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| World Telecommunication Standardization Assembly (WTSA-20) Geneva, 1-9 March 2022 |  |
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| PLENARY MEETING | Addendum 3 to Document 35-E |
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| African Telecommunication Union Administrations | |
| Proposed modifications to Resolution 29 | |
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| **Abstract:** | ATU proposes to modify Resolution 29, to consider OTT applications as a form of alternative calling procedure that are beneficial for customers including people with disabilities and continue studying its economic impacts and develop appropriate guidelines. | |
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RESOLUTION 29 (Rev. Geneva, 2022)

Alternative calling procedures on international telecommunication networks

(Geneva, 1996; Montreal, 2000; Florianópolis, 2004; Johannesburg, 2008;  
Dubai, 2012; Hammamet, 2016; Geneva, 2022)

The World Telecommunication Standardization Assembly (Geneva, 2022),

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. Buenos Aires, 2017) 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. Dubai, 2018) of the Plenipotentiary Conference, on measures concerning alternative calling procedures on international telecommunication networks,

recognizing

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

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

*c)* that alternative calling procedures, which may be potentially harmful and may impact the revenue of international telecommunication operators or operating agencies authorized by Member States, may seriously hamper, in particular, the efforts of developing countries[[1]](#footnote-1)1 for the sound development of their telecommunication networks and services;

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

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

*f)* that the proliferation of Internet Protocol (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;

*g)* the emerging technologies in telecommunication/ ICTs globally;

*h)* the new services of the alternative calling procedures and their economic and regulatory impact on international telecommunication services and networks,

considering

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

*b)* the results of the ITU workshop on caller ID spoofing held by Study Group 2 of the ITU Telecommunication Standardization Sector (ITU‑T) in Geneva on 2 June 2014;

*c)* that any calling procedure should aim to maintain acceptable levels of quality of service (QoS) and quality of experience (QoE), as well as to enable calling line identification (CLI) and/or origin identification (OI) information;

*d)* the ongoing studies in the ITU-T Sector on the emerging technologies including OTTs and their economic and policy impact for Member States especially the developing countries,

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

i) that international telecommunication operators or 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) that administrations and international telecommunication operators or operating agencies authorized by Member States should follow the guidelines developed by Member States on the measures to be applied to deter the impact of alternative calling procedures on other Member States;

iii) that OTT service is considered as a form of the alternative calling procedures, and can be beneficial for consumers, including persons with disabilities and specific needs,

resolves

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

2 that administrations and international telecommunication operators or 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 QoS and QoE of telecommunication networks, or prevent the delivery of CLI or OI information;

3 that administrations and international telecommunication operators or 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 OI or CLI information, and the evolution of alternative calling procedures, including the use of over-the-top telephone applications that use telephone numbers, that may give rise to instances of fraudulent practices, and to develop appropriate Recommendations and guidelines;

5 to instruct ITU‑T Study Group 3 to continue studying the economic effects of alternative calling procedures including over-the-top applications, origin non-identification or spoofing on the efforts of developing countries for sound development of their local telecommunication networks and services, and to develop appropriate Recommendations and guidelines;

6 to instruct ITU‑T Study Group 12 to develop guidelines regarding the minimum QoS and QoE threshold 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 frameworks requesting administrations and international telecommunication operators or operating agencies authorized by Member States to avoid using alternative calling procedures that degrade the level of QoS and QoE, to ensure the delivery of international CLI and 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 (Rev. Geneva, 2022))

Suggested guidelines for administrations and international telecommunication operators or operating agencies authorized by Member States for   
consultation on alternative calling procedures

In the interest of global development of international telecommunications, it is desirable for administrations and international telecommunication operators or 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 regarding alternative calling procedures (ACP) are recommended to be applied in country X (the location of the ACP user) and country Y (the location of the ACP provider). 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 international telecommunication operators or 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 |
|  | 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 which 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, over-the-top, refiling, etc.).

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