INTERNATIONAL TELECOMMUNICATION UNION

CCITT

D.7

THE INTERNATIONAL
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CONSULTATIVE COMMITTEE

GENERAL TARIFF PRINCIPLES

CHARGING AND ACCOUNTING IN INTERNATIONAL TELECOMMUNICATIONS SERVICES

CONCEPT AND IMPLEMENTATION OF "ONE-STOP SHOPPING" FOR INTERNATIONAL PRIVATE LEASED TELECOMMUNICATION CIRCUITS

Recommendation D.7

Geneva, 1992

FOREWORD

The CCITT (the International Telegraph and Telephone Consultative Committee) is a permanent organ of the International Telecommunication Union (ITU). CCITT is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The Plenary Assembly of CCITT which meets every four years, establishes the topics for study and approves Recommendations prepared by its Study Groups. The approval of Recommendations by the members of CCITT between Plenary Assemblies is covered by the procedure laid down in CCITT Resolution No. 2 (Melbourne, 1988).

Recommendation D.7 was prepared by Study Group III and was approved under the Resolution No. 2 procedure on the 24th of January 1992.

CCITT NOTE

In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication Administration and a recognized private operating agency.

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Recommendation D.7

CONCEPT AND IMPLEMENTATION OF "ONE-STOP SHOPPING" FOR INTERNATIONAL PRIVATE LEASED TELECOMMUNICATION CIRCUITS

Preamble

This Recommendation provides the general principles and procedures for the implementation of "one-stop shopping" (OSS) for international private leased telecommunication circuits (IPLC).

OSS is an optional set of arrangements whereby an Administration (the coordinating Administration) handles coordination between a customer and other Administration(s) concerned [the participating Administration(s)] in order to make it simpler for the customer leasing international private leased telecommunication circuits.

Recognizing on one hand that each Administration's internal procedures and billing processes are different and on the other hand that OSS procedures should be harmonized as much as possible, this Recommendation is only a guide to be used by Administrations cooperating in the provision of OSS. Details of procedures should be agreed among the Administrations concerned.

The implementation of the OSS arrangement requires close coordination among the Administrations concerned at all levels, commercial and administrative, as well as technical. The Administrations concerned should endeavour to meet all the specific requirements of the customer including the choice of participating Administration(s).

The following procedures are proposed to that end as guidelines for bilateral agreements.

1 Definition of terms

The following terms are defined only for the purposes of this Recommendation.

1.1 coordinating Administration

The Administration, selected by the customer, which coordinates the overall operation, takes the order from the customer and coordinates circuit provisioning. The service associated with the OSS arrangement may include those components of a customer network that do not originate or terminate within the coordinating Administration's operating area.

1.2 participating Administration(s)

The Administration(s), other than the coordinating Administration, involved in the actual provisioning of the requested service.

1.3 customer

The individual or entity who requests the OSS arrangement, and who signs the order forms and other contractual documents which may be required.

2 Features

2.1 The customer chooses the coordinating and the participating Administration(s).

2.2 The OSS arrangement may include any of the following features:

2.2.1 *Single-point ordering*

This feature allows the customer to order an end-to-end circuit or network via one Administration (coordinating Administration). The coordinating Administration, initiates the order process with the participating Administration(s), and provides, for example, the customer with price quotation(s), prospective installation date(s), and the necessary order forms. Administrations should agree on the details of the OSS ordering process, including the designation of specific contact points for OSS orders.

2.2.2 *Single-point billing*

This feature allows the customer to pay the bill at one point. The customer selects the billing Administration. The bill is rendered in the currency of the billing Administration unless otherwise agreed. Billing will normally commence once all Administrations agree that the circuit meets the technical specifications (excluding customer provided equipment), and has been turned over to the customer.

2.2.3 *Coordinated provisioning*

With this feature, as well as coordinating the installation and testing of the circuit with the participating Administration(s), the coordinating Administration acts as the single point of information for the customer during the provisioning process, keeping the customer informed of progress end-to-end, towards installation and handover of the circuit(s).

2.2.4 *Single-point fault reporting*

With this feature, the customer reports faults to the coordinating Administration who coordinates fault investigation and clearance. The customer may also elect to report faults to the participating Administration(s).

2.3 The customer can select any or all of the above features where available. Other relevant features may also be offered.

3 Terms and conditions

3.1 Each Administration's terms and conditions for the provision of the international private leased telecommunication circuit service will remain applicable unless otherwise agreed.

3.2 When the customer in the coordinating country signs the contract or the order forms with the coordinating Administration in the name and on behalf of its counterpart(s), then a guarantee may be needed by the participating Administration(s).

Such a guarantee may, for example, be a warranty of agency certifying that the signing customer is duly authorized by its counterpart(s) to place the order and to fulfil all the associated obligations.

3.3 Administrations shall be liable to their own customers in accordance with their respective national laws or regulations, and subject to the terms and conditions of their respective contracts.

4 Single-point billing

4.1 With single-point billing, the coordinating Administration (or the billing Administration as indicated by the customer) is responsible for collecting the total amount of billed charges (including taxes where appropriate) from the customer on the basis of the participating Administration(s) invoice.

4.2 The coordinating Administration will not be liable to the participating Administration(s) for any charges unpaid by the customer. In the case of a customer failing to pay the bill for whatever reason, the coordinating Administration will inform the participating Administration(s) of this within a mutually agreed period.

4.3 After a mutually agreed period, the coordinating Administration may withdraw single-point billing and should promptly notify the participating Administration(s) providing the participating Administration(s) with the appropriate information.

The participating Administration(s) will reimburse the coordinating Administration for any sums received from the coordinating Administration in respect of amounts due from the customer which it had been unable to collect.

4.4 The coordinating Administration may reserve the possibility of levying a special charge on the customer to recover any additional cost it has incurred.

5 Inter-Administration settlements

5.1 The coordinating Administration will pay the participating Administration(s) for the amounts billed on their behalf in an agreed time frame. Payments will be made in the national currency of each participating Administration or, in another mutually agreed currency.

5.2 Settlements between Administrations should normally be made by bank transfer or by other means agreed between Administrations in order to identify customers, related bills and payments.

6 Cancellation

The terms and conditions for cancellation of the lease are determined by the respective Administrations concerned, particularly with regard to the notice requirement. The customer should be advised of these provisions in advance.

7 Allowance for service interruption

The coordinating Administration should reach agreement with the participating Administration(s) as to the procedure to be followed when an allowance is applicable to the customer.