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| Arab States Administrations | | | |
| PROPOSED MODIFICATIONS TO RESOLUTION 29 | | | |
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| **Abstract:** | The changes proposed below are in line with the discussions in the relevant study group, taking into account certain fraudulent activities related to alternative calling procedures, and aiming to prevent duplication of effort. | |
| **Contact:** | Rashid Almemari e&-UAE United Arab Emirates | E-mail: [ralmemari@eand.com](mailto:ralmemari@eand.com) |
| **Contact:** | Abdulrahaman Aldhbiban Communication, Space and Technology Commission Saudi Arabia | E-mail: [adhbiban@cst.gov.sa](mailto:adhbiban@cst.gov.sa) |

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RESOLUTION 29 (Rev. New Delhi, 2024)

Alternative calling procedures on international telecommunication networks

(Geneva, 1996; Montreal, 2000; Florianópolis, 2004; Johannesburg, 2008;  
Dubai, 2012; Hammamet, 2016; Geneva, 2022; New Delhi, 2024)

The World Telecommunication Standardization Assembly (New Delhi, 2024),

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. Kigali, 2022) 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. Bucharest, 2022) of the Plenipotentiary Conference, on measures concerning alternative calling procedures on international telecommunication networks;

*d)* Recommendation ITU-T E.370, on interconnection between Internet Protocol (IP)-based networks and legacy networks,

recognizing

*a)* that alternative calling procedures, which can be harmful, are not permitted in many countries;

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

*c)* that alternative calling procedures, which can 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 can be 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 ubiquity 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

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

*b)* the results of the ITU workshop on caller ID spoofing held by ITU-T Study Group 2 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)* that the alternative calling procedures have been used to conduct a fraud and unsolicited activities such as selling controlled substances,

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) 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) 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,

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 respect the national sovereignty of others, and suggested guidelines for this collaboration per the process established in SG2;

4 to instruct Study Group 2 to study other aspects, forms and definition 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 (OTT) telephone applications that use telephone numbers, which 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, origin non-identification or spoofing and OTT telephone applications 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 Groups 2, 3 and 11, each within its mandate, to develop appropriate Recommendations and guidelines regarding the minimum requirements for the user interface used when originating/receiving calls using alternative calling procedures in telephone software programs, including the evaluation of the display measures of marks, logos, font size of the information shown in those interfaces, in order to differentiate the alternative calling procedures from traditional calls;

7 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;

8 to instruct Study Groups 2, 3 and 12 to continue the ongoing collaboration in studying issues related to 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 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 encourage 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.



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