

Provision of International Calling Line Identification under the New International Telecommunication Regulations

Telecommunications Regulatory Affairs Advisory Committee
16 May 2014

Purpose

- To brief Members about the requirement of the provision of international Calling Line Identification (CLI) under the new Article 3.6 of International Telecommunication Regulations (ITRs)
- To propose revision to an existing code of practice to meet the new requirement
- To solicit Members' views on the proposed arrangement

The new Article 3.6 of ITRs

Article 3.6 includes a new requirement about the provision of international CLI to address the concerns of some Member States for combating frauds and tracing malicious calls:

“3.6 Member States shall endeavour to ensure that international calling line identification (CLI) information is provided taking into account the relevant ITU-T Recommendations.”

The new ITRs, including Article 3.6, will come into effect on 1 January 2015.

The Relevant ITU-T Recommendations

ITU-T E.157 provides the main guidance for the provision of international CLI:

ITU-T E.157 Session 7

Calling party numbers shall, consistent with technical capabilities and national legal and regulatory frameworks, be delivered across boundaries of countries except for the following cases:

- a) Depending on bilateral/multi-lateral agreement, the originating network may restrict the calling party number from being sent to the destination network when the CLIR supplementary service is applicable.*
- b) Restrictions in cases of national legal and regulatory frameworks.*

In both cases a) and b), calling party numbers sent across international boundaries shall, consistent with technical capabilities and national legal and regulatory frameworks, contain as a minimum the country code of the originating country.”

The provision of international CLI in other economies (1)

- Regarding the provision of international CLI, enquiries were sent to seven advanced economies
- A reply was received from the Infocomm Development Authority (IDA) of Singapore
- The relevant information of Europe was obtained from its official website

The provision of international CLI in other economies (2)

iDA of Singapore:

“12.3 The Licensee is required to comply with the following technical requirements and safeguards:

- a) The Licensee shall not manipulate the Calling Line Identity of the original calling party and the original calling party Calling Line Identity shall be passed on in the conveyance of a call accordingly. ”*

The provision of international CLI in other economies (3)

Electronic Communications Committee (ECC) of the European Conference of Postal and Telecommunications Administrations (CEPT):

“2) that all electronic communications operators and service providers, national and international, involved in an electronic communication service that uses an E.164 number or other originating identifier shall provide or transport and forward OI/CLI information adhering to ITU-T and/or ETSI related international standards;

.....

4) that the originating operator/service provider is responsible for the correctness of the OI/CLI;

5) that an operator/service provider sending or receiving electronic communications should not change the contents of the OI/CLI, if not specifically allowed in cases mentioned in regulations/standards; ”

The provision of international CLI in other economies (4)

- From these overseas experiences, both iDA and ECC adopt the Article 3.6
- iDA takes a strict approach by imposing mandatory requirements in the licence condition of licensees
- ECC issues an ECC Recommendation for the CEPT member countries to follow

Current status in Hong Kong

- Based on figures provided by major EFTNS operators, it is estimated that:
 - more than 90% of international calls terminated to Hong Kong from other major economies carry international CLI
 - less than 70% of calls originated from Hong Kong are international CLI guaranteed
 - the cost of CLI guaranteed international voice service is about 30% higher than that of non-CLI guaranteed international voice service

Proposal

To add a new paragraph 11 in the “Code of Practice in relation to Calling Line Identification and Other Calling Line Identification Related Services” to include the requirement of Article 3.6:

“Provision of International CLI for calls originated from Hong Kong

11. The Operators and the Providers shall endeavour to ensure that international CLI information is provided taking into account the relevant ITU-T Recommendations. If CLI information is not provided, the customers should be well informed.”

Way Forward

- Continue to keep in view how other advanced economies implement the new Article 3.6
- Determine whether a more stringent requirement, such as mandating the provision of international CLI for calls originated from Hong Kong, should be adopted if the situation warrants in the future

Thank you