# EUROPEAN ISDN USER FORUM

# EIUF

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**Next EIUF meeting:**

**11/12 May 1992**

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**Report from the 3rd meeting of EIUF**

**held in Brussels/Belgium**

**an 7/8 November 1991**

produced by the CEC, DG XIII/D/1

Rue de la Loi 200, 1049 Brussels/ Belgium

Explanatory Memorandum

Preliminary Remark

The information provided on this page is intended for those who are interested in the EIUF but who have not been involved in EIUF so far.

As such, it has the nature of an informative addendum to the Report on the 3rd meeting of EIUF, held in Brussels on 7 and 8 November 1991.

Explanations

The proposal for the creation of the EIUF was made by the Directorate General XIII responsible for Telecommunications within the Commission of European Communities.

After a phase of preparatory measures, the EIUF was founded with the ist meeting in September 1990.

Further information on the objectives, structures and other aspects of the EIUF can be found in the EIUF Charter.

Conclusion

The objective of the Forum is to provide an open platform for (potential) Users of ISDN, where Users have the possibility to discuss and identify their needs in relation to ISDN. At the same time, owing to the participation of Manufacturers, Network Providers, Suppliers and others in the Forum, it will be an objective of the Forum to establish a dialogue between the Users and the representatives of these other categories in order to collaborate on the further development of ISDN in accordance with Users requirements.

The EIUF is open to any new participant who has an interest in this development and who is willing to actively support the objectives of the Forum.

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**REPORT FROM THE 3rd PLENARY MEETING**

**OF THE EUROPEAN ISDN USER FORUM**

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Annex 1        List of registered participants

Annex 2        Agenda of the 3rd Plenary Meeting

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[*] the full documents are not attached to this report. They have been distributed during the 3rd Plenary. Upon request by facsimile to the EIUF Secretariat ( + 32 2 236 91 32) INDIVIDUAL documents can be obtained.

1          Purpose of this document

This document is the report from the 3rd EIUF Plenary Meeting held on 7/8 November 1991 in Brussels. EIUF was established on 21 September, 1990. The present document contains a list of documents (Annex 3) which have been available during the 3rd Plenary. Owing to the volume of these documents they are not attached to this report.

This document has been produced by the CEC, DG XIII. It will be submitted to the 4th Plenary Meeting of EIUF which will take place on 11 - 12 May 1992 in Brussels.

The present report will be made available free of charge to the participants of the 3rd Plenary Meeting.

In view of promoting the activities of EIUF, a limited number of copies of this document can be made available upon request to the EIUF Secretariat. Individual copies of documents listed in the Annex .nay also be obtained from the EIUF Secretariat.

2          Report from the Opening Plenary

2.1        General introduction

The 3rd Plenary Meeting of the European ISDN User Forum (EIUF) was held in Brussels/Belgium on 7 and 8 November 1991. The meeting was hosted by the Commission of European Communities (CEC), DG XIII, Telecommunications, Information Technology and Innovation.

On behalf of DG XIII, Mr. K. König welcomed the participants. Particular welcomes were addressed to the Chairman of the North American ISDN User Forum (NIUF), Dr. S. Wakid, to the representative of the Asian ISDN Council (AIC), Mrs. Y. Yamada and to the representatives of ETSI[2], Mr. P. Rasmussen and CENELEC[3], Mr. J. Kestens.

Mr. König then introduced the Chairman of User Workshop (USW) in EIUF, Mr. T. Marienthal from Trafalgar House and the Chairman of the Operators & Suppliers Workshop (OSW) in EIUF, Mr. R. Liebscher from Alcatel N.V.

In his opening remarks Mr. König gave some background on the CEC involvement in the ISDN development and explained the objectives of EIUF.

lt was underlined that the EIUF is an open platform for (potential) Users of ISDN, who's main objective is the formulation and promotion of User requirements.

The activities in EIUF have a focal point in Plenary Meetings where Working Groups with differing topics are proposed. In the Working Groups Users have the opportunity to discuss their requirements together with representatives from the operators, manufacturers and suppliers.

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[2] European Telecommunications Standards Institute

[3] European Committee for Electrotechnical Standardisation

The 3rd Plenary Meeting was the first meeting where a number of working papers have been started with the objective to formulate EIUF positions as result of the Joint Working Groups.

On behalf of the Steering Committee which has organised and prepared all sessions it was noted with great satisfaction that the 3rd Plenary Meeting was booked out. The importance of input from the User side to the Working Group activities was underlined. It is only on the basis of active User input that EIUF can be successful and achieve the results expected.

The willingness of the CEC to continue its support for EIUF was reiterated.

2.2          Introduction to the agenda

The proposed agenda of the meeting was introduced (see Annex 2).

It was the intention of the Steering Committee to leave as much as possible room for the Working Group activities and the Tutorials. Therefore, the Plenaries and the meetings of the USW and the OSW were restricted to one hour each.

In order to enable that participants have a possibility to get an overview also on the activities they did not attend, the Closing Plenary was essentially intended for the presentation of the results from those activities.

2.3          Key note of the Chairman of the NIUF

Dr. S. Wakid, the Chairman of the NIUF gave a short outline on the NIUF development which exists since 1988. He then provided details on the planned "National ISDN 1" introduction in North America. These introduction plans are based on a voluntary agreement among a number of vendors and network operators in North America.

