



INTERNATIONAL TELECOMMUNICATION UNION

# ITU-T

TELECOMMUNICATION  
STANDARDIZATION SECTOR  
OF ITU

WORLD TELECOMMUNICATION STANDARDIZATION  
ASSEMBLY  
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**Resolution 29 – Alternative calling procedures  
on international telecommunication networks**

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## 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.

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## RESOLUTION 29

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

*(Geneva, 1996; Montreal, 2000, Florianópolis, 2004)*

The World Telecommunication Standardization Assembly (Florianópolis, 2004),

*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. Istanbul, 2002) of the World Telecommunication Development Conference, which resolves:
  - i) to encourage all administrations and international telecommunication operators to enhance the effectiveness of ITU's role and to give effect to its Recommendations, particularly those of ITU-T Study Group 3, in order to promote a new and more effective basis for the accounting regime which would help limit the negative effects of alternative calling procedures on developing countries;
  - ii) to request the Telecommunication Development Sector (ITU-D) and ITU-T to collaborate so as to avoid any duplication of effort in studying the issue of refile, in order to achieve an outcome based on the spirit of Resolution 21 (Rev. Marrakesh, 2002) of the Plenipotentiary Conference;
  - iii) to request administrations and international operators which permit the use of alternative calling procedures in their country in accordance with their national regulations to respect the decisions of other administrations and international operators whose regulations do not permit such services;
- c) Resolution 21 (Rev. Marrakesh, 2002) of the Plenipotentiary Conference concerning alternative calling procedures on telecommunication networks, which resolves:
  - i) to encourage administrations and international telecommunication operators to implement ITU-T Recommendations in order to limit the negative effects that, in some cases, alternative calling procedures have on developing countries;
  - ii) to request administrations and international operators which permit the use of alternative calling procedures on their territory in accordance with their national regulations to pay due regard to the decisions of other administrations and international operators whose regulations do not permit such services;
- d) ITU-T Recommendation D.201, which sets out principles for administrations to follow while providing or permitting the provision of call-back practices;
- e) the purposes of the Union to foster collaboration among members for the harmonious development of telecommunications and to enable offering of services at lowest cost,

*recognizing*

- a) that call-back, refiling and other alternative calling procedures, which may be potentially harmful, are permitted in some countries and not in others<sup>1</sup>;
- b) that call-back, refiling and other alternative calling procedures, which may be potentially harmful, offer alternative calling procedures which may be attractive for users;
- c) that call-back, refiling and other alternative calling procedures, which may be potentially harmful, affect the revenue of recognized operating agencies (ROA), which may seriously hamper, in particular, the efforts of countries with economies in transition, developing countries, and especially least developed countries, for the sound development of their telecommunication networks and services;
- d) that distortions in traffic patterns resulting from call-back, refiling and other alternative calling procedures, which may be potentially harmful, may impact on 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),

*reaffirming*

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 and refiling in its territory,

*noting*

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

- a) ROAs should, within their national law, make their best efforts to establish the level of collection charges on a cost-orientated basis, taking into account Article 6.1.1 of the International Telecommunication Regulations and ITU-T Recommendation D.5;
- b) administrations and ROAs should vigorously pursue the implementation of ITU-T Recommendation D.140 and the principle of cost-orientated accounting rates and accounting rate shares,

*resolves*

- 1 that administrations and ROAs should take all reasonable measures, within the constraints of their national law, 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 ROAs should take a cooperative and reasonable 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;

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<sup>1</sup> As at 15 May 2004, 114 countries and territories had announced that incoming and outgoing call-back is prohibited in their territories.

4 to request Study Group 2 to study other aspects and forms of alternative calling procedures, including refiling;

5 to request Study Group 3 to study the economic effects of call-back on the effort of countries with economies in transition, developing countries, and especially least developed countries, for sound development of their local telecommunication networks and services, and to evaluate the effectiveness of the suggested guidelines for consultation on call-back,

*calls upon the Director of the Telecommunication Standardization Bureau*

to cooperate with the Director of the Telecommunication Development Bureau in order to facilitate the participation of countries with economies in transition, developing countries, and especially least developed countries, in these studies and to take care of such studies.

**Attachment**  
(to Resolution 29)

**Suggested guidelines for administrations and ROAs for  
consultation on call-back**

In the interest of global development of international telecommunication, it is desirable for administrations and ROAs to cooperate with others and to take a collaborative and reasonable 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 ROAs and call-back providers in its territory using whatever official means are available
Administration X should instruct ROAs operating in its territory as to the policy position, and those ROAs should take steps to ensure that their international operating agreements comply with that position	ROAs in Y should cooperate in considering any necessary modifications to international operating agreements
	Administration Y and/or ROAs in Y should seek to ensure that call-back providers establishing an operation in their territory are aware that: a) call-back should not be provided in a country where it is expressly prohibited, and b) the call-back configuration must be of a type which will not degrade the quality and performance of the international PSTN

<b>Country X (location of call-back user)</b>	<b>Country Y (location of call-back provider)</b>
<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>ROAs in country X will cooperate in the implementation of such steps.</p>	<p>Administration Y and ROAs 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 ROAs concerned as to the conditions under which call-back will be operated.