



ECC Recommendation (14)03

Charging Principles for National and International
Freephone Numbers

Approved 10 April 2014

Note: This Recommendation supersedes ECTRA/REC/(00)01

INTRODUCTION

A freephone number is a number that is reached free of charge to the calling party with the cost of the call normally covered by the called party. At a national level, many CEPT countries have number ranges designated for this purpose. The ITU also manages a Universal International Freephone Number (UIFN) range. A UIFN is composed of a three-digit country code for global service application, i.e. 800, followed by an 8 digit Global Subscriber Number (GSN), resulting in an 11-digit fixed format. (A caller to a UIFN must dial an international prefix in order to make a call).

A CEPT / ECTRA Recommendation (ECTRA/REC(00)01) of 24 March 2000 set out charging principles for national and international freephone numbers. This Recommendation now supersedes ECTRA/REC(00)01 to extend those charging principles to roaming customers.

SCOPE

This updated Recommendation now covers calls to national and international Freephone numbers for customers roaming on the networks of other countries within the CEPT area.

This section provides examples of the new roaming call scenarios and clarifies which scenarios are covered by the Recommendation.

Roaming Call Scenario	Description	Recommendation Applicable?
Scenario 1 (National Freephone Visited Country)	A customer from Country A is roaming in Country B. The customer makes a call to a national Freephone number of country B using the standard national dialling arrangement for Freephone numbers (usually 1800 or 0800 followed by subscriber digits) of Country B.	Yes
Scenario 2 (International Freephone – Visited Country)	A customer from Country A is roaming in Country B. The customer makes a call to a Universal International Freephone Number. For example, the European Union's Freephone number +800 67891011.	Yes
Scenario 3 (National Freephone – Home Country or Another Country)	A customer from Country A is roaming in Country B. The customer makes a call to a Freephone number of Country A or Country C by prefixing the number with the international dialling code of Country A or Country C ¹ .	No

¹ It should be noted that the national freephone numbers of some CEPT countries are not accessible from abroad even if the international country code is prefixed to the number,

ECC RECOMMENDATION (14)03 ON CHARGING PRINCIPLES FOR NATIONAL AND INTERNATIONAL FREEPHONE NUMBERS

“The European Conference of Postal and Telecommunications Administrations,

considering

- a) ITU-T Recommendation E. 152 "International freephone service" describing the international freephone principle.
- b) ITU-T Recommendation E. 169.1 "Application of Recommendation E.164 numbering plan for universal international freephone numbers for international freephone service".
- c) That access to the +800 International Freephone Service (i.e. UIFN as defined and managed by ITU-T) is in accordance with the applicable ITU-T Recommendations.
- d) Article 28(1) "Access to numbers and services" of the "Universal Service Directive", Directive 2009/136/EC of the European Parliament and of the Council of 25 November 2009, amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services.
- e) Consumer interests need to be protected.
- f) Users and callers of freephone numbers must be able to rely on the service concept.
- g) A fee for the use of telecommunications terminal equipment is outside of the scope of this Recommendation.
- h) Special arrangements between the subscriber (holder of the freephone number) and the service provider (network operator) concerning the availability of the service and/or blocking of calls from networks with high charges are outside of the scope of this Recommendation.
- i) That this recommendation does not address international calls to national freephone numbers (Scenario 3).

recommends

1. That all CEPT Administrations take the necessary measures to ensure that the access, when available, to both national freephone services and the International Freephone Service is always free of charge for the calling party.
2. That the above mentioned principle should also apply for calling parties roaming in another CEPT country (Scenarios 1 and 2) where technically and economically feasible.
3. If not feasible, a minimum requirement is to play an announcement to the roaming caller that a charge may apply.