The Chairman of the meeting thanked Mr. Wakid and commented that this development is quite similar to the efforts to coordinate ISDN undertaken notably by the public network operators in Europe which have joined in a Memorandum of Understanding for the introduction of what is now called EURO-ISDN, ie, implementations based on fully harmonised standards from ETSI.

2.4          Introductory presentations to the sessions

Subsequently, the Working Group Chairmen and the responsible persons for the Tutorials gave short introductions to their planned activities. On the basis of these briefings the participants were asked to indicate which activity they would like to attend and the meeting rooms were allocated correspondingly.

The meeting was informed about an ISDN exhibition organised by the RTT of Belgium in the Congress Center in Brussels. This exhibition focussed on ISDN applications developed by various companies and often already commercially available.

A shuttle bus service to the exhibition was organised.

The Chairman of the meeting thanked the WG Chairmen and the speakers for their presentations and for the time and energy spent for the preparation of the sessions. The Plenary Meeting was adjourned.

3          <u>Three presentations on ISDN</u>

During an one hour session after the Opening Plenary three presentations related to the Community's ISDN policy, to an ISDN Atlas and to ISDN tariffs were given.

3.1        <u>ISDN Progress Report</u>

Mr. König gave an overview on the Community's involvement in ISDN. He presented the "Third Annual Progress Report on ISDN in the EC" which was also available for the participants.

In the annual progress reports the Commission describes the status of the ISDN in the EC Member States and the measures concerning the future coordination.

Particular emphasis was placed on the introduction of the EURO-ISDN fully based on harmonised ETSI standards. EURO-ISDN is planned to be started by all operators of the Community in the course of 1992/93.

3.2        <u>ISDN Atlas</u>

Mr. S. Timms from OVUM introduced the "European ISDN Atlas 1991". This document is a joint production of the companies OVUM and Fischer and Lorenz under a contract of the CEC.

The ISDN Atlas is meant as a "User's guide to ISDN" and provides detailed information on the definition of ISDN, on the commercial availability of ISDN, on future introduction plans and also on equipment and standards.

This document was also distributed during the meeting.

3.3        <u>ISDN Tariffs</u>

Mr. B. Visser from the PTT NL gave an overview on ISDN tariffs in five countries with commercial ISDN services (published tariffs).

In his presentation, he compared the levels and the structures of the ISDN tariffs of those countries. In a number of slides, the yearly cost of all tariff elements of the ISDN services (fixed/volume) were shown in the form of "National tariff packets" allowing a better comparison of the overall cost for certain types of usage patterns (eg. voice/non-voice applications).

Copies of the slides were made available to the meeting.

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

**4.1 Summary report**

Working Group (a)

Audio-Visual Applications

Chairman: Mr. E. Vonk

WC (a) report.

## Cabling and Wiring.

Although ISDN is not yct widely implemented network managers have to plan for ISDN compatibility when installing new offices now. CCITT/ETST recommendations do not give guidance on this subject neither are de-facto standards in place. The forum challenged the supplier and network operators to standardise premises cabling systems or at least to provide practical guidance.
The active participation of Mr. Keß Lens, the Deputy Secretariate Ceneral of GENELEC (Comite Europeazi de Normalisation pour Electrotecnique) came by surprise but was appreciated. Cable standardisation is left to GENELEC (with active participation of CEPT/ETSI). The good news is that GENELEC is neu open for the user to balance the influence of the suppliers and the network operators. During the discussion Mr. Kestens invited the forum to present the users view to GENELEC.

## Audio/Visual applications.

During the session and the presentation of the Yankee group it became clean that the various proprietary standards will dominate the market for the coming years. The global H320/H261 standard, although widely available, has not yet gain momentuni on the market while PictureTel end CLI are still dominating at the low end with their proprietary or half standard H320/H261 software. H320/H261 standardisation is slow and it requires setting of the 1.6kbps voice compression standard before H320/H261 will be ahle to compete with proprietary systems at 2 x 64 kbps. Most users have or will have H261, albeit es an option for conferences to third parties, but will operate within their company with a proprietary standard. H261 will become important when standards for multi-media applications will have gateways to H261 (approximately 1995).

The use of videoconferencing is, growing rapidly for local conferences e.g. conferences within metropolitan areas or within a country. Furthermore it was felt that videoconferencing would move away from the special room to the desk when the price of videophones will drop below 1000 USD.

Availability of a basic rate ISDN service is seen as the key success factor for videoconferencing. Zur the service should not only be there but also at a the level required by the business e.g. no international single routings, 24 hours maintenance service and more international circuits. Before videoconferencing can be promoted, as an alternative for (inter)national travelling , the underlaying ISDN network should first become: widely available, being reliable and with a minimum congestion.

