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**Subject: CAMEL 3, Announcements during a call**

**Document for: Decision**

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## **Introduction**

It is well known from a users point of view to hear voice recorded announcements when abnormal situations occur. Welcome announcements are often used before calls are delivered to a proper party. To guide a user through complicated menus, announcements may be the best choice.

However, all of the above scenarios are possible with the CAMEL 2 capabilities. In addition to that, it was requested to provide users with **announcements during an ongoing call**. This requirement for CAMEL 3 was mainly driven by the existing online charging services. It is used there to inform a served subscriber on low account and to remind her to rebook her calling card. The information in this case is for the served subscribers attention only. But this is just an example for the rationale to play announcements during an ongoing call. Whatever announcement will be used, **a flexible approach was requested**. Being free to play a secret announcement to one side of the call and giving a **comfort announcement** to the other party. Even more, the requirement was even not limited to that, it should also be possible to play "**broadcast**" **announcements** to every single party taking part in the call.

## **Discussion**

A very limited solution is provided in the stage 2 and 3 specifications for CAMEL 3 currently. The solution is lacking on the postponed Call Party Handling feature. Due the missing of Call Party Handling announcements are possible to the party where CAMEL triggering applies.

Even worse, the announcement is superimposed on the ongoing traffic which may confuse the subscriber. This solution is very limited, inconvenient to the user, restrictive in the flexibility and not inline with the fixed IN standardisation approach.

## **Conclusion**

Since the CN2 solution provides significant limitations and is not inline with the core Capability Service approach from the fixed network, it is strongly recommended to move the "announcement during an ongoing call" subfeature from CAMEL 3 to CAMEL 4.