

ONE SINGLE PHONE NUMBER FOR CHILD HELPLINE SERVICES

The XIX Meeting of Permanent Consultative Committee I: Telecommunications/Information and Communication Technologies (PCC.I),

TAKING INTO ACCOUNT:

- a) That the United Nations adopted the Convention on the Rights of the Child (1989), bearing in mind that the need to extend particular care to the child had been stated in the Geneva Declaration of the Rights of the Child of 1924 and in the Declaration of the Rights of the Child adopted by the General Assembly on 20 November 1959 and recognized in the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights (in particular Articles 23 and 24), the International Covenant on Economic, Social and Cultural Rights (in particular Article 10) and the statutes and relevant instruments of specialized agencies and international organizations concerned with the welfare of children;
- b) That, in the framework of the Convention on the Rights of the Child, the States Party undertook to protect the child from all forms of sexual exploitation and sexual abuse and, for these purposes, to take in particular all appropriate national, bilateral and multilateral measures to prevent: a) the inducement or coercion of a child to engage in any unlawful sexual activity; b) the exploitative use of children in prostitution or other unlawful sexual practices; and c) the exploitative use of children in pornographic performances and materials (Article 34);
- c) That the 2010 Plenipotentiary Conference, by means of Resolution 179 (Rev. Guadalajara 2010), resolved that the International Telecommunication Union would continue providing assistance and support to Member States, especially developing countries, to draft and apply roadmaps for the Child Online Protection (COP) Global Initiative,

CONSIDERING:

- a) That Child Helpline International (CHI), founded in May 2001, focuses on providing assistance to children all around the world, providing professional advice to address problems suffered by children and information regarding its activities;
- b) That said Organization is currently cooperating with CITELE, via the Working Group on Deployment of Technologies and Services of Permanent Consultative Committee I, in order to contribute its knowledge about this to Member States and associate members for the drafting of child help policies in the Americas region;
- c) That, as a result of these activities, PCC.I is currently developing a regional child help website that would provide information and assistance regarding the many different problems suffered by children,

¹ CCP.I-TIC/doc.2469/11 rev.1

RECOGNIZING:

- a) That it is of the utmost importance for the region's countries to bring their efforts and policies together in order to provide children with better and faster help by creating tools that facilitate their identification and implementation;
- b) That the Working Group for the Coordination and Implementation of Actions regarding the NIÑ@SUR Initiative of MERCOSUR Sub-Working Group 1 "Communications," pursuant to ACTA No. 1/09, met on April 1, 2009 in the city of Asunción, Republic of Paraguay, in order to continue making progress in dealing with issues associated with the rights of the child and help for children;
- c) That the International Telecommunication Union (ITU) works actively on child help issues, as indicated in the Memorandum of Understanding signed in 2006 between ITU and Child Helpline International, and that SG-2 Recommendation E.164 Supplement 5 suggests that where countries have not already adopted a child helpline that countries consider using short code 116 or 116 111;
- d) That, by means of Resolution PCC.I/RES 188 (XVIII-11), a complete study on the use of online phone service channels of Member States, as well as the feasibility of having a common channel for prevention, monitoring, and intervention in cases of the violation of the rights of the child in the Americas region,

RECOMMENDS:

- 1. That CITEL Member States, who have not already established a phone number, make the efforts that are needed to use one single phone number in their territory to provide assistance for children via phone services in order to facilitate access to information and counseling provided via this service.
- 2. That the Administrations consider the possibility to establish necessary regulatory measures for the communications via the child helpline service to be free of charge, for both those who are making the calls and those who are receiving them.
- 3. That the Administrations consider the possibility to establish necessary regulatory measures for the access to the child helpline service to be feasible from any telephone network, either fixed or mobile, with the purpose of facilitating the implementation of a child helpline abbreviated number.
- 4. That CITEL Member States consider the viability of allocating an abbreviated number as a child helpline, as long as the technical structure of their national numbering makes this allocation possible.
- 5. That CITEL Member States that have not as yet allocated a phone number for the child helpline consider adopting 116 or 116 111 so that the same number can be used throughout the region or sub-region.
- 6. That those Member States that have currently allocated a phone number for the child helpline other than 116 or 116 111 consider the possibility of using 116 or 116 111 alongside their other phone number for this purpose.
- 7. That those Member States making changes to their Basic Numbering Plans consider the possibility of using abbreviated number 116 or 116 111 as their child helpline.
- 8. That Member States work with associate members, and organizations that assist in protecting children to create more public awareness about these issues.

9. That Member States also considering providing contributions to the ITU Council Child Online Protection Working Group (CWG-COP) in order to provide information about the efforts of individual Members States in this area.

HEREBY INSTRUCTS THE CITEL SECRETARIAT

To send the present Recommendation to the Member States for dissemination and information.