**CEIUF**

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

**4.2 Summary report**

Working Group (b)

LAN - LAN Interconnection

Chairman: Mr. E. Hauff

REPORT FROM THE 3rd MEETING OF THE EUROPEAN ISDN USER FORUM
BRUSSELS
7 & 8 November 1991


**Summary Report**

Working Group NETWORKING
TOPIC b) LAN • INTERCONNECTIONS



1. The working group was attended by up to 30 participants of which 10 were experienced
LAN users and 1 participant had experience as LAN manager. The deliberations were held
on the basis 5 contributions:

   1 ] LAN connections over ISDN, by Dough GLADING, IBM

   2 ) CORPORATE NETWORKING with ISDN and FRAME RELAY, by Philippe GRANSART, TIMEPLEX

   3)   LAN - LAN INTERCONNECTIONN, by Ernst HAUFF, Eurocontrol

   4)   Data Frame Multiplexing and Frame Relay Techniques, by TIMEPLEX

   5 1 European ISDN Atlas 1991, by Fischer & Lorenz and OVUM


2. Contributions [11 and |a)  described essential parameters which muss be considered for effective LAN - LAN connections. Despite the constraints imposed by the burst transmission techniques applied in Ethernet and Token ring LANs, ISDNs with low cost switched digital end-to-end connections at either 2164 kb's or 2Mbs transmission rates offer substantial operating cost benefits for small and medium-size traflic volumes. An unquestionned asset of ISDNs are the universal usage potential of the transparent end-to-end conneciion. Contribution [31 illustrated the maln LAN standards and demonstrated their appliclication in an alt' traffic service Environment where spec:al gateway systems are conceived to ensure the LAN-LAN interworking over synchronous transmission networks.

3. For !arge corporate network applications where greater  traflic  volumes and bandwidths have to be managed, contribution [2] demonstrated the advantages of FRAME RELAY techniques and illustrated the migration strategies and evolution from X25 based packet switching services to fast packet cell relay solutions. Contribution 14] gave a good insight into frame relay and banclwidth management aspects.

4. The debate around the relative merits of X25 based packet network interconnections versus managed frame relay corporate networks did not lead to generally accepted concluslons. Each corporate network rase requires in depth study and evaluation of existing network structures and loads, future traflic types and volumes and assessment of network Investment, operating, and maintenance cost.

5. A general consensus was that user friendly application programming interfaces, stable standards and transparent tariffs are key issues for the success of ISDN.

6. Further contributions on the subject and in particutar experience feedback reports are welcome.

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

**4.3 Summary report**

Working Group (c)

Calling Line Identity

Chairman: Mr. C. Tulley

# SUMMARY REPORT ON

# WORKSHOP - CALLING LINE IDENTITY

The presentations covered most of the issues associated with CLI including:-

- User Perspective
- Data Protection
- Case Studies
- Computer Supported Telephony

Many concerns were expressed on the privacy issues and data protection. Some of the issues raised were:-

1. That the EC Data Protection Directive may not go far enough in protecting telephone users.

2. There are some anomalies across the EC for supporting the Directive as an example Belgium has no proposals before 1993.

3. Conditions of use and disclosure of personal data should be protected with copyright.

4. Careful consideration should be given to new services that involve information about individual users.

5. CLI for international calls should be suppressed.

6. In an office environment there are few measures that can be taken to prevent other staff using an individual's telephone.

One of the advantages of this feature, identified by the users is the ease with which malicious calls could be traced and the assistance with tracking criminal elements e.g. ransoms, kidnap.

In general, the users did not feel that there were enough identifiable advantages for the introduction of CLI. CLI may lead to better services but there were categorised as intangible benefits that were of limited value to users.

The consensus of the meeting was that further presentations and discussions should take place on user privacy issues. Unfortunately, Dr Garbe was unable to make the meeting but it was agreed that a contribution from him would be valuable.

C Tulley

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

**4.4 Summary report**

Working Group (d)

Back-up/ Overflow Applications

Chairman: Mr. A. Overmeer

## ISDN use for BACKUP and OVERFLOW

Workshop summary:

During this workshop we discussed the use of ISDN as backup and overflow medium for leased (digital) lines.

Users presented experience with different systems:
Manual/ Automatic/ System-integrated.
Requirements for new systems and applications were vocalized and cost analyzes of ISDN versus leased digital lines were presented.

On the telecom Operator side issues as routing, maintenance and diversity were discussed.

Two equipment manufacturers gave a presentation on their solutions.

Workshop chairman:        Arno Overmeer

User input:               Marc Peetermans       (CEM-Belgium)
                          Arno Overmeer         (GEIS-Netherlands)
Telecom operators:        Wout de Jong          (PTT-Netherlands)
Equipment aspects         I. Van Netelbosch     (IBM-Belgium)
                          David Brind           (Fivemere-UK)

**Workshop issues:**

1)  Diversity

    The diversity (enabling the user to select an alternative route to the same location on failure of part of the communication link) was considered vitally for users commitment to ISDN for Data communication/ Networking. Diversity requirements were devided into:

    Access Network diversity

    The access network diversity covers the link between the user and the first PTO exchange. Diversity can be reached here by using multiple connections from the PTO exchange into a user-building.

    * This option should be offered by every PTO organisation.

National Network diversity

This covers the network inside a specific country or region. Diversity here means that on failure of one of the parts of the network the connections can be re-established via an alternative route in the internal PTO network.

