

**Ref. ICTA/TER/GD1/2006**

**8 February 2006**

**TECHNICAL AND ADMINISTRATIVE GUIDELINES TO MITIGATE THE  
RISKS OF ILLEGAL TERMINATION OF INTERNATIONAL CALLS IN  
MAURITIUS**

The Information and Communication Technologies Authority in exercise of its statutory functions under the Information and Communication Technologies Act 2001 as amended issues the following technical and administrative guidelines pursuant to section 17(3) combined with sections 18(1)(c), 18(1)(f), 18(1)(g), 18(1)(n) of the said Act and in consultation with the following representatives of the Industry: - ACT, Mauritius Telecom Ltd., Emtel Ltd., Mahanagar Telephone (Mauritius) Ltd. and Cellplus Communications Ltd. These guidelines shall come into force with immediate effect.

The Information and Communication Technologies Authority,

*considering,*

1. that the Telecommunication Order (2 of 2006) has been released on 12 January 2006 to prescribe, amongst others, the minimum charges for terminating incoming international calls into Mauritius, with effect as from 1 February 2006;
2. that the prescribed minimum termination charges for terminating incoming international calls in Mauritius results into an overall increase of the said charges;
3. that an increase in the minimum termination charges for terminating incoming international calls in Mauritius may give rise to the practice of grey markets for illegal termination of international calls;
4. that the following entities are potentially capable of terminating international calls:-
  - a. Internet Service Providers (ISP);
  - b. International and Domestic Call Centres;
  - c. International Long Distance operators, and,
  - d. Private entities connected to local networks and having access to international connectivity through public operators;
5. that ISPs and International Call Centres are allowed to take International Private Leased Circuit (IPLC) from any duly licensed ILD operator and national leased line from any duly licensed PSTN operator with a view to offering their services;

6. that private entities are allowed to take International Private Leased Circuit (IPLC) from any duly licensed ILD operator and national leased line from any duly licensed PSTN operator for their private use only;
7. that private entities are allowed to put-up their own VSAT for their private use only;
8. that ISPs are allowed to operate their own last mile;
9. that neither domestic nor international call centres are registered with the ICT Authority;

*recognizing*

1. that Calling Line Identity (CLI) may be used as a powerful tool to track down illegal termination of international calls;
2. that CLI may be passed in Digital Subscriber Signalling no. 1 (DSS1) SETUP messages as well as Signalling System 7 (SS7) Initial Address Messages (IAM);
3. that CLI from international networks may in certain instances be unavailable;
4. that CLI forgery may be possible by the use of technology.

*recommends*

1. that prior to granting resources to their customers, ILD operators and access providers examine the network diagram provided by their customers, with a view to making sure that there is no risk of illegal termination of international calls;
2. that CLI Restriction (CLIR) be provided to customers only for good cause and after verification of same;
3. that the service providers work out appropriate guidelines to be followed by their staff members to prevent misuse of the CLIR facility;
4. that access providers validate the CLI passed in DSS1 SETUP messages, prior to passing same on. In cases where validation fails, network provided number should be sent in accordance with ITU-T Recommendation Q.951;
5. that in cases where CLI from international networks is unavailable, ILD operators investigate the possibility of inserting a unique default number (e.g. 888 88XX where XX is assigned by the Authority);
6. that the public in general be sensitized with regard to illegal call termination and grey markets;

7. that operators and service providers collectively invite the public to report international calls received with local CLI to advertised toll free numbers;
8. that a monitoring committee consisting of the ICT Authority, access providers and ILD operators be set-up with a view to regularly monitoring the effects of Telecommunication Order (2 of 2006) on call patterns and bilateral agreements between local and international carriers amongst others;

*decides*

1. that SS7 shall be used for interconnecting ILD infrastructures with local access networks;
2. that interconnectivity between international and domestic call centres is not permitted;
3. that sharing of infrastructure for both domestic and international call centres may be allowed subject to the company submitting a certificate from the vendor of software that the software is capable of bifurcating the PABX/Server into two separate and independent environments for the domestic and international call centres and does not allow flow of traffic from PSTN to IPLCs and vice-versa and that the system logs are tamper-proof;
4. that calling line identity (CLI) shall not be tampered with;
5. that CLIR shall not be provided to entities, including call centres and telemarketing service providers, having an international connectivity by means of IPLC, VSAT or otherwise;
6. that access providers shall monitor the local traffic pattern of those entities referred to in 5 above and to whom CLIR have been provided prior to the coming into force of these guidelines and shall report any suspected irregularities to the Authority;
7. that the following information shall be provided to the Authority on the 30<sup>th</sup> day of every month:-
  - (i) by all ILD Operators:-
    - (a) The total number of minutes of incoming international traffic received from each international carriers during the previous month;
    - (b) The total number of minutes of incoming international traffic delivered to the telecommunication system of each access provider during the previous month;
    - (c) The total amount payable under subsection (a) above, to
      - i. each access provider; and

ii. the Special Account, as provided for under the Telecommunication Order (2 of 2006);

(ii) by all Access Providers (PSTN and PLMN):-

- (a) The total number of minutes of Incoming International traffic delivered to their telecommunication systems by each of the ILD operators directly interconnected with them, during the previous month; and
- (b) The total payments receivable from each ILD operator, under subsection (a) above.

10. All ILD operators shall provide bank evidence of the total payments received by them from each international carrier, not later than 30 days after the date of such payment(s).