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(21) International Application Number: PCT/GB96/02520 (22) International Filing Date: 14 October 1996 (14.10.96) (30) Priority Data: 95307386.3 / 17 October 1995 (17.10.95) / EP (34) Countries for which the regional or international application was filed: GB et al. (60) Parent Application or Grant (63) Related by Continuation US 603,104 (CIP) Filed on 20 February 1996 (20.02.96) (71) Applicant (for all designated States except US): BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY [GB/GB]; 81 Newgate Street, London EC1A 7AJ (GB). (72) Inventors; and (75) Inventors/Applicants (for US only): McDONALD, Paul [GB/GB]; 24A Buregate Road, Felixstowe, Suffolk IP11 8DE (GB). AKESTER, Richard, John [GB/GB]; 3 Saddlers Place, Martlesham Heath, Ipswich IP5 7SS (GB).		(74) Agent: BRADLEY, David, William; BT Group Legal Services, Intellectual Property Dept., 8th floor, 120 Holborn, London EC1N 2TE (GB). (81) Designated States: AU, CA, CN, JP, KR, NO, NZ, SG, US, European patent (AT, BE, CH, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE). Published <i>With international search report.</i>
(54) Title: CUSTOMER QUEUING ARRANGEMENT (57) Abstract In a customer queuing system of the kind in which telephone calls are received on one port (2) of a switching system (1) for handling by servers attached to output ports (3) of the switching system, a queuing system (8) estimates the waiting time which may be expected at each customer arriving at an input port (2) and utilises a voice announcement system (5) to inform callers during the queue of the estimated waiting period prior to connection to one of the servers.		