International Telecommunication Union

# ITU-T

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STANDARDIZATION SECTOR
OF ITU

# E.1100

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

International operation – Numbering plan of the international telephone service

## Specification of an international numbering resource for use in the provisioning of international help lines

Recommendation ITU-T E.1100

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# Recommendation ITU-T E.1100

## Specification of an international numbering resource for use in the provisioning of international help lines


**Summary**

Recommendation ITU-T E.1100 specifies a country code that is available for use by entities who wish to offer a help line utilizing three digits behind the country code, and who meet the associated requirements, stated in this Recommendation.



**Source**

Recommendation ITU-T E.1100 was approved on 24 November 2009 by ITU-T Study Group 2 (2009-2012) under the WTSA Resolution 1 procedure.

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

Compliance with this Recommendation is voluntary. However, the Recommendation may contain certain mandatory provisions (to ensure e.g., interoperability or applicability) and compliance with the Recommendation 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 Recommendation is required of any party.

## INTELLECTUAL PROPERTY RIGHTS

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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, implementers are cautioned that this may not represent the latest information and are therefore strongly urged to consult the TSB patent database at http://www.itu.int/ITU-T/ipr/.

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## Introduction

This Recommendation specifies the international numbering resources that are available for use by entities that operate help lines.

# Recommendation ITU-T E.1100

## Specification of an international numbering resource for use in the provisioning of international help lines

### 1 Scope

This Recommendation specifies:

- the structure of the resources behind the country code assigned for international help line resources (IHLR);
- the assignment criteria for the IHLR;
- the assignment process of the IHLR;
- the reclamation process of the IHLR.

### 2 References

The following ITU-T Recommendations and other references contain provisions which, through reference in this text, constitute provisions of this Recommendation. At the time of publication, the editions indicated were valid. All Recommendations and other references are subject to revision; users of this Recommendation are therefore encouraged to investigate the possibility of applying the most recent edition of the Recommendations and other references listed below. A list of the currently valid ITU-T Recommendations is regularly published. The reference to a document within this Recommendation does not give it, as a stand-alone document, the status of a Recommendation.

[ITU-T E.101] Recommendation ITU-T E.101 (2009), *Definitions of terms used for identifiers (names, numbers, addresses and other identifiers) for public telecommunication services and networks in the E-series Recommendations*.

[ITU-T E.156] Recommendation ITU-T E.156 (2006), *Guidelines for ITU-T action on reported misuse of E.164 number resources*.

### 3 Definitions

#### 3.1 Terms defined in this Recommendation

Definitions for terms not found in this clause can be found in [ITU-T E.101].

This Recommendation defines the following terms:

**3.1.1 assignee identifier**: The three digits that follow the country code assigned to the international help line (IHL) and which identify the appropriate/qualified applicant to whom the resource has been identified.

**3.1.2 help line**: A telecommunication service for or on behalf of a community of interest.

**3.1.3 international help line resource (IHLR)**: The combined country code and assignee identifier allocated to an assignee.

### 4 Abbreviations and acronyms

This Recommendation uses the following abbreviation:

IHLR International Help Line Resource

## 5 International help line resources numbering structure

**5.1** Country code 887 has been assigned by ITU for the use of appropriate/qualified applicants seeking to provide a global number to access their help line.

**5.2** The structure of the IHLR shall be a number of six digits in length, where the first three digits are the country code, and the second group of three digits identify the assignee that has been assigned the resource.

| Country code | Assignee identifier |
|---|---|
| 887 | 3 digits |

**Figure 1 – International help line resource structure**

**5.3** The number shall be dialled in full.

## 6 Use of the international help line number

**6.1** Conditions on the use of the number need to be clearly elaborated, taking into account language barriers, cultural factors, legal set-up, and geography.

## 7 The assignment criteria for the IHLR

**7.1** Assignment of the IHLR will be made to the applicant that is an organization that can demonstrate membership from countries on at least two continents, and who demonstrates support from its membership for the application.

**7.2** The applicant should confirm that the service will be offered 24 hours a day, 7 days a week.

**7.3** The applicant shall indicate to which countries the calls will be routed for termination.

**7.4** The applicant shall confirm that the call will be free to the caller.

**7.5** The applicant needs to have the support of at least one administration.

**7.6** The applicant needs to demonstrate that the resource will be operated in at least two countries.

**7.7** The entity needs to confirm that the commercial model to be used in support of the allocation does not contravene recognized telecommunication rules.

**7.8** The applicant needs to become an Associate Member of ITU-T.

**7.9** The applicant shall confirm, with supporting evidence, that they will meet all national legal and regulatory requirements in those countries where the assigned resource is intended for use.

## 8 The assignment process of the IHLR

**8.1** The application shall be made in writing to the Director of TSB.

**8.2** The application should describe the manner by which the organization meets the criteria, and should enclose the supporting material. Such supporting material should include the required material as outlined in clause 7.

**8.3** The Director of TSB shall refer the application to the appropriate SG Chairman and those experts deemed appropriate to decide whether or not the application satisfies the criteria.

**8.4** Where the criteria are met, then the next available assignee identifier shall be assigned, and a notice inserted by the TSB into the ITU Operational Bulletin.

NOTE – Assignment of the assignee identifier does not guarantee that the resource will be brought into service automatically. The assignee should work with those network operators that will provide connectivity to the call centre to use business-as-usual processes to bring the number into service.

**8.5** Where it is deemed that the criteria have not been met, the Director of TSB, in consultation with the appropriate ITU-T Study Group, would detail the areas of non-conformance to the criteria contained in this Recommendation. Every effort will be made to resolve the issues of non-conformance to the criteria contained in this Recommendation in a timely manner. A supplement to the original application can be submitted to the Director of TSB providing new or clarifying information.

**8.6** TSB shall provide utilization reports to the meetings of the ITU-T Lead Study Group on Numbering.

## 9 The reclamation of IHLR

**9.1** [ITU-T E.156] shall apply to any allocation made under this Recommendation.

**9.2** If determined by TSB, in consultation with the appropriate ITU-T Study Group, that the assigned code is either not implemented, or no longer in use, then the assignee identifier is subject to reclamation by TSB. TSB will notify the assignee that the number will be reclaimed.

**9.3** At the time of reclamation, TSB should publish the date of reclamation and the assignee identifier should not be reassigned for a period of two years.

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