Countering and Combatting Misuse

Assumptions in a changing environment

- Legal and regulatory framework exists
- NRA– roles and responsibilities
  - Consumer protection
  - Innovation
  - Competition
  - Mandate to Manage
- Operator – roles and responsibilities
  - Use numbers as specified
  - Good number management
  - Record keeping
- changing landscape
  - Impact of IoT and use of extra territorial numbers

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Regulation

- General move to liberalisation
  - increase in (mobile) operators
- transparency
  - e.g. numbering plans
- change continuing

Number Management Knowledge

- Lack of knowledge of numbering activities
  - Misuse
  - ITU Information (e.g. ITU operational bulletin)
- Change of
  - Responsibilities from Operator to Regulator
  - People

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Level of Number Misuse

- Acknowledged level "low" or "not sure"
- Lack of Knowledge or result of countering activity?
- Or both?

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Role of ITU

- Determined by
  - ITU-T Recommendations for Global resources
    - directly under ITU-T Director's remit e.g. +800, +882
    - Publicise the misuse to counter its continuation
    - Withdrawal of Resources
  - ITU Council Resolution 262
    - The TSB Director will not intervene in any disputes between Member States
    - Geographic resources (e.g. those assigned to countries +44, +61)
      - Notify the Member State (NRA)
      - Provision of technical assistance if requested

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What does the ITU do?

- Recommendation E.156 detail the role of the ITU-T
- ITU action on global numbers
    - Direct with the assignee
- ITU action on Geographic resources (e.g. those assigned to countries +44, +61)
    - Notify the Member State (NRA)
    - Provision of technical assistance if requested

Observations are that

- Operators are able to exchange information quicker than regulators

- Operators manage misuse by number blocking

Role of the Member State

- Are the responsibilities clear and legally defined?
- Define the National Numbering Plan (NNP)
  - Structure for both international and national
  - Usage – what numbers for what services and increasingly where!!
- Rules – eligibility, use and powers
- Transparent processes and procedures for the life cycle of the NNP
  - Allocation, reclamation and expansion
- Maintain capacity for existing and new services

Role of
Service Providers/Operators

- Are their roles defined?
- Responsibilities
  - One point of contact
  - Active monitoring
  - Corporate responsibility
  - Maintain up to date and accessible records
- Number Management Processes
  - Documented for life cycle and operations
  - Active Monitoring of use and of abuse
- Use of Contracts
- Sharing information

Recommendations

- Self Assessment?
  - Does the national regulatory framework do its job?
    - Audit of operators?
    - Enforcement Powers?
    - Flexibility?
    - Clarity and Understanding of numbers?
  - Management of Numbers
    - Records?
    - Processes?
    - Sufficient capacity?
    - Meeting new demands?
- Role of commercial arrangements to counter misuse
- Possible for SG2 to develop a checklist

Next Steps

- Self Assessment by the NRA
- Training
  - Simple (what are numbers, how are they managed) to the complex (what constitutes misuse, options to counter)
- Utilise through ITU T SG2
  - Identify a contact point in NRA's to assist in incidents of misuse of national numbers
  - ITU Move from receiving reports of national number misuse to distribution of incidents
  - Individual experts participate and contribute

Questions?