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SERIES D: GENERAL TARIFF PRINCIPLES

General tariff principles – Settlement of international
telecommunication balances of accounts

General principles regarding call-back practices

ITU-T Recommendation D.201

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ITU-T Recommendation D.201

General principles regarding call-back practices

Summary

This Recommendation sets out principles for Administrations to follow while providing or permitting the provision of call-back practices contained in Resolution 21 of Minneapolis, 1998. Study Group 3 has decided to modify this Recommendation in adding a definition of call-back.

Source

ITU-T Recommendation D.201 was revised by ITU-T Study Group 3 (2001-2004) and approved under the WTSA Resolution 1 procedure on 13 December 2002.

FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications. The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of ITU. ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Assembly (WTSA), which meets every four years, establishes the topics for study by the ITU-T study groups which, in turn, produce Recommendations on these topics.

The approval of ITU-T Recommendations is covered by the procedure laid down in WTSA Resolution 1.

In some areas of information technology which fall within ITU-T's purview, the necessary standards are prepared on a collaborative basis with ISO and IEC.

NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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As of the date of approval of this Recommendation, ITU had not received notice of intellectual property, protected by patents, which may be required to implement this Recommendation. However, implementors are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database.

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ITU-T Recommendation D.201

General principles regarding call-back practices

Introduction

Definition

Call-back is an alternative calling procedure where the call is initiated in the country of the caller, but call set-up and billing data collection take place in the network of a country other than the home country network of the caller.

Context

Owing to the fact that the telecommunication industry has witnessed considerable advances, it has enabled Administrations to offer various options to customers, including call-back practices. Some of these practices are considered illegal by some Administrations, while they are accepted in the more liberalized countries and markets.¹

This Recommendation sets out principles for Administrations to follow while providing or permitting the provision of call-back practices, taking into consideration the guidelines contained in Resolution 21 of Kyoto 1994, Resolution 29 of WTSC-96, Resolution 22 of WTDC-98, Resolution Plen/5 of Minneapolis 1998, and Resolution 21 of Marrakesh 2002.

The national laws and sovereignty of all Administrations should be respected. Therefore it is recommended as follows:

Recommendation

- 1) The ITU-T is to continue to publish and update the list of those Administrations which have prohibited or allowed the call-back practice, and have informed the ITU accordingly.
- 2) Within the limitations and constraints of their national laws or regulations, all practical reasonable measures should be taken by Administrations, where call-back practices are permitted, to restrict the provision of call-back practices to those Administrations where it is prohibited. This should at least include publishing the ITU list of those Member States where call-back practices are prohibited.
- 3) Member States that prohibit the call-back practices should at least:
 - Continue to inform the ITU of such prohibition and request the ITU list to be updated.
 - Take all reasonable measures to prohibit the call-back practices within their territories.

¹ As of 6 May 2002, 106 Member States of the Union prohibit such practice in their territories, while 32 Member States announced that they permit such practice in their countries.
Source: ITU (www.itu.int/itudoc/itu-t/com3/callback/position.html).

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