



CALLING LINE IDENTIFICATION (CLI) CODE OF PRACTICE



Version Control

Version	Status	Update	Effective Date
1.0		Document rebranded from eircom to open eir	16 th September 2015
V2.0	Final	This document is based on V2.7 Implementation of Standardised Change Control.	21/06/2017

This document follows change control procedure:

Proposed is defined as a document status when the approved document is uploaded to Proposals Section of open eir Website.

Final is defined as a document status when the approved document is uploaded to the relevant section of the open eir Website following the publication period.

For information:

- Historical Document History Table located at end of Document.
- Publish means the action of uploading a document to the website regardless of status or location.
- **If there are changes to the document between ‘Proposed’ and ‘Final’, change control operates.**

1. PREFIX

The provision of Calling Line Identification ("CLI") services requires that there is end to end availability and control of the CLI messages, and that these messages are generated in a consistent way and one which respects the law in respect of data protection and privacy. Unless this is achieved the CLI service cannot be provided efficiently as the status of the message (e.g. the validity of the numbers displayed) cannot be guaranteed by the Provider of the service and/or might infringe users' rights. Therefore, consistency is required between the network where the messages are generated (the Originating Network) and the network where the messages are displayed (the terminating Network). Clearly where these are the same network there is less likelihood of any problem but where interconnection between two or more networks occurs, some way of ensuring that all networks adhere to the same rules is required if customers of CLI display services are to have confidence in such a service and if the CLI needs of the emergency services are to be met.

Against this background, this Code of Practice was designed to achieve a number of objectives:

- a. To encourage operators to follow a consistent set of rules for CLI to enable the provision of CLI across network boundaries;
- b. To ensure that the requirements of Data Protection legislation and of the Emergency Services are met;
- c. To provide a reasonable balance between consumer and producer interests;
- d. To comply with EU practices and principles in respect of CLI;
- e. To be flexible so that this set of rules can evolve in an efficient manner to reflect changing technological and other developments.

2. SCOPE

2.1 Networks Covered

This Code of Practice covers all authorised operators of Irish electronic communications networks interconnected with open air (as well as open air itself) where such public networks include P STN, ISDN or GSM public interfaces.

2.2 Call Types Covered

All calls originating or terminating in Ireland which are carried to or from open air by one or more of the networks covered by this Code of Practice (for the avoidance of doubt, transit calls that do not either originate or terminate in Ireland are not covered).

3. REQUIREMENTS

To ensure these various requirements are met, all parties interconnecting with open air are required and agree to comply with the European Telecommunications Platform (ETP) Guidelines for Calling Line Identification¹. Furthermore, all parties hereby also agree that the following qualifications should apply to the relevant paragraphs of the ETP Guidelines in respect of the application of these guidelines and/or operation of CLI in practice, as appropriate:

Section 3.1.2 Blocking and Unblocking Codes

The blocking/unblocking codes used on the Irish fixed network are 141 and 142, respectively;

Section 3.3 Providing a CLI

Any such subscriber-provided CLI shall only be implemented following explicit approval by the National Regulator and provided the Network Operator offers such a product. The National Regulator will decide on requests for subscriber-provided CLI in accordance with guidelines agreed with industry (currently document NAP80);

Section 3.4 Mobile Telephones

Not currently applicable;



¹ The ETP Guidelines can be found at:

http://www.etp-online.org/downloads/02_051_CLI_Guidelines_Sep_2002.pdf

Section 4.8 Caller Provided CLI

Any such subscriber-provided CLI shall only be implemented following explicit approval by the National Regulator and provided the Network Operator offers such a product. The National Regulator will decide on requests for subscriber-provided CLI in accordance with guidelines agreed with industry (currently document NAP80);

Section 4.9 Premium Rate & Shared Revenue Numbers

The use of Premium Rate numbers for CLI purposes is not permitted, as agreed between the National Regulator and industry;

Section 4.10 Non Geographic numbers

The use of non-geographic numbers apart from premium rate/ shared revenue numbers is permissible subject to explicit approval from the National Regulator and provided the Network Operator offers such a product. Each such case will be decided in accordance with guidelines agreed between industry and the National Regulator (currently document NAP80);

Section 5.5 Call Return Service

Section 5.5 is not applicable.



Version Control History

Version	Status	Update	Effective Date
1.0		Original	01 September 2004
1.0		Document rebranded from eircom to open eir	16 th September 2015
V2.0	Final	This document is based on V2.7 Implementation of Standardised Change Control.	21/06/2017