- Experience was that on ISDN networks with an deployment strategy of offering ISDN-access by using remote extenders with one 2Mb line to the node, this diversity was not available and users were hurt by line and equipment outages.

- PTOs should consider delivering quality to its customers, even if this is not immediately cost effective.

International diversity

This covers the connection between two national ISDN networks. International companies with vital use of communication links cannot tolerate that on maintenance/ failure of an international link/ node their ability to request an alternative digital link will fail.

- It is the user's view that on interconnecting two different ISDN networks the connection should take place via at least 2 alternate routes/ nodes.

- A user concern was vocalized ref. the guarantee that always a digital line was selected when calling from one network to another.

2) Service

User experiences with ISDN providers in several countries were very negative on the services offered when ISDN-lines failed. Users voiced experiences of repair cycles of months, repair technicians with wrong equipment and hours of calling before the 'ISDN-coin' dropped.
While we are sure that this is partly caused by current introduction of this service, PTO's also have to realise that ISDN can be used for more user-critical purposes as was the case for analog phone lines

Suggestions for improvement are:     - special ISDN problem report tel. no.
     - PTOs offering optional services:
          - 7 x 24 h service
          - 2/4/8/24 hour repair cycle

3) Bandwidth options

It was feit required to be able to request N x 64 Kbps.
This were 'N' can be any number (2,3,4,etc ). This in order to suit bandwidth requirements (Video/data) on a flexible way.

U.S. connectivity

User concern was vocalized ref the connection 64 Kbps <-> 56 Kbps and the requirements for speed adaption.

4) <u>Equipment</u>

There is a user requirement for bigger and more flexible equipment.
Examples were:

a) Device (e.g. Mini/Micro) supporting simultaneously:

        Analog (leased/ switched) line
        LAN interface
        ISDN

On this device a management system should have the possibility to route/add
ISDN on user requirement/Time-window/ or LAN-load. This device should be
protocol independent and have monitoring and statistical possibilities.

b) Device supplying backup/overload from a central site to many distributed offices
(Star topology).
The device should be able to automatically back-up failing leased lines but also to
add ISDN capacity to an existing link on time-window basis (upgrade Speed from
e.g. 64 Kbps to 128 Kbps).
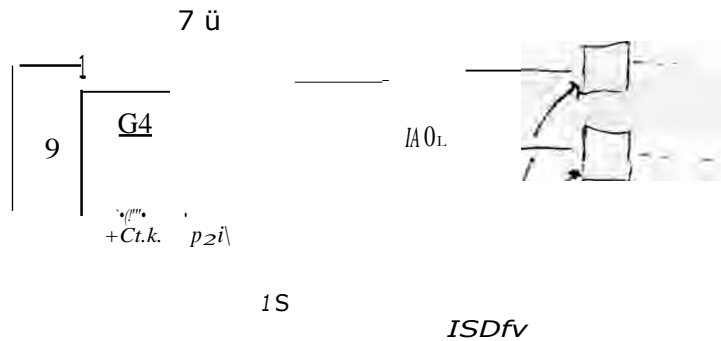
c) Primary Rate Interface product that would support an ISDN (data) rotary.
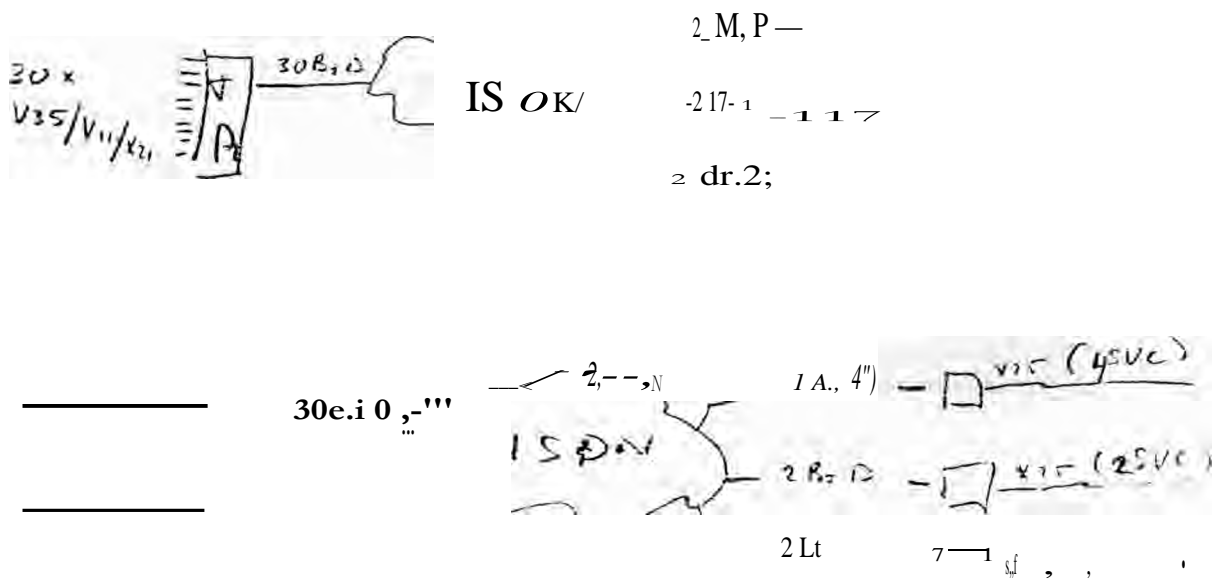
**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

**4.5 Summary report**

Working Group (

Multi-functional ISDN terminal

Chairman: Mr. R. Liebscher

Co-author: E. Timmes

Multi-Functional ISDN Terminal (MFIT)
Summary

PurPose of this Workshop was to for users to identify their
reauirements for a standard set of functions for a Multi-Functional
ISDN Terminal and the workshop to recommend the means for
vendor independent implementations.

