International Telecommunication Union

ITU-T

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STANDARDIZATION SECTOR
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Supplement 2

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SERIES E: OVERALL NETWORK OPERATION, TELEPHONE SERVICE, SERVICE OPERATION AND HUMAN FACTORS

International operation – Operation of international telephone services

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Guidelines for ITU-T action on reported misuse of E.164 number resources

Supplement 2 – Possible actions to counter misuse

Recommendation ITU-T E.156 – Supplement 2

ITU-T

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Recommendation ITU-T E.156

Guidelines for ITU-T action on reported misuse of E.164 number resources

Supplement 2

Possible actions to counter misuse

Summary

This supplement to Recommendation ITU-T E.156 identifies possible actions that are open to Member States and Sector Members when perceived or potential misuse of national ITU-T E.164 numbers occurs. The decision to publish this supplement was taken by ITU-T in order for guidance to be provided immediately. The intention is to further develop this supplement with a detailed review of Recommendation ITU-T E.156, based on contributions received in the future.

This supplement is a first step towards identifying possible actions that might be taken to counter misuse, in advance of discussions over the suitability of including such information within Recommendation ITU-T E.156.

History

Edition	Recommendation	Approval	Study Group
1.0	ITU-T E.156	2006-05-11	2
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FOREWORD

The International Telecommunication Union (ITU) is the United Nations specialized agency in the field of telecommunications, information and communication technologies (ICTs). 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 publication, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

Compliance with this publication is voluntary. However, the publication may contain certain mandatory provisions (to ensure, e.g., interoperability or applicability) and compliance with the publication is achieved when all of these mandatory provisions are met. The words "shall" or some other obligatory language such as "must" and the negative equivalents are used to express requirements. The use of such words does not suggest that compliance with the publication is required of any party.

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Recommendation ITU-T E.156

Guidelines for ITU-T action on reported misuse of E.164 number resources

Supplement 2

Possible actions to counter misuse

1 Scope

This supplement to Recommendation ITU-T E.156 identifies possible actions that are open to Member States and Sector Members when perceived or potential misuse of national E.164 numbers occurs. The decision to publish this supplement was taken by ITU-T in order for guidance to be provided immediately. The intention is to further develop this supplement with a detailed review of Recommendation ITU-T E.156, based on contributions received in the future.

This supplement is a first step towards identifying possible actions that might be taken to counter misuse, in advance of discussions over the suitability of including such information within Recommendation ITU-T E.156.

2 Practical steps to take when confronted with misuse or misappropriation

Step	Action
1	Ask the originating operator, also known as carrier, how they routed the call and for details of the Call Detail Record (CDR) (also known as a call data record or charging data record). If the originating carrier is unwilling to do so, it usually helps to invoke WTSA Resolution 61. Generally, if the originating carrier is made aware of the circumstances concerning a perceived or potential misuse of ITU-T E.164 number resources, and is advised that the matter will escalate unless routing and CDR details are provided, they will provide the information. The relevant entities (for example the national regulator) may be asked to give advice, to intervene or even to request the information in their own name, but it has in the past proved to be most effective when the receiving carrier requests such information.
2	Once the carrier to whom the originating carrier routed the call has been identified, they should be contacted and, if necessary, the process should be repeated until the offending carrier is known. Although the process is not easy, in practice it has proved successful in many cases. Once the offending carrier has been identified, the relevant national agency, which must be located in the country where the misuse/misappropriation originated (country of jurisdiction), can be informed. It may be helpful to use a large, well-established carrier to identify the originating carrier and obtain detailed information.
3	The entity that has discovered and/or suffered the misuse, should explain to the originating carrier: a) the problems that have been caused, b) possible counter measures, and c) ways in which their routing of calls could be changed to a higher quality circuit. This may work, but (i) the originator of the misuse (perpetrator) goes free and is able to continue the misuse through a different node, and (ii) the problem may be settled for a short time, but the original situation may occur again within a short time.

Step	Action
4	In addition, as appropriate under relevant laws and regulations, a country or group of countries, or Sector Members, might establish a function/resource to act as a focal point for numbering misuse issues. Such an entity would in particular: i. receive reports of misuse ii. format the reports and post them on the ITU's misuse report site (http://www.itu.int/ITU-T/secured/misuse/index.html) iii. monitor responses published on the ITU's misuse site and send them to the source of the misuse report iv. monitor websites for offers of premium rate numbers based on misuse of numbers v. send a notification to assignees of the resources to inform that such resources might have been misused vi. contact the operators of websites mentioned under 4 iv. above to complain about the misuse vii. contact the source of reported misuse and take actions to request that the misuse be stopped viii. investigate to find out which intermediate carriers are involved in the misuse and contact them to request that the misuse be stopped

Further information concerning the possible or perceived misuse of numbers can be notified to ITU by duly authorized parties for publication in the ITU Operational Bulletin (http://www.itu.int/pub/T-SP/e).

The need to continually monitor perceived and potential misuse of numbers is recognised, as is the need to share information where parties should learn by the activities that they encounter. In utilising the exchange of information afforded by the Operational Bulletin, there should be increased avoidance of perceived misuse.

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