

I n t e r n a t i o n a l T e l e c o m m u n i c a t i o n U n i o n

# ITU-T

TELECOMMUNICATION  
STANDARDIZATION SECTOR  
OF ITU

WORLD TELECOMMUNICATION STANDARDIZATION  
ASSEMBLY  
Dubai, 20-29 November 2012

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## **Resolution 29 – Alternative calling procedures on international telecommunication networks**

## FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

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## RESOLUTION 29 (Rev. Dubai, 2012)

### **Alternative calling procedures on international telecommunication networks**

*(Geneva, 1996; Montreal, 2000; Florianópolis, 2004; Johannesburg, 2008; Dubai, 2012)*

The World Telecommunication Standardization Assembly (Dubai, 2012),

#### *recalling*

- a) Resolution 1099, adopted by the Council at its 1996 session, concerning alternative calling procedures on international telecommunication networks, which urged the ITU Telecommunication Standardization Sector (ITU-T) to develop, as soon as possible, the appropriate Recommendations concerning alternative calling procedures;
- b) Resolution 22 (Rev. Hyderabad, 2010) of the World Telecommunication Development Conference, in particular its *resolves* 1, 2, 3 and 4;
- c) Resolution 21 (Rev. Antalya, 2006) of the Plenipotentiary Conference, on alternative calling procedures on telecommunication networks, in particular its *resolves* 1, 2 and 3,

#### *recognizing*

- a) that call-back, refiling, non-identification<sup>1</sup> and other alternative calling procedures, which may be potentially harmful, are not permitted in many countries and permitted in some others;
- b) that call-back, inappropriate hubbing, refiling, non-identification and other alternative calling procedures, which may be potentially harmful, offer alternative calling procedures which may be attractive for users;
- c) that call-back, inappropriate hubbing, refiling, non-identification and other alternative calling procedures, which may be potentially harmful and may impact the revenue of operating agencies authorized by Member States, which may seriously hamper, in particular, the efforts of developing countries<sup>2</sup>, for the sound development of their telecommunication networks and services;
- d) that distortions in traffic patterns resulting from call-back, inappropriate hubbing, refiling, non-identification and other alternative calling procedures, which may be potentially harmful, may impact traffic management and network planning;
- e) that some forms of call-back seriously degrade the performance and quality of the public switched telephone network (PSTN),

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<sup>1</sup> The lack of sufficient information to allow identification of the origin of the call.

<sup>2</sup> These include the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition.

*considering*

the results of the ITU workshop on alternative calling procedures and origin identification held in Geneva on 19-20 March 2012,

*reaffirming*

- a) that it is the sovereign right of each country to regulate its telecommunications and as such it may permit, prohibit or otherwise regulate call-back, refileing or matters related to caller identification in its territory;
- b) that the ITU Constitution, in its Preamble, gave regard to "the growing importance of telecommunication for the preservation of peace and the economic and social development of all States", and that Member States agreed in the Constitution with "the object of facilitating peaceful relations, international cooperation among peoples and economic and social development by means of efficient telecommunication services",

*noting*

that in order to minimize the effect of alternative calling procedures:

- i) operating agencies authorized by Member States should, within their national law, make every effort to establish the level of collection charges on a cost-oriented basis, taking into account Article 6.1.1 of the International Telecommunication Regulations and Recommendation ITU-T D.5;
- ii) administrations and operating agencies authorized by Member States should vigorously pursue the implementation of Recommendation ITU-T D.140 and the principle of cost-oriented accounting rates and accounting-rate shares,

*resolves*

1 that administrations and operating agencies authorized by Member States should take, to the furthest extent practicable, all measures to suspend the methods and practices of call-back which seriously degrade the quality and the performance of the PSTN, such as constant calling (or bombardment or polling) and answer suppression;

2 that administrations and operating agencies authorized by Member States should take a cooperative approach to respecting the national sovereignty of others, and suggested guidelines for this collaboration are attached;

3 to continue developing appropriate Recommendations concerning alternative calling procedures and, in particular, the technical aspects of the methods and practices of call-back which seriously degrade the quality and the performance of the PSTN, such as constant calling (or bombardment or polling) and answer suppression;

4 to instruct ITU-T Study Group 2 to study other aspects and forms of alternative calling procedures, including refileing and non-identification, and service definition and requirements for hubbing;

5 to instruct ITU-T Study Group 3 to study the economic effects of call-back, refileing and inappropriate hubbing and other forms of alternative calling procedures, as well as origin non-identification or spoofing, on the effort of developing countries for sound development of their local telecommunication networks and services, and to evaluate in cooperation with Study Group 2 the effectiveness of the suggested guidelines on call-back,

*instructs the Director of the Telecommunication Standardization Bureau*

to continue to cooperate with the Director of the Telecommunication Development Bureau in order to facilitate the participation of developing countries in these studies and to make use of the results of the studies, and in the implementation of this resolution.

**ATTACHMENT**  
**(to Resolution 29)**

**Suggested guidelines for administrations and operating agencies authorized by Member States for consultation on call-back**

In the interest of global development of international telecommunications, it is desirable for administrations and operating agencies authorized by Member States to cooperate with others and to take a collaborative approach. Any cooperation and any subsequent actions would have to take account of the constraints of national laws. The following guidelines are recommended to be applied in country X (the location of the call-back user) and country Y (the location of the call-back provider) regarding call-back. When call-back traffic is destined to a country other than countries X or Y, the sovereignty and the regulatory status of the destination country should be respected.

<b>Country X (location of call-back user)</b>	<b>Country Y (location of call-back provider)</b>
A generally collaborative and reasonable approach is desirable	A generally collaborative and reasonable approach is desirable
Administration X, wishing to restrict or prohibit call-back, should establish a clear policy position	
Administration X should make known its national position	Administration Y should bring this information to the attention of operating agencies authorized by Member States and call-back providers in its territory using whatever official means are available
Administration X should instruct operating agencies authorized by Member States operating in its territory as to the policy position, and those operating agencies authorized by Member States should take steps to ensure that their international operating agreements comply with that position	Operating agencies authorized by Member States in Y should cooperate in considering any necessary modifications to international operating agreements

Country X (location of call-back user)	Country Y (location of call-back provider)
	<p>Administration Y and/or operating agencies authorized by Member States in Y should seek to ensure that call-back providers establishing an operation in their territory are aware that:</p> <ul style="list-style-type: none"> <li>a) call-back should not be provided in a country where it is expressly prohibited, and</li> <li>b) the call-back configuration must be of a type which will not degrade the quality and performance of the international PSTN</li> </ul>
<p>Administration X should take all reasonable steps within its jurisdiction and responsibility to stop the offering and/or usage of call-back in its territory which is:</p> <ul style="list-style-type: none"> <li>a) prohibited; and/or</li> <li>b) harmful to the network.</li> </ul> <p>Operating agencies authorized by Member States in country X will cooperate in the implementation of such steps.</p>	<p>Administration Y and operating agencies authorized by Member States in Y should take all reasonable measures to stop call-back providers in its territory offering call-back:</p> <ul style="list-style-type: none"> <li>a) in other countries where it is prohibited; and/or</li> <li>b) which is harmful to the networks involved.</li> </ul>

NOTE – For relations between countries who regard call-back as an "international telecommunication service" as defined in the International Telecommunication Regulations, bilateral operating agreements should be required between the operating agencies authorized by Member States concerned as to the conditions under which call-back will be operated.