

I n t e r n a t i o n a l T e l e c o m m u n i c a t i o n U n i o n

# ITU-T

TELECOMMUNICATION  
STANDARDIZATION SECTOR  
OF ITU

WORLD TELECOMMUNICATION STANDARDIZATION  
ASSEMBLY  
Geneva, 1-9 March 2022

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## **Resolution 61 – Countering and combating misappropriation and misuse of international telecommunication numbering resources**

## 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.

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## RESOLUTION 61 (Rev. Geneva, 2022)

### **Countering and combating misappropriation and misuse of international telecommunication numbering resources**

*(Johannesburg, 2008; Dubai, 2012; Geneva, 2022)*

The World Telecommunication Standardization Assembly (Geneva, 2022),

*recalling*

- a)* Resolution 190 (Busan, 2014) of the Plenipotentiary Conference, on countering misappropriation and misuse of international telecommunication numbering resources, which urged the ITU Telecommunication Standardization Sector (ITU-T) to continue to study ways and means to improve the understanding, identification and resolution of misappropriation and misuse of ITU-T E.164 telephone numbers;
- b)* Resolution 29 (Rev. Geneva, 2022) of this assembly, on alternative calling procedures on international telecommunication networks, which (citing ITU Council Resolution 1099) urges ITU-T to develop, as soon as possible, the appropriate Recommendations concerning alternative calling procedures;
- c)* Recommendation ITU-T E.156, which sets out guidelines for ITU-T action on reported misuse of ITU-T E.164 numbering resources, Recommendation ITU-T E.156 Supplement 1, which provides a best-practice guide on countering misuse of ITU-T E.164 numbering resources, and Recommendation ITU-T E.156 Supplement 2, which provides a set of possible actions to counter misuse;
- d)* that one of the purposes of the Union is to foster collaboration among the membership for the harmonious development of telecommunications and to enable the offering of services at lowest cost,

*noting*

the number of cases reported, so far, to the Director of the Telecommunication Standardization Bureau (TSB) regarding misappropriation and misuse of ITU-T E.164 numbers,

*recognizing*

- a)* that the fraudulent misappropriation and misuse of national telephone numbers and country codes are harmful and impact revenue, quality of service and customer confidence;
- b)* that the blocking of calls by barring the country code to a country in order to avoid fraud is harmful;
- c)* that inappropriate activities causing loss of revenue are an important issue to continue to be studied;
- d)* relevant provisions of the Preamble to the ITU Constitution, which recognizes the sovereign right of each State to regulate its telecommunications;
- e)* that disputes regarding misuse and misappropriation of international numbering resources for geographic areas administered by Member States are for the Member States involved to resolve, with the assistance of the Director of TSB on request,

*resolves to invite Member States*

1 to ensure that ITU-T E.164 numbering resources are used only by the assignees and only for the purposes for which they were assigned, and that unassigned resources are not used;

2 to endeavour to ensure that operating agencies authorized by Member States release routing information to duly authorized agencies in cases of fraud or numbering misuse/misappropriation, in accordance with national law;

3 to encourage administrations, operating agencies and national regulators to collaborate and share information on fraudulent activities related to numbering misappropriation and misuse of international numbering resources, and to collaborate to counter and combat such activities;

4 to encourage all international telecommunication operators to enhance the effectiveness of ITU's role and to give effect to its Recommendations, particularly those of ITU-T Study Group 2, in order to promote a new and more effective basis to counter, combat and address fraudulent activities due to number misappropriation and misuse, which would help mitigate them and limit the negative effects of these fraudulent activities and the blocking of international calls;

5 to encourage administrations and international telecommunication operators to implement ITU-T Recommendations in order to mitigate the adverse effects of fraudulent number misappropriation and misuse, including blocking of calls to certain countries,

*resolves further*

1 that administrations and operating agencies authorized by Member States take, to the furthest extent practicable, all reasonable measures to provide information necessary to address issues related to number misappropriation and misuse;

