

TELECOMMUNICATIONS NUMBERING ADVISORY COMMITTEE

Barring of Call Forwarding to Codes and Numbers in the Numbering Plan

Purpose

This paper seeks members' views and comments on whether barring of call forwarding to certain codes and numbers in the numbering plan should be permitted.

Background

2. On 24 December 1999, the Telecommunications Authority (TA) received a complaint that a number of mobile network operators barred the call-forwarding functions of their switches to the "300" prefixed numbers for access to a service called "International Roaming Service" (the Service) operated by City Telecom (HK) Limited (CTI). After conducting a detailed investigation, the TA concluded that the Service operated by CTI was a legitimate service and mobile network operators should not bar their customers' access to the service by way of call forwarding. After the incident, the TA undertook a review on whether barring of call forwarding to certain codes and numbers in the numbering plan should be permitted, and if so, on what grounds. This issue was also discussed in a series of technical workgroup meetings of the Telecommunications Standards Advisory Committee (TSAC).

Findings of the TSAC

3. Members of TSAC workgroup generally considered the principle of any-to-any communications should be maintained in call forwarding service so as to maximize the benefits to end users. Barring of call forwarding to certain codes and numbers should only be applied on exceptional cases if that would cause fraud, billing disputes and unnecessary instability or disturbance to network operation. They had reached a consensus that the call forwarding to the following codes and numbers should not be allowed for the sake of network operation and consumer interest:

<i>Numbers and Codes with leading digits</i>	<i>Usage</i>	<i>Reason for Barring</i>
00(1,2), 00(6-9)	Direct IDD access Indirect IDD access	To prevent wrong billing to the calling party
112	Emergency code services for mobile networks	To prevent disturbances to police emergency services
14X and 4X level	Network Number for number portability services	These codes and numbers are not directly accessible by end users and should not be opened for call forwarding service.
15XX, 16XX	ETS Access Code	To prevent wrong billing to the calling party.
900	Paid Information Service	To prevent the calling party from bearing the service charge of which he/she has not intention to access.
99X	Emergency code for fixed and mobile network services	To prevent disturbance to police emergency service.

4. There were some dissenting views on the need of call forwarding to some codes and numbers which are given in the table below:

<i>Numbers and Codes with Leading Digits</i>	<i>Usage</i>	<i>Arguments</i>
10(0,1,3,6,8,9), 12(0-3)	Enquiry and hotline services of FTNS operators	<p>FTNS and mobile network operators consider that barring of call forwarding to these levels can avoid unnecessary holding up of network services and prevent disturbance or abuses to enquiry and hotline services provided by network operators.</p> <p>OFTA considers that it is not desirable to bar call forwarding to these numbers at this stage as there is no evidence that it will cause trouble to network operation.</p>

20(0,7,8,9)	Calling Card Services of FTNS operators	<p>Some fixed and mobile network operators considered that CF to 20X levels would not offer any meaningful services. On the other hand, the barring could prevent wrong calls to the service providers and mis-operation of the call forwarding services by users.</p> <p>OFTA considers that as a calling card service is a two-stage dialing service which does not rely on Caller Line Identification (CLI), there is no risk of wrong billing. Access to 20X level is similar to certain 30X numbers which are used by PNETS operators. There is no compelling reason to bar call forwarding to 20X level.</p>
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OFTA would like to solicit the views of NAC before making a final decision on the proposed barring of call forwarding to the above codes and numbers. If the proposal of barring call forwarding to certain codes and numbers is adopted, the TSAC will issue standardisation guide for network operators to comply with.

Advice Sought

5. Members are invited to give their views and comments on the proposed arrangement of barring call forwarding to some codes and numbers given in para. 3 and para. 4 above.

Office of the Telecommunications Authority
19 September 2000