Definition of Dialler Traffic

We consider this to be traffic which typically has a 'short' Average Call Hold Time (ACHT) of 20-30 seconds and a relatively low Answer Seize Ratio (ASR) of less than 60%. These calls are computer generated and will often play a short announcement before connecting a call agent to continue the call.
Note: Normal traffic typically has an ACHT of 2-3 minutes and ASR of 70%.

2. Specific Platform Restrictions

In order to safeguard the network and other customers using the network, Dialler SIP trunking endpoints are segregated from other Dialler endpoints onto one particular Session Border Controller (SBC). We will use our reasonable endeavours to maintain this segregation depending on the activity of other Dialler endpoints.

This SBC is limited to a maximum of 90 Calls Per Second (CPS) through to the rest of the network.

3. Dialler Rules

If any of the following traffic patterns are identified, we reserve the right to limit or turn-off the traffic:

3.1. Large amounts of call attempts hitting the same area or number type

We will not tolerate high CPS rates to individual number areas, e.g. Glasgow 0141 because of the risk of overloading local exchange interconnects. As such, there is a limitation of 5 CPS to any specific number area.

In addition, the same restriction (5 CPS) applies to all individual mobile operators.

3.2. Time of Day

During peak periods, typically Monday between 10am and 12 am and normal busy hour (11 am Monday-Friday) you are advised that Dialler traffic will be the first to be dropped if capacity becomes an issue. We therefore advise you to accommodate these restrictions and reduce your traffic during such periods.

3.3. Large Spikes of Call Attempts

Any large spikes in traffic can cause the generation of network alarms which we and/or our network provider are obliged to investigate. As this impacts our operational resources, repeated events from individual endpoints should be avoided.

3.4. Call attempts to a large percentage of un-allocated numbers

Any period of call traffic that generates ASRs below 40% will be deemed as suspect, typically associated with data cleaning activities and not appropriate for the network.

3.5. Calls Per Second

Typically, these Dialler SIP endpoints are set to 10 calls per second. Higher CPS up to 50 can be negotiated, but is dependent on moving from the lower value without breaching any of the Dialler rules. The endpoint must control its traffic within the agreed limits. Sending too many calls will get a SIP 503 response and uses unnecessary SBC processing resources.

3.6. General Network Alerts

The network has a large range of performance alerts. For example a sustained low ASR being sent to one Mobile Operator type will produce an alarm in our network provider's Network Operations Center (NOC).

False alarms can hide other network problems. Therefore if a Dialler pattern is thought to be causing such alarms or red alerts within the NOC, the suspect endpoint may be de-activated.

4. Provisioning

Note: We do not accept new customer business where the only traffic is Dialler based.

Dialler traffic should not be provisioned via the automated portal platform as these endpoints are limited to 2 CPS for standard endpoints and 5 CPS for resilient designs. Any Dialler traffic found on these endpoints may result in the endpoint being moved to the Dialler SBC or simply being de-activated.
Provisioning for specific Dialler endpoints will therefore require the direct involvement of Pre-sales to ensure that

(a) The customer understands the conditions associated with Dialler Traffic; and

(b) The endpoint is built against a specific Dialler SBC.

Initial contact should therefore be directed to info@abbeyict.com headed 'Dialler Traffic Request'.

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