

International Toll Free & Universal International Toll Free

Background

International Toll Free and Universal International Toll Free service is provided by a consortium of Telcos including major international carriers and local carriers who partner to provide the service. At any one time, a call utilizing an ITF/UITF number will touch multiple carriers before it has been completed. Many of the issues that arise during an ITF/UITF access call are a result of limitations of the local carrier especially in countries where general infrastructure is relatively underdeveloped. While Audability has no control over the service provided by local Telcos, we are able to complete investigations into specific issues with the proper information. It is important to note that all these issues are inherent to all ITF/UITF service providers globally. Audability is committed to doing all that is possible to ensure that a positive user experience is achieved when accessing the provided ITF/UITF numbers. This includes determining the best country-specific call processes and training end users on these processes.

Issues

The issues affecting International Toll Free (ITF) access and Universal International Toll Free (UITF) access can be summarized as follows. It is acknowledged that some of these restrictions do not apply in all countries.

- No access to ITF numbers from some mobile operators and some payphone operators (both Standard ITF and UITF, the greater problem is with UITF).
- Restrictions on access from satellite phone services.
- Calls from some mobile networks and some payphone networks are not free (both Standard ITF and UITF).
- Different types of charges depending on how the phone is used, e.g. charges for roaming usage of a mobile phone even if the airtime is free, local call charges from some types of residential and business phones.
- New carriers in deregulated markets not offering ITF/UITF access.
- PABX barring of +800 (offices, hotels).
- Hotels charging for calls to +800.
- Network-based toll-barring of +800.
- No access to ITF/UITF numbers from VPNs.

Solution

If an end user is trying to access a conference call via an Audability provisioned ITF or UITF and is not able to connect with the bridge, we suggest that an operator is engaged for assistance. Our operators are available to anyone who is currently on the conference call by pressing *0 on the keypad. The operator can then dial out to the attendee in order to join them into the conference call. This process will ensure that the individual is able to join the conference call and that all long distance charges continue to be applied to the conferencing account.