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| Arab States Administrations |
| Proposed modification of Resolution 29 - Alternative calling procedures on international telecommunication networks |
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| **Abstract:** | The Arab States Administrations propose to modify Resolution 29 as shown in this document. |

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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 the alternative calling procedures seriously degrade the performance and quality of the telecommunication networks;

*f)* that the major role of Internet networks in the international arena, which impact the calling procedures format and reform the structure and technology of calling procedures,

considering

*a)* the results of the ITU workshop on alternative calling procedures and origin identification;

*b)* that calling procedures should maintain acceptable quality of service (QoS) levels, quality of experience (QoE), calling line identification (CLI), and origin identification (OI),

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 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) Administrations and operating agencies authorized by Member States should, within their national law, follow the guidelines, developed by Member States, on the measures that can be considered to address the impact of alternative calling procedures 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,

resolves

1 to continue identifying and defining all forms of alternative calling procedures and studying their impact on all parties, and developing Recommendations concerning alternative calling procedures that administrations and operating agencies authorized by Member States should take, to the furthest extent practicable, in a way to guarantee the suspension of the methods and practices of any alternative calling procedures which seriously degrade the quality of service (QoS), quality of experience (QoE) of telecommunications Networks or hinder calling line identification (CLI), and origin identification (OI);

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 instruct ITU-T Study Group 2 to study other aspects and forms of alternative calling procedures, to cooperate with ITU-D SG1 and SG2 on issues related to alternative calling procedures, telecommunication origin identification (OI), and calling line identification (CLI);

4 to instruct ITU-T Study Group 3 to study the economic effects of 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;

5 to instruct Study Group 12 to define 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;

invites Member States

1 to encourage their administrations and operating agencies authorized by Member States to follow the instructions, within their national laws, in order to ensure providing the good QoS and QoE and the respect of International Calling Line Identification (CLI) and Origin Identification (OI);

2 to contribute to this work.

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.

| Country X (location of call-back user) | Country Y (location of call-back 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 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 |

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| Country X (location of call-back user) | Country Y (location of call-back provider) |
|  | 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:*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 |
| 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:*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 call-back providers in its territory offering call-back:*a)* in other countries where it is prohibited; and/or*b)* which is harmful to the networks involved. |
| 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. |

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