

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  
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## **Resolution 29 – Alternative calling procedures on international telecommunication networks**

## 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 29 (Rev. Geneva, 2022)

### **Alternative calling procedures on international telecommunication networks**

(Geneva, 1996; Montreal, 2000; Florianópolis, 2004; Johannesburg, 2008;  
Dubai, 2012; Hammamet, 2016; Geneva, 2022)

The World Telecommunication Standardization Assembly (Geneva, 2022),

#### *recalling*

- a) Resolution 1099, adopted by the Council at its 1996 session, concerning alternative calling procedures on international telecommunication networks, which urged the ITU Telecommunication Standardization Sector (ITU-T) to develop, as soon as possible, the appropriate Recommendations concerning alternative calling procedures;
- b) Resolution 22 (Rev. Buenos Aires, 2017) of the World Telecommunication Development Conference, on alternative calling procedures on international telecommunication networks, identification of origin and apportionment of revenues in providing international telecommunication services;
- c) Resolution 21 (Rev. Dubai, 2018) of the Plenipotentiary Conference, on measures concerning alternative calling procedures on international telecommunication networks;
- d) Recommendation ITU-T E.370, on interconnection between Internet Protocol (IP)-based networks and legacy networks,

#### *recognizing*

- a) that alternative calling procedures, which may be potentially harmful, are not permitted in many countries and permitted in some others;
- b) that although alternative calling procedures may be potentially harmful, they may be attractive for users;
- c) that alternative calling procedures, which may be potentially harmful and may impact the revenue of international telecommunication operators or operating agencies authorized by Member States, may seriously hamper, in particular, the efforts of developing countries<sup>1</sup> for the sound development of their telecommunication networks and services;
- d) that distortions in traffic patterns resulting from some forms of alternative calling procedures, which may be potentially harmful, may impact traffic management and network planning;
- e) that some forms of alternative calling procedures seriously degrade the performance and quality of telecommunication networks;
- f) that the ubiquity of IP-based networks, including the Internet, in the provision of telecommunication services has impacted the ways and means of alternative calling procedures, and that it is becoming necessary to identify and redefine these procedures,

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<sup>1</sup> These include the least developed countries, small island developing states, landlocked developing countries and countries with economies in transition.

*considering*

- a) the results of the ITU workshop on alternative calling procedures and origin identification held in Geneva on 19-20 March 2012;
- b) the results of the ITU workshop on caller ID spoofing held by ITU-T Study Group 2 in Geneva on 2 June 2014;
- c) that any calling procedure should aim to maintain acceptable levels of quality of service (QoS) and quality of experience (QoE), as well as to enable calling line identification (CLI) and/or origin identification (OI) information,

*reaffirming*

- a) that it is the sovereign right of each country to regulate its telecommunications;
- b) that the ITU Constitution, in its Preamble, gave regard to "the growing importance of telecommunication for the preservation of peace and the economic and social development of all States", and that Member States agreed in the Constitution with "the object of facilitating peaceful relations, international cooperation among peoples and economic and social development by means of efficient telecommunication services",

*noting*

that, in order to minimize the effect of alternative calling procedures:

- i) international telecommunication operators or operating agencies authorized by Member States should, within their national law, make every effort to establish the level of collection charges on a cost-oriented basis, taking into account Article 6.1.1 of the International Telecommunication Regulations and Recommendation ITU-T D.5;
- ii) administrations and international telecommunication operators or operating agencies authorized by Member States should follow the guidelines developed by Member States on the measures to be applied to deter the impact of alternative calling procedures on other Member States,

*resolves*

1 to continue identifying and defining all forms of alternative calling procedures, to study their impact on all parties, and to develop appropriate Recommendations concerning alternative calling procedures;

2 that administrations and international telecommunication operators or operating agencies authorized by Member States should take, to the furthest extent practicable, all measures to suspend the methods and practices of any form of alternative calling procedures which seriously degrade the QoS and QoE of telecommunication networks, or prevent the delivery of CLI or OI information;

3 that administrations and international telecommunication operators or operating agencies authorized by Member States should take a cooperative approach to respect the national sovereignty of others, and suggested guidelines for this collaboration are attached;