About 50% of the EIUF attendees attended the workshop. Two thirds
of the attendees were users.

The sessior began with short tutorials an the subjects listed below
to orovide an overview of some requirements that might be corsidered
for MFIT and as a basis for starting the discussion

   - File Transfer, terminal emulation
   - PC Based Fax
   - PC Supported Telephoney
   - ISDN features and PC resources

As a result of the discussion, nine ad hoc groups were established.
The attached list provides the name of the group as well as the
arouo coordinator. Each group coordinator has agreed to provide
a Position paper to be the basis of discussion at the next
plenary.  Anyone wishing to contribute to a ad hoc group, should
contact the group coordinator directly.

Once the requirements are agreed by the users, the next step is
for the Operators and SuPPliers to work with the users to
define a solution to meet the user needs.

In order to establish the importance of various functions that
could be included in a MFIT, a scoreboard was completed. 22 Users
and 14 non⁻users completed the scoreboard out of the 59 people
that attended the session. The results are attached.

The attendees at this workshop agreed that is was useful and that
the activity an the MFIT be continued at the next plenary session.

**EUROPEAN ISDN USER FORUM (EIUF) - NOVEMBER 7/8, 1991**
Workshop on Multi-Functional ISDN Terminal
Score Board on Most Important Applications

At the last EIUF, we carried out above workshop where about 60-70 participants were asked to indicate the most important applications for an ISDN Multi-Functional Terminal.

36 participants filled in the forms, 22 users and 14 non-users.

Attached are the evaluated results.

<u>Analyzinc the results it is important to keep in rnincl</u>

(1)  Discussion covered the PC based multi-functional and nothing else.;

(2)  the first part of the attached table indicates which applications were voted by users as must and as option, same for non-users;

(3)  the second part of the attached table refers to the ranking indicated by users and non-users for applications indicated as must;

(4)  as only few participants provided ranking, the figures in the table have to be handled with care e.g. :

-  PC File Transfer and Videotex.
-  PC file transfer : 17 votes ranked int.o 1.353.
-  Videotex : only 1 vote ranked into 1.

Consequently, this table as all statistics have _tc(1e judged under the circurostances they were evaluated.

| APPLICATIONS INDICATED AS | USER MUST | USER OPTION | NON-MUST | USER OPTION |
|---|---|---|---|---|
| PC SUPPOR CALL SETUP | 18 | 2 | 13 | 0 |
| PC SUPPOR TELEPHONY | 13 | 9 | 7 | 6 |
| PC FILE  TRANSFER | 18 | 2 | 10 | 3 |
| TERMINAL EMULATION | 14 | 7 | 5 | 8 |
| REMOTELAN ACCESS | 10 | 10 | 4 | 9 |
| FACSIMILE | 12 | 9 | 7 | 6 |
| IMAGE    TRANSMISSION | 9 | 10 | 5 | a |
| VIDEO    TELEPHONY | 5 | 10 | 1 | 12 |
| PC       CONFERENCING | 1 | 0 | 0 | 0 |
| X400 and EDI | 2 | 1 | 0 | 3 |
| CREDIT CA CHECK | 1 | 0 | 0 | 0 |
| VIDEOTEX | 0 | 1 | 0 | 3 |
| MAILBOX | 2 | 0 | 0 | 1 |
| SECURITY | 2 | 0 | 0 | 4 |

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FORM ANSWERD BY 22 Users
                14 non-Users

EVALUATION OF THE SCORE BOARD ON MOST IMPORTANT APPLICATIONS
FOR A MULTI-FUNCTIONAL ISDN TERMINAL '(EIUF NOV. 7/8. 1991)

| APPLICATIONS INDICATED AS | USER Ranking | USER # Votes | NON- Ranking | USER # Votes |
|---|---|---|---|---|
| PC SUPPOR CALL SETUP | 1.230769 | 13 | 1 | 7 |
| PC SUPPOR TELEPHONY | 1.285714 | 7 | 1.5 | 2 |
| PC FILE  TRANSFER | 1.352941 | 17 | 1 | 10 |
| TERMINAL EMULATION | 1.333333 | 15 | 1 | 4 |
| REMOTELAN ACCESS | 1.25 | 12 | 1.2 | 5 |
| FACSIMILE | 1.7 | 10 | 1 | 5 |
| IMAGE    TRANSMISSION | 1.25 | 8 | 1.25 | 4 |
| VIDEO    TELEPHONY | 1.4 | 5 | 1 | 1 |
| PC       CONFERENCING | 1 | 1 | 0 | 0 |
| X400 and EDI | 1 | 1 | 0 | 0 |
| CREDIT CA CHECK | 1 | 1 | 0 | 0 |
| VIDEOTEX | 1 | 1 | 0 | 0 |
| MAILBOX | 0 | 0 | 1.5 | 2 |
| SECURITY | 0 | 0 | 1.5 | 2 |

