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| INTERNATIONAL TELECOMMUNICATION UNION **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2009-2012 | | **Joint Coordination Activity on Accessibility and human Factors (JCA-AHF)** |
|  | | **Doc. 88** |
| **English only**  **Original: English** |
| **Source:** | ITU-T Study Group 2 (Geneva, 9-18 November 2010) | |
| **Title:** | Proposed enhancement to Amendment of E.123 on Emergency Contact Number Notation | |

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| **itu-old** | INTERNATIONAL TELECOMMUNICATION UNION | | | | | | **COM 2 – LS 70 – E** |
| **TELECOMMUNICATION STANDARDIZATION SECTOR**  STUDY PERIOD 2009-2012 | | | |  | | |
| **English only**  **Original: English** | | |
| **Question(s):** | | 4/2 | | Geneva, 9-18 November 2010 | | | |
| **Ref.: TD 220 Rev.1 (PLEN/2)-E** | | | | | | | |
| **Source:** | | ITU-T Study Group 2 (Geneva, 9-18 November 2010) | | | | | |
| **Title:** | | Proposed enhancement to Amendment of E.123 on Emergency Contact Number Notation | | | | | |
| **LIAISON STATEMENT** | | | | | | | |
| **For action to:** | | | GSM Association, 3GPP, 3GPP2 | | | | |
| **For comment to:** | | | JCA-AHF | | | | |
| **For information to:** | | |  | | | | |
| **Approval:** | | | **ITU-T SG2 plenary, 18 November 2010** | | | | |
| **Deadline:** | | | 30 April 2011 | | | | |
| **Contact:** | | Sherif Guinena  NTRA  Egypt | | | | Tel: +202 353 44 240  Fax: +202 353 44 155  Email: [Dr.Guinena@ntra.gov.eg](mailto:Dr.Guinena@ntra.gov.eg) | |
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ITU-T SG2 has approved ITU-T Amendment to Recommendation E.123 on Emergency Contact Number Notation (E.123), and invited ETSI and 3GPP as well as future meetings of ITU-T SG2 to consider future enhancement of the recommendations within their work.

Practical implementation of this recommendation has revealed a flaw and it is proposed to investigate an enhancement to E.123 and the results considered by the ITU-T and other involved organizations. To that end, ITU-T SG2 is seeking your comment and possible actions on this issue as explained below.

The Amendment to E.123 on Emergency Contact Number Notation recommended that the format of the name of helping persons be as: 0nX, where n is a digit from 1 through 9 and X is any meaningful descriptive character string (for example, “spouse”, or “home number”), e.g.

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| 01home | +41 22 123 4567 |
| 02husband | +41 79 123 4567 |

The practical implementation of this amendment on several mobile handsets reveals that if the same number is additionally stored in the set’s directory under a different name (e.g. “My Home” : +41 22 123 4567), then an incoming call from this number to the mobile handset will not display the name of the calling party, but just the calling party number (i.e. neither “01home” nor ‘My Home” will be displayed, but just : +41 22 123 4567).

And since a user will mostly select the emergency helping persons from within his existing contact list, such as family members, spouse, friends, doctors...etc; then the proposed methodology will always inhibit the display of the calling party **name** for calls incoming form any of those parties, which is considered as a deficiency in users’ handset capabilities, and may cause uncertainty and frustration to the user, particularly if he cannot memorize most or all of these numbers with their associated names.

But since any solution to this problem is likely to involve modification to existing software or firmware of the users’ mobile handset, ITU-T SG2 is seeking your views on the possible solutions in order to preserve the mobile handset functionality as expected by the user. From ITU-T SG2 point of view, a proposed functionality should be as follows: a mobile set should be capable of resolving and displaying names for duplicate numbers if duplication is between any number within the first 9 contact list in the mobile set and the same number within the rest of the contact list even if associated with a different name. The name outside the first 9 contact names would be the name that shall be displayed for incoming calls from this duplicate number, as these are the usual or every day expected calls.

ITU-T SG2 would be happy to receive your comments on this issue including a perspective on the possible solutions, so that ITU-T can amend the E.123 Recommendations as appropriate.

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