

January 2007

ETNO Reflection Document on “Issues arising from discussions on Numbering Resources for Child Helpline International”

Executive Summary

The MoU signed between the ITU and Child Helpline International (CHI) gave rise to activities in ITU T SG2, the lead Study Group on Numbering. Subsequent events have created a number of issues associated with the possible allocation of numbering resources that require clarification if any implementation is to be successful. This paper presents an overview of the issues that require resolution if numbering resources are to be successfully implemented in support of CHI.

Introduction

The signing of a MoU between ITU and Child Helpline International (CHI) during 2006 paved the way for the CHI to participate at the May 2006 meeting of ITU T SG2. CHI is an umbrella organisation that is seeking an undefined quantity of numbering resources at the international, regional and national level for various Childrens' Helplines.

The focus of this activity is the ITU-T Sector.

Issues

Several issues are presented that have been identified as requiring further consideration prior to the assignment of numbers. The issues are both specific to the request made by CHI, and general, where the request from CHI may be seen as a precedent for other requests that might be received in the future by the ITU.

Clarification of the Numbers being requested

Analysis of the responses to the questionnaire, together with subsequent submissions, proposes that a small set of numbers are allocated without identifying what numbers are being discussed. Noting the remit of the ITU,

ETNO believes that the ITU is not able to determine what, if any, national resources may be assigned and believes that the numbers should be from an as yet unidentified Global Numbering Range.

Amount of Numbers being requested

There is no definite proposal as to the amount of numbers required. This is driven by a lack of understanding as to how the numbers would be utilised.

Use of the Numbers

The request for the numbers is but the start of the process. The request does not state how the numbers will be used, in terms of service. If the numbers are assigned to CHI then additional issues such as bringing the numbers into service (noting the assignment does **not** guarantee the numbers will be built on networks nor access given) and having the numbers built, noting that the business as usual procedures is predicated on communications between operating Agencies to achieve interconnection will remain.

Impact on Number Utilisation in the International Number Ranges

The current submissions use the term short numbers, and it needs to be explicitly stated what this means. The implication of the discussions to date are that these short numbers are from the +800 freephone number range. There is also lack of clarity as to the use of numbers - in turn this raises a number of questions. For example is it the country code followed by one, two or more digits? Or does the term include the country code in the dialled digits? A definitive statement is required in either case. A subsequent action would then be to apply that statement to the considered number ranges from which these numbers would be assigned in order to assess the impact on the range. Such impact analysis should include the availability of the numbers for what these were originally intended (e.g. free phone) plus for other future requests that may be made.

Conclusion

In order to assist in the assignment, allocation and utilisation of international numbering resources, and taking into account that there may be other requests from similar organisations, it is proposed that as a minimum clarification is sought on:

- a) a service definition
(how the numbers will be routed)
- b) rules of the assignment
(number length, assigned to whom (operator or applicant))
- c) criteria for assignment including rules of assignment
(for other organisations who may wish to apply for a similar resource)
- d) an investigation to identify what global number ranges would exist, either current or as yet unassigned, from which short numbers could be assigned, and
- e) to take a decision as to the global numbering range to assist in the drafting of text associated with a), b) and c) above.

Proposal

To achieve the conclusions outlined above, it is proposed that this ETNO Position be used as a basis to make submissions to various fora. The cornerstone of making such submissions is to ensure that the successful introduction of possible international numbering resources to Child Helpline International follow business as usual processes.

NOTE: Annex 1 contains the first submission based on this Reflection Document, and is attached here for information. It is in standard ITU meeting document format and will be removed when this RD is published.

- How will CHI go about having the numbers built, noting that “business as usual” procedures are predicated on communications between operating Agencies to achieve interconnection?

4) What impact will the request have on utilisation?

The current terms used refer to short numbers, and it needs to be explicitly stated what this means. For example is it the country code followed by one, two or more digits? Or does the term include the country code in the dialled digits? A definitive statement is required in either case. A subsequent action is then applying that statement to the considered number ranges from which these numbers would be assigned in order to assess the impact on the range. Such impact analysis should include the availability of the numbers for what these were originally intended (e.g. free phone) and for other future requests that may be made.

Proposal

In order to assist in the assignment, allocation and utilisation of numbering resources, and taking into account that there may be other requests from similar organisations, it is proposed that as a minimum:

- a) Recommendation(s) be written that specifies
 - a service definition,
(how the numbers will be routed)
 - rules of the assignment
(number length, assigned to whom (operator or applicant))
 - criteria for assignment including rules of assignment
(for other organisations who may wish to apply for a similar resource)
- b) An investigation is undertaken to identify what global number ranges would exist, either current or as yet unassigned, from which short numbers could be assigned, and
- c) To take a decision as to the global numbering range, to assist in the drafting of text associated with a) above.