INTERNATIONAL TELECOMMUNICATION UNION

CCITT

THE INTERNATIONAL
TELEGRAPH AND TELEPHONE
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TELEGRAPH AND MOBILE SERVICES
OPERATIONS AND QUALITY OF SERVICE

GENERAL PROVISIONS FOR ONE-STOP-SHOPPING ARRANGEMENTS

Recommendation F.14

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 F.14 was prepared by Study Group I and was approved under the Resolution No. 2 procedure on the 4th of August 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 F.14

GENERAL PROVISIONS FOR ONE-STOP-SHOPPING ARRANGEMENTS

(1992)

1 Introduction

1.1 *Scope*

This Recommendation sets out the general procedures for the implementation of one-stop-shopping (OSS) arrangements associated with the customer provision of international telecommunication services.

1.2 OSS may be defined as an optional arrangement for both customer and Administration whereby a single Administration (the coordinating Administration) provides and/or coordinates with other Administrations (the participating Administrations) the provision of one or more telecommunication services. It is designed to simplify for the customer the ordering, implementation and billing procedures currently undertaken by each Administration for the establishment and ongoing provision of international services.

1.3 *Options*

The OSS arrangements may include one or more of the following customer options:

a) single end ordering;

b) single end billing[1)];

c) single contact point fault reporting;

d) maintenance coordination.

Where the customer so wishes, the OSS arrangement may also encompass those other components of a customer network that do not originate or terminate within the operating area of the coordinating Administration.

The OSS arrangement requires close coordination and designation of contact points among the Administrations concerned at all levels, commercial, administrative and technical.

2 Organizational aspects

2.1 Administrations should designate contact points for participating Administrations, making due allowance for any difference in time zones, for the following activities:

a) enquiry/pre-sales activities;

b) ordering/confirmation between Administrations;

c) billing and inter-Administration accounting;

d) maintenance coordination and customer support.

2.2 *Information exchange*

Through the coordinating Administration, customers may obtain end-to-end information about services, tariffs, delivery times, etc., from any participating Administration. If the information is not immediately available, the coordinating Administration may request the necessary details from the contact points of the other Administration(s) involved. Administrations should endeavour to provide the requested information promptly.

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1) Billing and accounting aspects are covered in the relevant D-Series Recommendations.

2.3 *Selection*

The customer will select the Administration it wishes to act as the single point of contact among the Administrations involved in providing the service. Agreement to the customer's selection or any subsequent changes in that selection shall not be unreasonably withheld by other Administration(s).

2.4 *Quotation*

A quotation should be prepared by the coordinating Administration for the customer, as agreed by contact points of the participating Administrations. Participating Administrations shall agree on the content of their respective parts of a quotation before submission to the customer.

2.5 *Ordering*

The coordinating Administration shall assume responsibility for handling the ordering arrangements for the customer. The coordinating Administration should arrange for the customer to sign and complete the forms required by the participating Administration concerned.

2.6 *Order progress*

The coordinating Administration should be responsible for providing the customer with information on the progress of service provision. Should any problems or delays occur within a participating Administration's field of responsibility, the coordinating Administration should be notified immediately, and *vice versa*.

3 Operational aspects

3.1 The coordinating Administration should normally be responsible to the customer for the overall coordination of the service installation, testing, advising the customer of service availability, and the coordination of on-going maintenance.

3.2 The coordinating and participating Administration(s) should designate the centres which will interface with each other for installation, testing and ongoing maintenance, in accordance with the relevant M-Series Recommendations. The centre of the coordinating Administration should normally function as the coordinating centre, unless otherwise agreed by the Administrations concerned. When the service does not pass through the territory of the coordinating Administration, a coordinating centre should be chosen from one of the participating Administrations in consultation with the coordinating Administration.

3.3 The coordinating centre should contact the participating centre(s) and agree on a programme of tests to be conducted in accordance with the relevant CCITT Recommendations. The coordinating and participating Administration(s) should agree on the following dates, as appropriate for the service concerned:

- *ready for service date:* which is the date when the service should be complete and made available to the customer.
- *national test date:* which is the date by which the domestic parts of the service will be installed and tested in the respective countries.
- *line-up test date:* which is the date that the service will be tested between the respective international centres.
- *end-to-end test date:* which is the date that the service will be tested overall.

3.4 When the service is handed over to the customer and accepted, the coordinating Administration should advise all participating Administrations that the service is now in use.

3.5 When the customer has selected single contact point fault reporting, faults should be reported to the coordinating centre which then coordinates fault investigation and clearance. The coordinating centre should keep the customer informed as to fault clearance status.

3.6 Testing maintenance functions should be performed in accordance with the relevant M-Series Recommendations.