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| African Telecommunication Union Administrations |
| Proposed modification of Resolution 29 - Alternative calling procedures on international telecommunication networks |
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| **“Alternative calling procedures on international telecommunication networks”** |

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| **Abstract:** | This revised Resolution addresses the great changes that have happened in the telecommunication networks and the way services are being provisioned across these networks, especially across international boundaries. While it is now hard to find a unique or definite definition of ACP, studies should pursue to identify new forms of ACPs and try to classify them so that harmful consequences of such ACPs can be avoided. |

**1 Introduction**

Alternative Calling Procedures (ACP) has been experienced over international networks in different ways; due to the increasing complexity of networks, and the advent and proliferation of IP based infrastructures and services, characterization of ACP are becoming more difficult. The impact of ACP on all parties is yet not very clear; it has an economic impact as well as operational aspects that may degrade performance of networks.

While at the early stages call-back was one of the main forms of ACP, yet the current advances in network infrastructures has introduced other forms of ACP which is not very obvious to regulators and administrations, hence it is becoming more difficult to develop the proper regulations to have a healthy competitive market and to safeguard the national and citizens’ rights.

**2 Proposal**

It is felt that additional studies are still needed in the relevant ITU-T Study Groups to study the new mechanisms for ACP, to characterize them and study the economic impact of ACP on all parties, including weighing the benefits against drawbacks, accordingly to develop the appropriate Recommendations.

Amendments to Resolution 29 addressing the above mentioned issues form a wider perspective than the traditional call-back scenario are in the Annex to this contribution.

MOD AFCP/42A4/1

RESOLUTION 29 (REV. HAMMAMET, 2016)

Alternative calling procedures on international telecommunication networks

(Geneva, 1996; Montreal, 2000; Florianópolis, 2004; Johannesburg, 2008; Dubai, 2012; Hammamet, 2016)

The World Telecommunication Standardization Assembly (Hammamet, 2016),

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. Dubai, 2014) of the World Telecommunication Development Conference, on alternative calling procedures on international telecommunication networks, identification of origin and apportionment of revenues in providing international telecommunication services,

*c)* Resolution 21 (Rev. Busan, 2014) of the Plenipotentiary Conference, on measures concerning alternative calling procedures on international telecommunication networks,

recognizing

*a)* that the alternative calling procedures, which may be potentially harmful, are not permitted in many countries and permitted in some others;

*b)* that although the alternative calling procedures, which may be potentially harmful, they may be attractive for users;

*c)* that the 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[[1]](#footnote-2)2, for the sound development of their telecommunication networks and services;

*d)* that distortions in traffic patterns resulting from some forms of the alternative calling procedures, which may be potentially harmful, may impact traffic management and network planning;

*e)* that some forms of the alternative calling procedures seriously degrade the performance and quality of the Telecommunication Networks;

*f)* that the proliferation of IP based networks, including the Internet, in the provision of telecommunication services has impacted the ways and means of alternative calling procedures, and that it is becoming necessary to identify and redefine these procedures,

considering

1. the results of the ITU workshop on alternative calling procedures and origin identification;
2. that any calling procedure should target to maintain acceptable level of Quality of Service (QoS) and Quality of Experience (QoE), as well as to enable calling line identification (CLI) and/or originating identification (OI),

reaffirming

*a)* that it is the sovereign right of each country to regulate its telecommunications;

*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 follow the guidelines, developed by Member States on the measures that to be applied to deter the impact of alternative calling procedures on other Member States,

resolves

1 to continue identifying and defining all forms of alternative calling procedures, to study their impact on all parties, and to develop the appropriate Recommendations concerning alternative calling procedures;

2 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 any form of alternative calling procedures which seriously degrade the quality of service (QoS) and quality of experience (QoE) of telecommunications Networks, or hinder the calling line identification (CLI) or the originating identification (OI);

3 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;

4 to instruct ITU-T Study Group 2 to study other aspects and forms of alternative calling procedures, including those associated with the interworking of legacy and IP based infrastructures, and the consequent instances of hindrance, obscuring or spoofing of the originating identification (OI) or the calling line identification (CLI) information;

5 to instruct ITU-T Study Group 2 to study the role of the Over the Top (OTT) telecommunication applications in Alternative Calling Procedures, including the noted evolution of consequent instances of fraudulent practices, and to develop the appropriate Recommendations and guidelines;

6 to instruct ITU-T Study Group 3 to study the economic effects of alternative calling procedures, origin non-identification or spoofing, as well as the fraudulent use of OTT telecommunication applications, on the effort of developing countries for sound development of their local telecommunication networks and services, and to develop the appropriate Recommendations and guidelines;

7 to instruct Study Group 12 to develop guidelines regarding the minimum threshold of QoS and QoE to be fulfilled during the use of alternative calling procedures,

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,

invite Member States

1. to adopt national legal and regulatory framework to request administrations and operating agencies authorized by Member States to avoid using alternative calling procedures that degrade the level of QoS and QoE, and to ensure the delivery of international calling line identification (CLI) and originating identification (OI) information, at least to the destination operating agency; and to ensure the appropriate charging taking, into account the relevant ITU-T Recommendations;
2. to contribute to this work.

Attachment
(to Resolution 29)

Suggested guidelines for administrations and operating agencies authorized by Member States for consultation on Alternative Calling Procedures (ACP)

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 ACP user) and country Y (the location of the ACP provider) regarding ACP. When ACP 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.

| Country X (location of ACP user) | Country Y (location of ACP provider) |
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| A generally collaborative and reasonable approach is desirable | A generally collaborative and reasonable approach is desirable |
| Administration X, wishing to restrict or prohibit ACP, 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 ACP 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 |

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| Country X (location of ACP user) | Country Y (location of ACP provider) |
|  | Administration Y and/or operating agencies authorized by Member States in Y should seek to ensure that ACP providers establishing an operation in their territory are aware that:*a)* ACP should not be provided in a country where it is expressly prohibited, and*b)* the ACP configuration must be of a type which will not degrade the quality and performance of the international PSTN |
| Administration X should take all reasonable steps within its jurisdiction and responsibility to stop the offering and/or usage of ACP in its territory which is:*a)* prohibited; and/or*b)* harmful to the network.Operating agencies authorized by Member States in country X will cooperate in the implementation of such steps. | Administration Y and operating agencies authorized by Member States in Y should take all reasonable measures to stop ACP providers in its territory offering ACP:*a)* in other countries where it is prohibited; and/or*b)* which is harmful to the networks involved. |
| NOTE 1 – For relations between countries who regard ACP 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 ACP will be operated.NOTE 2 – All forms of ACP should be defined by ITU-T Study Group 2 and documented in the appropriate ITU-T Recommendation (e.g. call-back, OTT, filing, …etc.). |

1. 2 These include the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition. [↑](#footnote-ref-2)