RANKING WAS ASKED       1: high interest
                        2: medium interest
                        3: low interest

ONLY "MUST" Indications were counted
ONLY FEW particinants provided ranking

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

5.1 Summary report

Tutorial

Application Programm Interface

Discussion leader: Mr. T. Marienthal

Presenter: Mr. M. Bogers

Presenter: Mr. D. Glading

**(\*\*)EILJF**

**European ISDN User Forum**


**API SEMINAR**

**Mr. Tony Marienthal: Discussion leader**

**Mr. Mark Bogers: Presenter from DG** XIII

**Mr. Doug Glading: Presenter** from IBM

1) After a detailed discussion of the German and French API's it was felt that neither satisfied full international requirements and were only good for specific national implementations

2) There is a desire from both users and card manufacturers to have a global set of API's to be used as a control set similar to the Heyes command set. National implementations may constitute part of this requirement but a limited st and not national implementations.

3) Agreement that ETSI needs to follow the ASI standard of the North American ISDN User forum NIU-Forum in the United States in order to save time and duplication of effort.

4) Open Network Provision and the Terminal Directive should include as part of their scope references to API standards

5) API's should be designed an software and hardware independent platforms

6) The design of API's and PC cards should be coordinated closely to ensure products which are produced conform to standards and will be adopted more. readily by the user community.

7) A taxonomy needs to be defined for API's which includes the framework and structure showing the relationship with for example X.25 and OSI.

8) ETSI   perceived to be moving too fast in their own procedures to adopt agreed upon international standards for PCI's and API's.

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

**5.2 Summary report**

Tutorial

Frame Relay

Discussion leader: Mr. T. Marienthal

Presenter: Mr. T. Ward

**European ISDN User Forum**

FRAME RELAY AND API SEMINAR CONCLUSIONS

## FRAME RELAY SEMINAR

**Mr. Tony Marienthal:** Discussion Leader

**Mr. Tim Ward:** Presenter from Network Equipment Technologies

**CONCLUSIONS:**

1) An agreed standard does not exist for Frame Relay and this is creating difficulties within the user community as to the products and services available. There are at least three standards including the CCITT which has no vendor support, the American National Standards Institute with no vendor support and a group of four U.S. vendors which over 120 manufacturers have adopted.

2) Carrier provision of Frame Relay is a major difficulty for the end user community as there are no less than six international and four carriers in the United States who are carrying Frame Relay traffic. The difficulty being which provider to choose.

3) Routing functions within Frame Relay services require a closed user group facility.

4) Frame Relay services are desired between ISDN terminals

5) Native Frame Relay is desired versus a Frame Relay service cver ISDN which would aiready be an additional pr•oprietary service.

**6)** More clearly defined Frame Relay applications are required.

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

5.3 Summary report

Tutorial

Case Studies

Mr. Leclercq:        Survey an Numeris
                     Teledisquette
                     "Autajon"

Mr. Maassen:         The Programme to Promote ISDN-
                     Applications
                     DP Remote Diagnosis
                     Stock Exchange Information Service
                     Interactive Distance Teaching

**ContribuẗA.0n to the Report from the 3rd EIUF Plenary**

<u>Tutorials</u>

A focal issue of the tutorial session was the presentation of
ISDN case studies by Mr. Leclercq (France Telecom) and Mr.
Maassen (DBP Telekom). These studies represent examplary
success stories of ISDN customers, which do not prove only the
technical feasability; but also the realistic commercial
background of applications.

The following ISDN-solutions **were** explained in detail:
- Autajon: a multi-dimensional project improving in-house and
  **business-Lo-büsiness communcation by** integrating ISDN/Numeris
  into the companies' computer network, tailor-made for the
  perfume, cosmetics and pharmaceutics industries.
- Data Processing Remote Diagnosis by IGD, Hamburg: Service
  system for prompt fault location and software maintenance an
  an on-line basis
- Stock Exchange Information Service by GRZ, Lehrte: Data base
  access also for smaller branch banks under economically
  justificable conditions
- Interactive Distance Teaching by Condat, Berlin: Advanced
  training on the job with better results owing to interactive
  connection between **students and** teacher; modular software
  design on the basis of low **cost** hardware.

Furthermore, the "Teledisquette"-initiative was presented as
the solution of France Telecom for a common file transfer
product, which is considered to be the first mass market
application in the non-voice area.

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

**6.1 Summary report**

User Workshop (USW)

Chairman: Mr. T. Marienthal

**European ISDN User Forum** ,

**Mr. Tony Marienthal: CHAIRMAN OF THE USERS WORKSHOP (USW)**
                    **THIRD EIUF PLENARY 7-8 NOVEMBER 1991**

## AGREEMENTS FROM THE USERS WORKSHOP (USW)

**AGREEMENT:** That a single voice on ISDN issues submitted to standards organisations and regulatory platforms from EIUF would be beneficial in promoting applications and furthering the voice of end users. Examples of a single EIUF voice included PC Cards, API's, Lan to Lan connectivity and tariff structures.