4 to instruct Study Group 2 to study other aspects, forms and definition of alternative calling procedures, including those associated with the interworking of legacy and IP-based infrastructures, and the consequent instances of hindrance, obscuring or spoofing of OI or CLI information, and the evolution of alternative calling procedures, including the use of over-the-top (OTT) telephone applications that use telephone numbers, which may give rise to instances of fraudulent practices, and to develop appropriate Recommendations and guidelines;

5 to instruct ITU-T Study Group 3 to continue studying the economic effects of alternative calling procedures, origin non-identification or spoofing and OTT telephone applications on the efforts of developing countries for sound development of their local telecommunication networks and services, and to develop appropriate Recommendations and guidelines;

6 to instruct ITU-T Study Group 12 to develop guidelines regarding the minimum QoS and QoE threshold to be fulfilled during the use of alternative calling procedures;

7 to instruct Study Groups 2, 3 and 12 to continue the ongoing collaboration in studying issues related to alternative calling procedures,

*instructs the Director of the Telecommunication Standardization Bureau*

to continue to cooperate with the Director of the Telecommunication Development Bureau in order to facilitate the participation of developing countries in these studies and to make use of the results of the studies, and in the implementation of this resolution,

*invites Member States*

1 to adopt national legal and regulatory frameworks requesting administrations and international telecommunication operators or operating agencies authorized by Member States to avoid using alternative calling procedures that degrade the level of QoS and QoE, to encourage the delivery of international CLI and OI information, at least to the destination operating agency, and to ensure the appropriate charging, taking into account the relevant ITU-T Recommendations;

2 to contribute to this work.

## ATTACHMENT (to Resolution 29 (Rev. Geneva 2022))

### **Suggested guidelines for administrations and international telecommunication operators or operating agencies authorized by Member States for consultation on alternative calling procedures**

In the interest of global development of international telecommunications, it is desirable for administrations and international telecommunication operators or operating agencies authorized by Member States to cooperate with others and to take a collaborative approach to ensure connectivity 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.

Any cooperation and any subsequent actions would have to take account of the constraints of national laws. The following guidelines regarding alternative calling procedures (ACP) are recommended to be applied in country X (the location of the ACP user) and country Y (the location of the ACP provider). When ACP traffic is destined to a country other than countries X or Y, the sovereignty and the regulatory status of the destination country should be respected.

<b>Country X (location of ACP user)</b>	<b>Country Y (location of ACP provider)</b>
A generally collaborative and reasonable approach is desirable	A generally collaborative and reasonable approach is desirable
Administration X, wishing to restrict or prohibit ACP, should establish a clear policy position	
Administration X should make known its national position	Administration Y should bring this information to the attention of international telecommunication operators or operating agencies authorized by Member States and ACP providers in its territory using whatever official means are available
Administration X should instruct operating agencies authorized by Member States operating in its territory as to the policy position, and those operating agencies authorized by Member States should take steps to ensure that their international operating agreements comply with that position	Operating agencies authorized by Member States in Y should cooperate in considering any necessary modifications to international operating agreements
	Administration Y and/or operating agencies authorized by Member States in Y should seek to ensure that ACP providers establishing an operation in their territory are aware that: <ul style="list-style-type: none"> <li>a) ACP should not be provided in a country where it is expressly prohibited, and</li> <li>b) the ACP configuration must be of a type which will not degrade the quality and performance of the international public switched telephone network</li> </ul>
Administration X should take all reasonable steps within its jurisdiction and responsibility to stop the offering and/or usage of ACP in its territory which is: <ul style="list-style-type: none"> <li>a) prohibited; and/or</li> <li>b) harmful to the network.</li> </ul> Operating agencies authorized by Member States in country X will cooperate in the implementation of such steps.	Administration Y and operating agencies authorized by Member States in Y should take all reasonable measures to stop ACP providers in its territory offering ACP: <ul style="list-style-type: none"> <li>a) in other countries where it is prohibited; and/or</li> <li>b) which is harmful to the networks involved.</li> </ul>

NOTE 1 – For relations between countries which regard ACP as an "international telecommunication service" as defined in the International Telecommunication Regulations, bilateral operating agreements should be required between the operating agencies authorized by Member States concerned as to the conditions under which ACP will be operated.

NOTE 2 – All forms of ACP should be defined by ITU-T Study Group 2 and documented in the appropriate ITU-T Recommendation (e.g. call-back, over-the-top, refiling, etc.).