2 that administrations and operating agencies authorized by Member States should take note of and consider, to the furthest extent practicable, the "Suggested guidelines for regulators, administrations and operating agencies authorized by Member States for dealing with number misappropriation", in accordance with the attachment to this resolution;

3 that Member States and national regulators should take note of instances of activities related to misappropriation and misuse of ITU-T E.164 international numbering resources that are notified through relevant ITU-T resources (e.g. the ITU-T Operational Bulletin) or directly to them;

4 to request Study Group 2 to continue to study all aspects and forms of misappropriation and misuse of numbering resources within its mandate, in particular of international country codes, with a view to amending Recommendation ITU-T E.156 and its supplements and guidelines to identify means to support countering and combating these activities;

5 to request ITU-T Study Group 3, in collaboration with Study Group 2, to develop definitions for inappropriate activities, including inappropriate activities causing loss of revenue, related to misappropriation and misuse of international numbering resources specified in the relevant ITU-T Recommendations, and to continue to study such matters;

6 to request Study Group 3 to continue to study the economic effects resulting from misappropriation and misuse of numbering resources, including call blocking.

**ATTACHMENT**  
(to Resolution 61 (Rev. Geneva, 2022))

**Suggested guidelines for regulators, administrations and operating agencies authorized by Member States for dealing with number misappropriation**

In the interest of global development of international telecommunications, it is desirable for regulators, administrations and operating agencies authorized by Member States to cooperate with others and to take a collaborative and reasonable approach to avoid the blocking of country codes, where a preferable option is the selective blocking of particular international numbers, authorized on a case-by-case basis by national regulators.

Cooperation and subsequent actions would have to take account of the constraints of national regulatory frameworks and laws. It is recommended that the following guidelines be applied in country X (the location of the calling party), country Y (the country through which the call is routed) and country Z (the country to which the call was originally destined) regarding number misappropriation.

**SCENARIO 1. Complaints generated by the destination side**

<b>Country X (location of call origination)</b>	<b>Country Y (country through which the call is routed)</b>	<b>Country Z (country to which the call was originally destined)</b>
		On receipt of a complaint, the national regulator finds the information: name of the carrier from which the call originated, time of the call and called number, and passes this information to the national regulator in country X.
When a complaint is received, the first information that is required is the name of the carrier from which the call originated, the time of the call and the called number.		
Once the call details are known, the national regulator requests relevant information from the carrier from which the call originated, to determine the next carrier through which the call was routed.		

Once the relevant information has been found, the national regulator is to advise the national regulator of the next country of the call details (including the call detail record) and request the national regulator to request further information.	The national regulator asks the other carriers for relevant information. This process continues until the information on where the call was misappropriated is found.	
Cooperation from national regulators, as appropriate, to manage these issues.	Cooperation is required from entities involved, to attempt to bring a criminal case against the perpetrators.	Cooperation is encouraged between and among national regulators involved, to resolve these issues.

## SCENARIO 2. Complaints received on the origination side

<b>Country X</b> (location of call origination)	<b>Country Y</b> (country through which the call is routed)	<b>Country Z</b> (country to which the call was originally destined)
On receipt of a complaint, the national regulator requires the name of the carrier from which the call originated, the time of the call and the called number.  It also requires the name of the carrier to which the call is destined, the time of the call and the called number, and passes this information to the national regulator in country Z.		
Once the call details are known, the national regulator requests relevant information from the carrier from which the call originated, to determine the next carrier through which the call was routed.		
The national regulator may also advise the national regulator of the next country of the call details (including the call detail record) and, if needed, request the national regulator to request further information.	The national regulator may ask the other carriers for relevant information. This process may continue until all the countries through which the call is routed are advised.	
Cooperation from national regulators, as appropriate, to manage these issues.  Inform the relevant national regulators on the measures taken.	Cooperation is required from entities involved.	Cooperation is encouraged between and among national regulators involved, to resolve these issues.