**AGREEMENT:** Driving EIUF position papers into standards organisations in order to influence these bodies and have a user perspective included in the standards making process.

**AGREEMENT:** On the harmonisation of tariff structures by the PTT's. This does not include tariff levels for bearer and supplementary services.

**AGREEMENT:** Tariff structures should be published Europe-wide, not only for a particular PTT. Tariff structures linked to the ONP process.

**AGREEMENT:** For consistent service levels linked to the ONP process for telecommunications services in the EEC. A single contract on services levels for all PTT's to follow as a model which includes a minimum set of consistent sections which all TO's would he required to include in their contracts.

**AGREEMENT:** To allow EEMA to draft a paper on MOU issues in particular the applications which they feel should be included and excluded. It was felt a different focus on applications existed between the CEPT handbook, the ISDN Atlas and ETSI documents.

**AGREEMENT:** For an EIUF interface to already recognised National organisations. Forming new national branches of EIUF was nct seen as a beneficial move due to the bureaucracy involved. It was feit        EIUF is:-eues should be distributed to these organisations for inclusion onto existing agendas.

**AGREEMENT:** To look into viability of teleconferencing and audio-conferenzing of EIUF Plenary and Working Group sessions as neans to previde outside participation for those organisations *an2* organisations whe cannot attend in Brussels.

**AGREEMENT:** For a wider distribution of EIUF documentation in the '2ommunit '

**AGREEMENT:** Technical issues to be included in next EIUF Plzebary including:
            * Lan to Lan ISDN connectivity
            * Simple file transfer
            * Migration paths to ISDN
            * Case studies
                - implication of runefnc electronic. mail over ISDN
                - business applicatiOns specifi2a1-7 over ISDN
            * FAinctional specification for multi-functional terminals

**European ISDN User Forum**

EIUF

3rd Plenary Meeting (7/8 November 1991)

**6.2 Summary report**

Operators & Suppliers Workshop (OSW)

Chairman: Mr. R. Liebscher

Operators & Suppliers Workshop (OSW)

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About 30 representatives of operators and service supplieres were present at the OSW meeting.

A general feeling of concern was expressed for the attendancy of only 40 % users at the EIUF meeting. In order to have more users present at this forum, it was suggested and agreed that a more marketing approach is necessary to make this forum known and attractive for users.

Moreover, a majority of the meeting adopted the proposal to move the User Forum meetings to other European countries; especially in those countries where ISDN is already widely available.

The following rernarks were made about the context of the user forum :

1.  Operators and service suppliers with the EIUF should concentrate more on the actual problem solutions than an the problems tomorrow.

2.  It appeared necessary to inform users about the specific strategy in the different countriesof the migration path towards ISDN.

3.  The standardization institute (ETSI) should concentrate their activities more on the level of teleservices and applications than on the extensions of the list of supplementary services.

As Mr. T. Kaijanen (Telecom Finland) resigned from the OSW Steering Committee, Mr. Per Ekdahl (Siemens Belgium) was selected as member of the OSW-SC.

Finally, the representative of British Telecom presented an interesting document containing the plan of BT for tose cvoperation between BT and ISDN manufacturers.

7                <u>Report from the Closing Plenary</u>

The main purpose of the Closing Plenary was to review the results of the Working Groups and the Tutorials. The Chairmen of these activities gave reports from their sessions which were discussed in the Plenary.

It was noted, that the activity on the Multi-functional ISDN Terminal found particular interest and a considerable number of Position Papers were planned.

It was clarified that it is well the intention to continue with the work of EIUF, also between the Plenary Meetings. Evidently, this concerns in particular the drafting of Position Papers. The participants were invited to contribute to this continuous work process.

Also the Chairmen of the USW and the OSW gave short reports on their sessions in the Plenary. The USW expressed the wish to continue having an USW session during the Plenary Meetings.

The general impression of the assembly was that the 3rd EIUF Plenary Meeting was rather successful and that the formulation of User requirements has improved considerably since the last meeting.

With regard to the organisation some criticism was expressed vis-ä-vis the meeting room facilities.

In view of the achievements and the active participation in the activities it was concluded to schedule the 4th Plenary Meeting of EIUF for spring 1992.

A precise date will be indicated in a circular letter to the EIUF mailing list in due course.

The Chairman of the meeting thanked again all the speakers and WG Chairman and also the participants for their active participation and closed the meeting.

