

**UTILIZATION OF TECHNOLOGY TO FACILITATE COMMUNICATION WITH CHILD  
HELPLINES**

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

**CONSIDERING:**

That, in the framework of the Working Group on Deployment of Technologies and Services, several studies have been carried out regarding the feasibility of identifying one single regional phone number for child helpline services,

**RECOMMENDS:**

That the Administrations promote the use by mobile service providers of a smart phone application to automatically dial a child helpline-service number, containing a database of all the numbers dedicated to said service in the region, and that will select the number on the basis of location.

**INSTRUCTS THE SECRETARIAT OF CITEL:**

1. To circulate the application and to submit it to all Administrations via its webpage, once it has been developed by the team created by the Working Group on Deployment of Technologies and Services.
2. To inform that for consultations please contact the coordinator of this subject Mr. Guillermo Montenegro ([gmontenegro@cnc.gov.ar](mailto:gmontenegro@cnc.gov.ar)) from the Administration of Argentina.

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<sup>1</sup> CCPI-TIC/doc. 2995/13