**ANNEX 1**

LIST OF REGISTERED PARTICIPANTS

| NAME | FIRSTNAME | COMPANY | COUNTRY |
|---|---|---|---|
| ABLETT | S. | ANALYSYS | U.K. |
| ADAM | T. | BRAINSTORM | U.K. |
| AIGNER | M. | FUNKSCHAU | GERMANY |
| AINSCOUGH | D.S. | PROVINCIAL INSURANCE | U.K |
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| ANDRE | Mr. | D.M.R. GROUP | BELGIUM |
| AZEMA | PH. | FRANCE TELECOM | FRANCE |
| BAHR | K. | GMD | GERMANY |
| BARRETT | JA. | RACE IND. CONSORTIUM | BELGIUM |
| BECHON | B. | CCETT | FRANCE |
| BERNARD | J. | TECHNOLOGY INVESTMENT | FRANCE |
| BIALETZKI | J. | PHILIPS | GERMANY |
| BODE | C. | DIEHL ELEKTRONIK | |
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| BROWN | ST. | NETWORK EQUIPMENT | FRANCE |
| BRUINS | TH. | PTT RESEARCH | NETHERLANDS |
| CLAEYS | M. | ALCATEL BELL | BELGIUM |
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| DAVISON | J. | BT | U.K. |
| DE BACKER | H. | CEC | BELGIUM |
| DE JONG | W. | PTT | NETHERLANDS |
| de SCHREVEL | O. | CEC | BELGIUM |
| de VRIES | A. | TIMEPLEX | BELGIUM |
| DELHAISE | P. | TELINDUS NETWORKS | BELGIUM |
| DEUT | R. | SPAG | BELGIUM |
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| DEVESTER | M. | INFORMATIC USERS | BELGIUM |
| DEWEERDT | S. | IAOPA | BELGIUM |
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| DRYSDALE | D. | MERCURY COMMUN. | U.K. |
| DUVALDASTIN | D. | TOTAL | FRANCE |
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| ELGER | K. | ERICSSON TELECOM | SWEDEN |
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| FIORILLO | P. | S.I.P. | ITALY |
| FLOOK | G. | NEBUS LIMTTED | U.K. |
| FRANS | P. | ALCATEL BELL | BELGIUM |
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| GASZTYCH | B. | EUROCONTROL | BELGIUM |
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| WILSON | A. | | SATELLITE INF. SERVICES | U.K. |
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| WUYTS | J. | | SPARNEX | BELGIUM |
| YAMADA | Y. | | ASIAN ISDN COUNCIL | JAPAN |

# AGENDA

## 3 rd Plenary Meeting (7 and 8 November 1991)

**7 November 91**

*Main room*

9H00

REGISTRATION / INFO FOR NEWCOMERS

10h00

### OPENING PLENARY
Short presentation an WG topics

11h00

coffee pause

11h15

| ISDN PROGRESS Report | ISDN ATLAS TARIFFS |
| Mr. KÖNIG | OVUM      Mr. VISSER |

12h30

%hon

| *Room 1* | *Room 2* | *Room 3 (*Tutorials |
|---|---|---|
| AUDIO-VISUAL APPLICATIONS<br><br>WG (a) Mr. VONK | CLI<br>COMPUTER SUPPORTED TELEPHONY<br><br>WG (c) Mr.TULLEY | API Mr. BOGERS |
| | | FRAME RELAY<br>Mr. MARIENTHAL |
| BACK-UP/OVERFLOW APPLICATIONS<br><br>WG (d) Mr. OVERMEER | LAN-LAN INTERCONNECTION<br><br>WG (b) Mr. HAUFF | /////iiiiiii/// |
| | | CASES STUDIES<br>Mr. MAASSEN<br>Mr. VOIRIN |

14b03
14h45
15h33
-16f03

15h30

18h00

**8 November 91**

9h00

| MULTI-FUND ITONAL ISDN TERMINALS<br><br>WG (e) Mr. LIEBSCHER | WIRING (45 min) | API |
| | DIMPE (30 min) | FRAME RELAY |
| | BUSINESS DEVELOPMENT THROUGH IMAGES | CASES STUDIES |

12h30
14h00

| *Room 1* | *Room 2* |
| USW | OS W |

15h00

coffee pause

15h30

*Main room*

### WG REPORTS - CLOSING PLENARY

**European ISDN User Forum**

# List of documents compiled by the EIUF Secretariat

| | | |
|---|---|---|
| **WG a)** | E. Vonk | Audio-visual applications within the oil industry |
| **WG b)** | **E. Hauff** | |
| | D. Glading | LAN connections over ISDN |
| | P. Gransart | Corporate Networking with ISDN and Frame Relay |
| | | Data Frame Multiplexing + Frame Relay Techniques |
| | E. Hauff | LAN - LAN Interconnections |
| | | Abbreviations + Glossary |
| **WG** c) | C. Tulley | CLI - User Perspective |
| | N. Maassen | ISDN Databanks |
| | R. Heymans | Computer Supported Telephony |
| WG d) | A. Overmeer | ISDN - Backup and Overflow applications |
| | L Van Netelbosch | Backup/ Overflow Applications |
| | M. Peetermans | Practical applications of data transfer over ISDN |
| **WG e)** | **R. Liebscher** | Multi-functional ISDN terminal - scope |
| | D. Glading | File transfer terminal emulation |
| | A. Müller | PC based fax |
| | P. Eckdahl | PC supported telefony |
| | L. Verbist | ISDN features and PC resources |
| API | D. Glading | API and ISDN |
| | M. Bogers | API Standardisation |
| Tariffs | B. Visser | International ISDN Tariff comparison |
| Case studies | N. Maassen | ISDN development of applications |
| | T. Leclercq | Autajon |
| | | Teledisquette |
| | | Numeris survey |
| ISDN document | K. König | ISDN - a strategy for Europe |

ISDN Atlas

EIUF Questionnaire